

MODULE: WORLDLINE ONLINE PAYMENT



REQUIREMENTS

WORDLINE BUSINESS PRE-REQUISITES

Worldline APIs: [Worldline Direct APIs](#)

Need contract: [Subscribe here](#)

Get credentials: [More information here](#)

Environment Test
 Production

Test credentials

* Test PSPID



To retrieve the API Key and API secret in your PSPID, follow these steps:

- > Login to the Back Office. Go to Configuration > Technical Information > Ingenico Direct Settings > Direct API Key
- > If you have not configured anything yet, the screen shows "No API credentials found". To create both API Key and API Secret click on "GENERATE"

* Test API Key

* Test API Secret



To retrieve the webhooks credentials, login to the Back Office.

Go to Configuration > Technical Information > Ingenico Direct settings > Webhooks Configuration and perform the following steps:

- > Click on "GENERATE WEBHOOKS API KEY"
- > Copy & Paste the WebhooksKeySecret immediately
- > In "Endpoints URLs", paste the Webhooks URL of your store - see below
- > Click on "SAVE" to confirm your settings

▲ If you have several shops & different credentials, please configure your Worldline portals for each shops/accounts.

* Test Webhooks Key

* Test Webhooks Secret

PRESTASHOP COMPATIBILITY

Module is compatible with **PrestaShop: v1.7.0+**

We do not guarantee support for earlier versions and other modules included in our migration

SERVER REQUIREMENTS

No technical prerequisite on your hosting is required (greater than to run the Prestashop version mentioned):
cURL library should be available.

Just make sure that the permissions are correct on this directory :

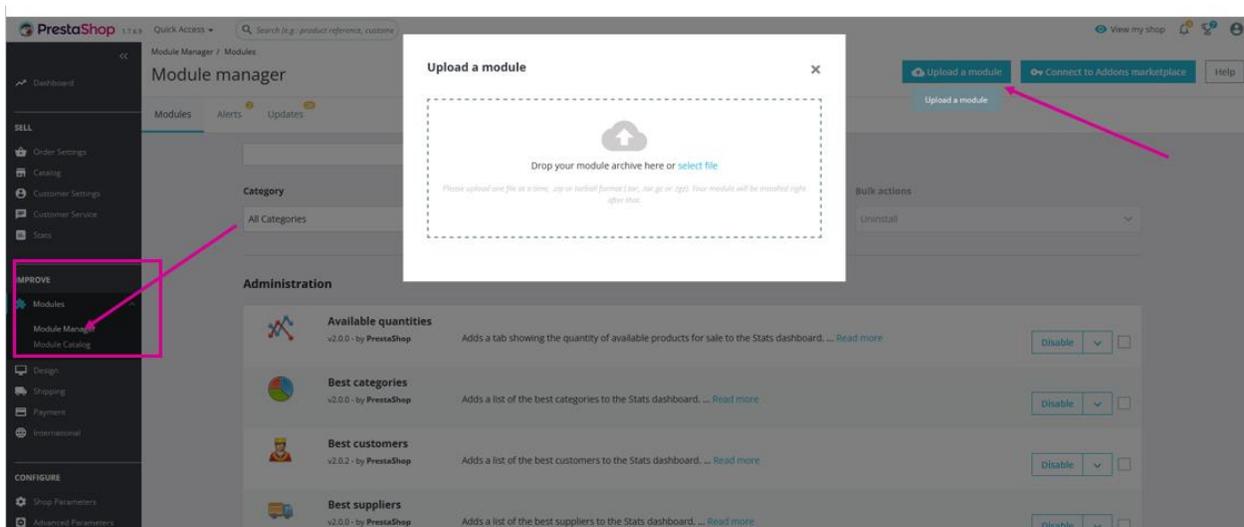
. `"/modules"`

*Back office will upload module on this standard PrestaShop directory while installing Worldline
Online Payment : **need access rights 755***

INSTALLATION

We recommend the use of PrestaShop on boarded importation tool :

- Go to Modules > Module catalog. Click on "Upload a module" and upload the zip-file



- Once done, go to the newly installed Worldline module and click on the "Configure" button

INSTALLATION BY FTP

PRESTASHOP STANDARD CHECKPOINTS TO CONSIDER

After installing & configuring module, configuration of "Payment preferences" is required:

!! Go to IMPROVE > PAYMENT > PREFERENCES, to associate the Worldline Online Payments module with User groups, carriers, countries...

Association should be made to display the new module in the checkout channel.

The screenshot shows the PrestaShop 1.7.6.9 admin interface. The left sidebar has a red box around the 'Payment' menu item, with a red arrow pointing to the 'Preferences' sub-item. The main content area is titled 'Payment / Preferences' and 'Preferences'. It contains two tables: 'Currency restrictions' and 'Group restrictions'. Both tables have columns for 'Bank transfer', 'Payments by check', 'PrestaShop Checkout', and 'Worldline Online Payments'. The 'Worldline Online Payments' column is highlighted with a red box. A 'Save' button is visible at the bottom right of the tables.

Currency restrictions	Bank transfer	Payments by check	PrestaShop Checkout	Worldline Online Payments
Euro (EUR)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
British Pound (GBP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
US Dollar (USD)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer currency	--	--	--	--
Shop default currency	--	--	--	--

Group restrictions	Bank transfer	Payments by check	PrestaShop Checkout	Worldline Online Payments
Visitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Guest	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

... don't forget to save

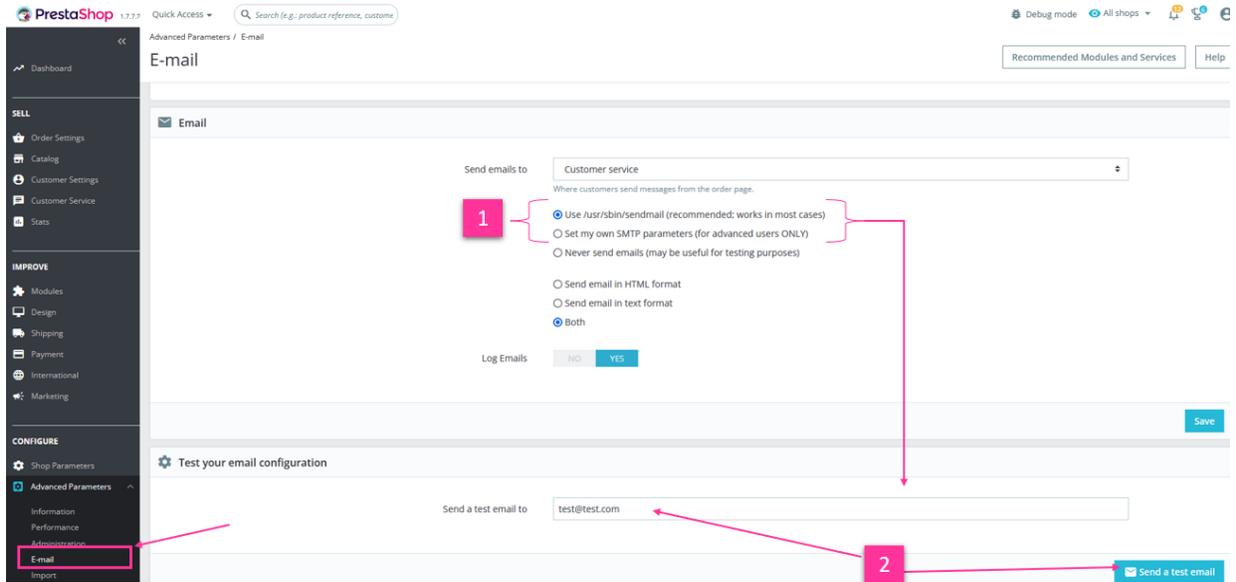
!! Pay attention to your email bot configuration in CONFIGURE > ADVANCED PARAMETERS > EMAIL

To complete an order, the order confirmation process go through the triggering of email "order_conf" (if configured).

Email sending can be switched off without altering process of order creation : *Never send email option* (see below)

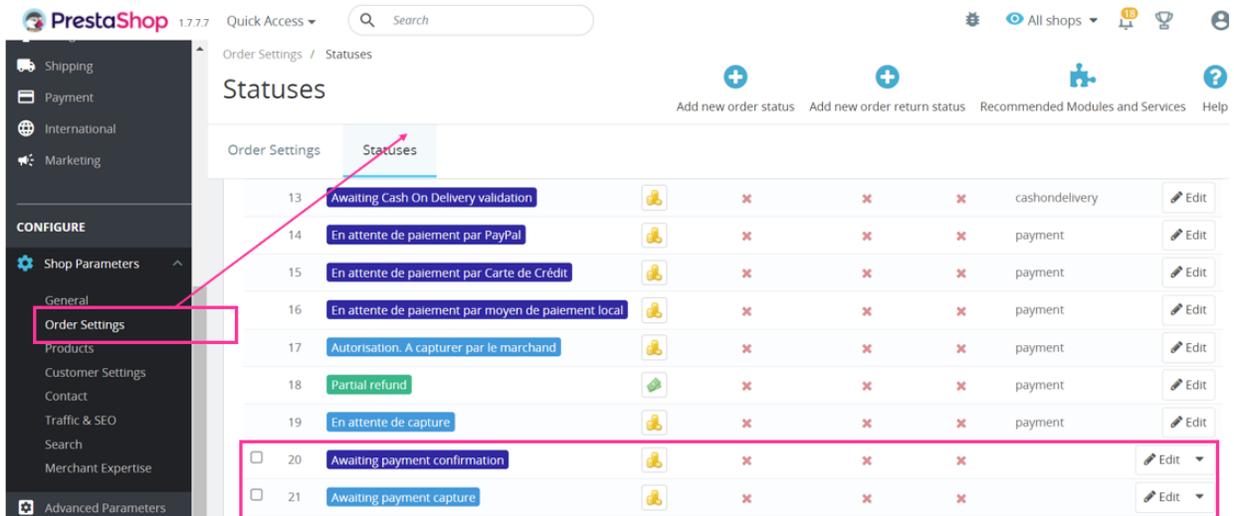
But if Email sending are "on", please verify if emails are correctly send by PrestaShop : use the "Test your email configuration" feature below.

If emails are not correctly send, then order creation won't be completed. In this case we recommend to switch off email sendings or to verify why email sendings are blocked (pb on hostings : Email sending tools, or need to configure a SMTP...)



!/ Verify that 2 new order statuses have been created while installing. To check in CONFIGURE > ADVANCED PARAMETERS > ORDER SETTINGS

- Awaiting payment confirmation (for pending payments)
- Awaiting payment capture (for authorization + capture mode = deferred payment)



In case of malfunctioning during installation, we recommend to

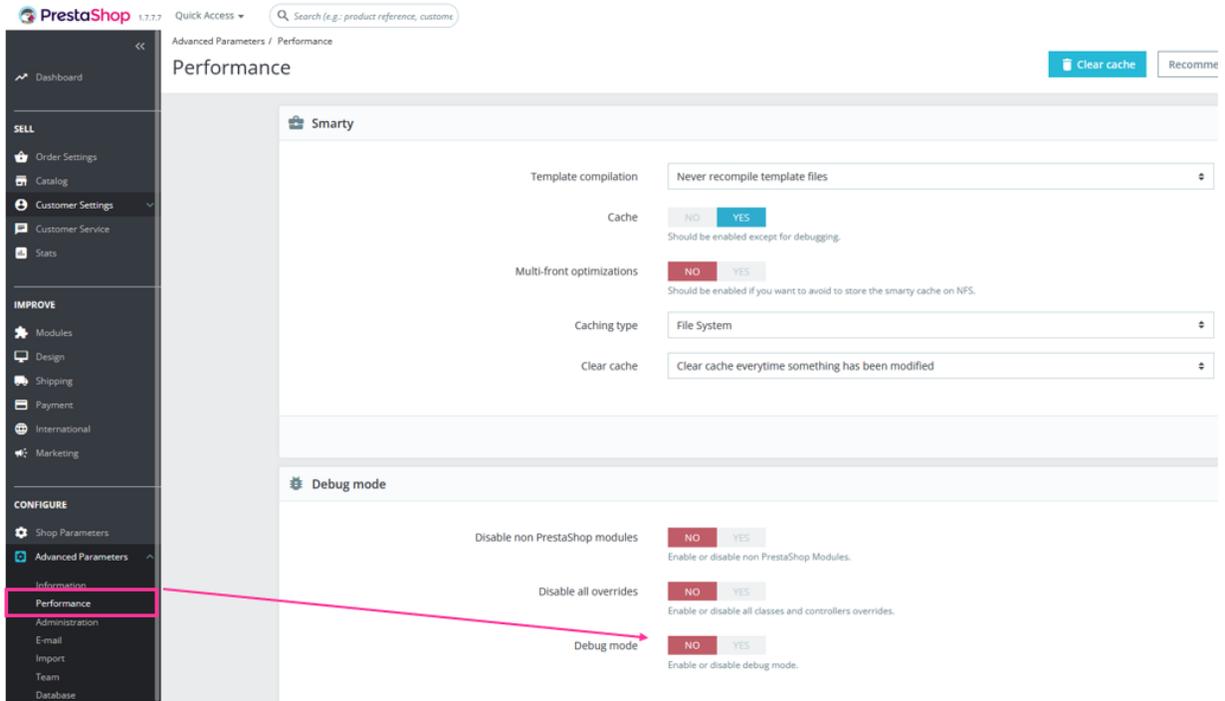
1. To verify PrestaShop Standard log feature which could be useful to understand where problem is :

The screenshot shows the PrestaShop 1.7.7.7 Admin interface. The left sidebar is open, and the 'Logs' option is highlighted with a red box. The main content area displays the 'Logs' section. At the top, there is a 'Severity levels' legend with four levels: 1. Informative only (green), 2. Warning (orange), 3. Error (red), and 4. Major issue (crash)! (black). Below the legend is a table of logs with 990 entries. The table has columns for ID, Employee, Severity (1-4), Message, Object type, and Object ID. A red box highlights the log entry with ID 987, which has a severity of 'Informative only (1)' and a message: 'Frontcontroller:init - Cart cannot be loaded or an order has already been placed using this cart'. A red arrow points from the 'Major issue (crash)!' level in the legend to this log entry.

ID	Employee	Severity (1-4)	Message	Object type	Object ID
990	Technique EG	Informative only (1)	Connexion au back-office depuis 77.196.142.198		0
989	Sharan SHAH	Informative only (1)	Connexion au back-office depuis 85.115.61.180		0
988	N/A	Informative only (1)	Frontcontroller:init - Cart cannot be loaded or an order has already been placed using this cart	Cart	101
987	N/A	Informative only (1)	Frontcontroller:init - Cart cannot be loaded or an order has already been placed using this cart	Cart	100
986	N/A	Informative only (1)	Frontcontroller:init - Cart cannot be loaded or an order has already been placed using this cart	Cart	99
985	N/A	Informative only (1)	Frontcontroller:init - Cart cannot be loaded or an order has already been placed using this cart	Cart	64
984	Technique EG	Informative only (1)	Connexion au back-office depuis 194.5.53.23		0

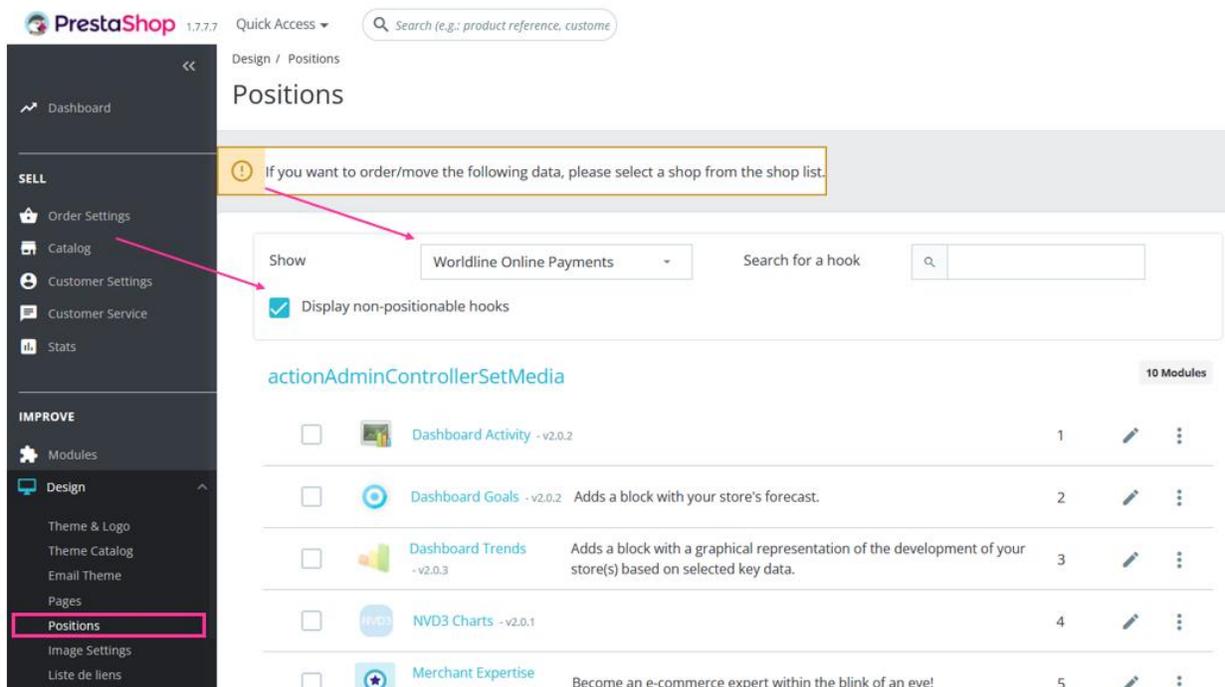
Problem of rights & permissions, timeout... could be mentioned

2. to set debug mode to populate the erro on screen (a red page with code text displayed will be displayed untill bug is corrected or debug mode turn off)



In case of block missing in Back office or not displayed in Front office, or any malfunction, please check that module is correctly hooked via :

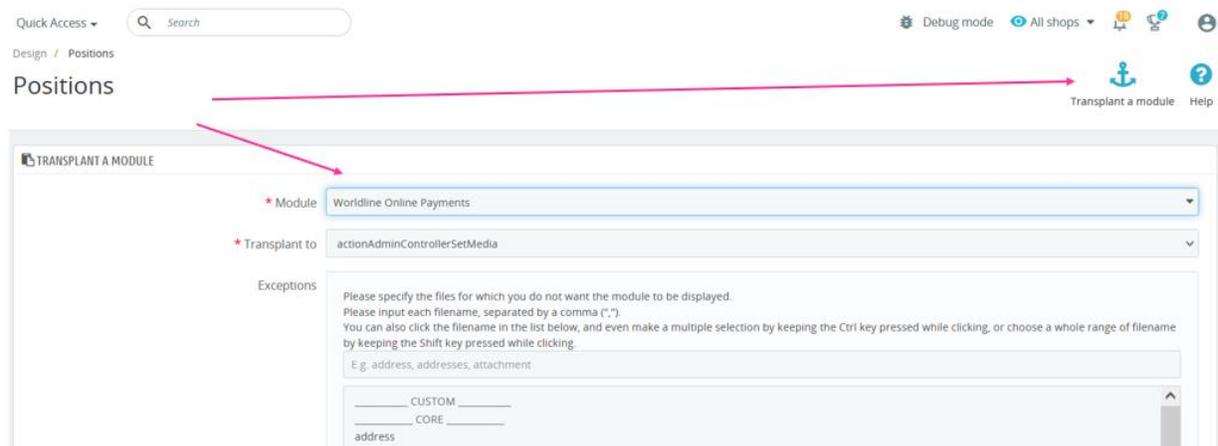
!/!\ Go to IMPROVE > DESIGN > POSITIONS, to look for “module Worldline Online Payments” with displaying “non-positionable hooks” too



The list of hook where module should be :

- actionAdminControllerSetMedia
- actionFrontControllerSetMedia
- actionOrderStatusPostUpdate
- customerAccount
- displayAdminOrderLeft
- displayAdminOrderMainBottom
- displayBackOfficeFooter
- displayHeader
- displayPaymentByBinaries
- displayPaymentTop
- displayPDFInvoice
- orderConfirmation
- paymentOptions

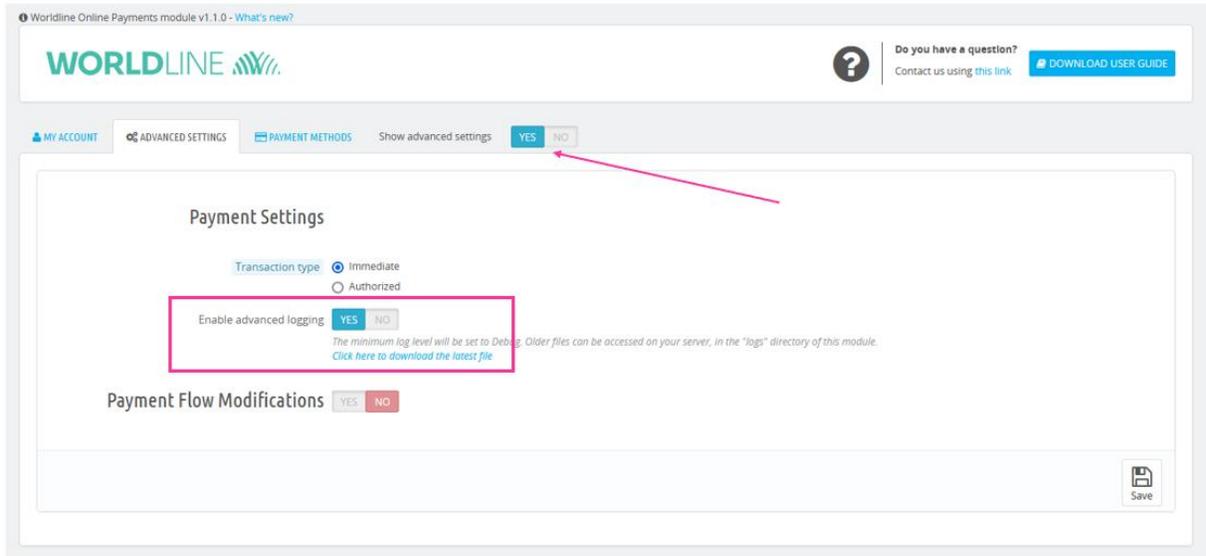
in case of a missing one, you can hook it thanks to PrestaShop feature :



transplant to the missing location.

In case of myfunctionning when using module, we recommend to

1. activate "Logs feature in module configuration" > in advanced settings mode > when activated



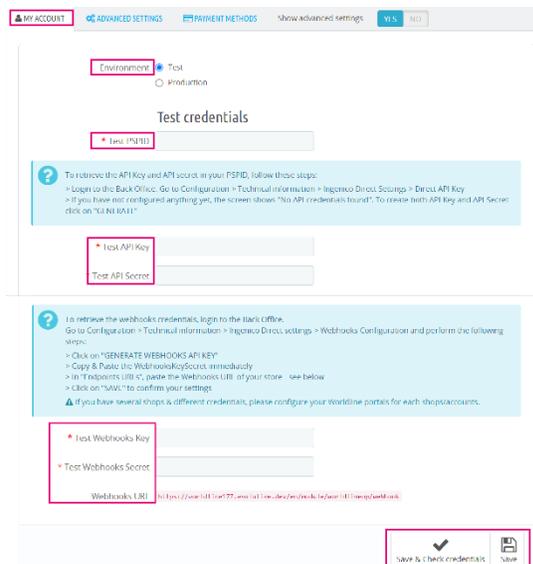
2. verify PrestaShop standard logs (see above)

CONFIGURATION

In the PrestaShop Back Office: Go to IMPROVE > Modules > Module Manager > Payment. Click on "Configure" next to "Worldline Online Payments"

MY ACCOUNT TAB

- Enter your worldline credentials on the My Account tab and click on Save & Check credentials
- You are now ready to go live with 'default' settings
- If you want to customize your payment experience, turn on the 'Show Advanced Settings'



Property	Description/Actions
Environment	<p>Select between 'Test' or 'Production' to link your shop to the respective environment. Depending on your selection, the shop module will send the transaction requests to the test or production environment.</p> <p>Make sure to</p> <ul style="list-style-type: none"> • Not to mix up credential from test with live and vice versa when configuring fields PSPID/API and webhooks credentials • To switch to 'Production' as soon as you have finalised your tests
Test/Prod PSPID	Enter your PSPID from our platform that you want to use for transaction processing
Test / Prod API Key	Enter the API key of your test or live PSPID. Read our dedicated guide to learn how to generate one
Test / Prod API Secret	Enter the API secret of your test or live PSPID. Read our dedicated guide to learn how to generate one
Test / Prod Webhooks Key	Enter the webhooks Key of your test or prod PSPID from the Direct Back Office as described in our dedicated guide
Test / Prod Webhooks Secret	Enter the webhooks Secret of your test or prod PSPID from the Direct Back Office as described in our dedicated guide
Webhooks URL	Copy this URL into the Endpoint URLs fields in the Direct Back Office as described in our dedicated guide

ADVANCED SETTINGS

We have designed our PrestaShop plugin to guarantee you a quick and easy way for transaction processing. The following settings are optional, but you might use them to optimize your customers' payment experience and to adapt to business requirements.

Property	Description/Actions
Transaction Type	<p>Define whether to process the transactions as authorization mode or as direct sale. Select one of the following options:</p> <ul style="list-style-type: none"> • Immediate (Authorization + Capture): The amount has been ordered to be paid out in one go. Use this mode to receive the money before shipping the order. There are no further actions required to capture the transaction. Successful transactions will have <code>status="CAPTURED" / statusOutput.statusCategory="COMPLETED" / statusOutput.statusCode=9</code> • Authorized (Authorization Only): the amount is only blocked on your customer's card. Successful transactions will have <code>status="PENDING_CAPTURE" / statusOutput.statusCategory="PENDING_MERCHANT" / statusOutput.statusCode=5</code> (Use this mode when you wish to capture a transaction only after shipping the order) <p>If you select "Authorized", also configure the following:</p> <ul style="list-style-type: none"> • Delay before payment capture: You can set the capture delay of X days in the given field. At the end of this duration, a cron job will capture the transaction automatically. If the transaction is partially captured already in the meantime, any available funds that remain will be captured • Capture cronjob: Copy the cron command from the plugin and paste it in your PrestaShop core for it to auto execute <p>If transaction type is set to Authorized, beware of the following:</p> <ul style="list-style-type: none"> • Make sure that you capture authorised transaction later. Only then will the transaction have <code>status="CAPTURED" / statusOutput.statusCategory="COMPLETED" / statusOutput.statusCode=9</code>, for which you receive the actual payment for the transaction • Even if the capture delay is set to X days, you can also manually capture funds fully / partially by opening an individual order once you have delivered the goods/services
Enable Advanced Logging	<p>If you are in debug mode and need additional logs for troubleshooting, enable this setting. Download any available logs right here</p>

Payment Flow Modification	<p>We strongly recommend leave the settings as-is to guarantee safe transaction processing</p> <ul style="list-style-type: none"> • Payment accepted status mapping: Map successful transaction statuses according your business logic • Pending payment status mapping: Map pending transaction statuses according your business logic • Payment error status mapping: Map unsuccessful transaction statuses according your business logic • Release inventory from Pending payment orders after: For any orders in an unknown status, select the time frame after which an automatic cron job will delete the order in the PrestaShop and on our platform • Pending Order Cronjob: Copy the cron command from the plugin and paste it in your PrestaShop core for it to auto execute • Force 3DsV2: (De)activate the 3-D Secure V2 check. We strongly recommend setting it to YES to avoid a high rate of declined transactions <p>This mapping relates only to PrestaShop transaction statuses. The Payment Engine statuses are unaffected by this setting</p>
---------------------------	---

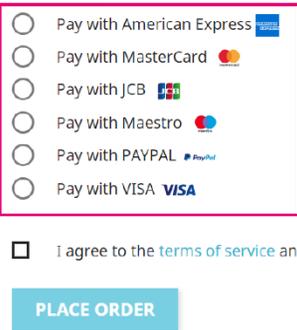
PAYMENT METHODS

The plugin supports both Redirect mode (Hosted Checkout Page) and One page checkout (Hosted Tokenization Page), you can customize you customers' payment experience by selecting payment methods for either mode and even use both flows together

- Mind that Card payments are available for both modes, whereas Alternative Payment Methods are available only on Redirect Mode.
- In Redirect Mode you can choose where the payment method selection happens:
 - After Redirect (on the worldline hosted page)
 - Before Redirect (on your PrestaShop checkout page)

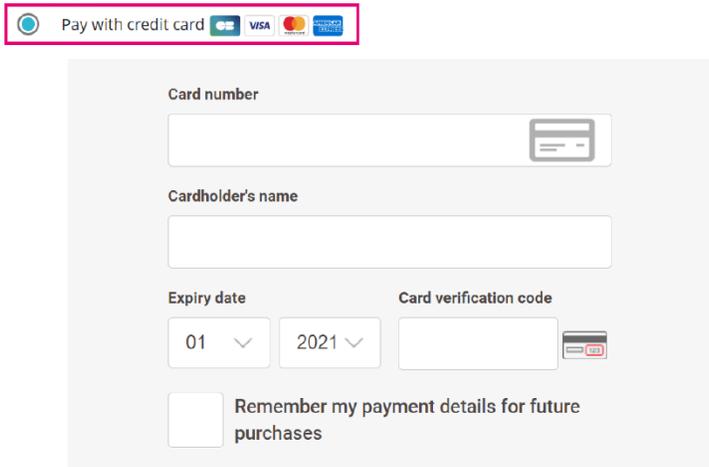
REDIRECT MODE	Description/Actions
(ALL PAYMENT METHODS)	

<p>Payment method selection after redirect</p>	<p>Adapt the payment experience/payment method selection process on the PrestaShop checkout page for the Redirect mode</p> <ul style="list-style-type: none"> • YES: Upon clicking clicking "PLACE ORDER" on the Prestashop checkout page, the plugin redirects your customers to our Hosted Checkout Page. Each available payment method is listed individually there <p><i>The image above shows the layout of the Prestashop checkout page if "Payment method selection after redirect" is set to YES.</i></p> <ul style="list-style-type: none"> • NO: The plugin lists each available payment method on the PrestaShop checkout page. Upon clicking "PLACE ORDER", the plugin redirects your customers to our Hosted Checkout Page, which will be branded according to the selected payment method <div data-bbox="634 951 954 1304" data-label="Image"> <p>4 PAYMENT</p> <p>The image shows a list of payment methods with radio buttons next to them: <ul style="list-style-type: none"> Pay with American Express Pay with MasterCard Pay with JCB Pay with Maestro Pay with PAYPAL Pay with VISA Below the list is a checkbox for terms of service and a blue 'PLACE ORDER' button.</p> </div> <p><i>The image above shows the layout of the Prestashop checkout page if "Payment method selection after redirect" is set to NO.</i></p> <p>This works only if "Payment method selection before redirect" set to YES</p>
--	--

<p>Pay button title</p>	<p>Customise the radio button text on the PrestaShop checkout page</p> <p>4 PAYMENT</p>  <p><input type="checkbox"/> I agree to the terms of service and will adhere to them unconditionally.</p> <p>PLACE ORDER</p> <p><i>The image above shows the customizable radio button text on the PrestaShop checkout page.</i></p>
<p>Payment method selection before redirect</p>	<p>Adapt the payment experience/payment method selection process on the PrestaShop checkout page</p> <ul style="list-style-type: none"> • YES: The plugin lists each available payment method on the PrestaShop checkout page you have set to "YES". This allows you to make certain payment methods unavailable to your customers, even if they are active in your Direct Back Office <p>Click on "Refresh list of available payment methods" to retrieve all active payment methods from your Direct Back Office, especially after you have active new ones</p> <p>4 PAYMENT</p>  <p><input type="checkbox"/> I agree to the terms of service and will adhere to them unconditionally.</p> <p>PLACE ORDER</p> <p><i>The image above shows the layout of the Prestashop checkout page if "Payment method selection before redirect" is set to YES.</i></p> <ul style="list-style-type: none"> • NO: Upon clicking clicking "PLACE ORDER" on the Prestashop checkout page, the plugin redirects your customers to our Hosted Checkout Page. Each available payment method is listed individually there <p><i>The image above shows the layout of the Prestashop checkout page if</i></p>

	<p><i>"Payment method selection before redirect" is set to NO.</i></p> <p>This works only if "Payment method selection after redirect" set to YES</p>
Template filename for redirect payment	Enter the file name of your template to adapt our payment page to the look and feel of your shop. Learn here how to create templates

ONE PAGE CHECKOUT MODE (CARDS ONLY)	Description/Actions
	<p>Adapt the payment experience/payment method selection process on the PrestaShop checkout page</p> <ul style="list-style-type: none"> Use the One page checkout mode for all credit card payment methods active in your active in your Direct Back Office. All card brands are bundled together within one payment choice. Your customers enter their card credentials in an iframe directly on the PrestaShop checkout page <p>4 PAYMENT</p> <p><input checked="" type="radio"/> Pay with credit card </p> <div data-bbox="721 1075 1377 1518" style="border: 2px solid #e91e63; padding: 10px;"> <p>Card number </p> <input type="text"/> <p>Cardholder's name</p> <input type="text"/> <p>Expiry date Card verification code</p> <p>01 ▼ 2021 ▼ <input type="text"/> </p> <p><input type="checkbox"/> Remember my payment details for future purchases</p> </div> <p><input type="checkbox"/> I agree to the terms of service and will adhere to them unconditionally.</p> <p><i>The image above shows the layout if "Accept cards payments on iframe" is set to YES.</i></p> <ul style="list-style-type: none"> NO: Use the Redirect mode for all credit card payment methods active in your active in your Direct Back Office

	This works only if either "Payment method selection after redirect" / or "Payment method selection before redirect" set to YES
Pay button title	Customize the payment button text in iframe on the PrestaShop checkout page
Logo displayed on your payment page	<p>Display a logo process on the PrestaShop checkout page</p> <p>4 PAYMENT</p>  <p>The image shows a payment form with the following fields: Card number, Cardholder's name, Expiry date (01/2021), Card verification code, and a checkbox for 'Remember my payment details for future purchases'. Below the form is a checkbox for 'I agree to the terms of service and will adhere to them unconditionally.' The text below the image states: 'The image above shows uploaded logo how it appears on the PrestaShop checkout page.'</p>
Payment methods available	Click the button to retrieve all active payment methods from your Direct Back Office that the hosted iframe on the PrestaShop checkout page accepts. Mind that this button is for information purposes only, as our platform will always accept all active credit card payment methods in your Direct Back Office
Template filename	<p>Enter the file name of your template to adapt the iframe to the look and feel of your shop. Learn here how to create/manage templates in our documentation.</p> <p>You can download this sample and use it as your default template</p>

MANAGE PAYMENTS

We have designed the plugin to follow-up on your orders automatically and autonomously, freeing you from the administration involved. Learn here how to use our plugin effectively to make your business thrive!

MAINTENANCE OPERATIONS

Captures, refunds and cancellations of authorisations are standard processes (maintenance operations) in your everyday business logic. Learn here how to perform these operations directly in the PrestaShop Back Office:

- Login to the PrestaShop Back Office. Go to Sell > Order Settings > Order Settings. Click on the order in the table
- In the order overview, go to "Worldline Online Payments". Depending on the transaction's current status, you can capture/cancel/refund by clicking on the respective button

#Note:

Make sure to always use the Worldline Online Payments block for maintenance transactions

The "Partial Refund" button on top of the PrestaShop order page is only for administrative purposes, it will NOT create a refund transaction

TEST TRANSACTIONS

Use our platform's test environment to make sure your plugin works as intended. We offer test data sets on both our [dedicated test cases page](#) and in the "Testing" tab for individual payment methods.

Make sure to switch to the PRODUCTION environment in IMPROVE > Modules > Module Manager > Payment > "Worldline Online Payments" > My Account as soon as you have finalized your tests