MODULE: WORLDLINE ONLINE PAYMENT

PrestaShop

USER GUIDE

<div style="background:#e6007e;color:white">

REQUIREMENTS

</div>

WORDLINE BUSINESS PRE-REQUISITES

Worldline APIs: [Worldline Direct APIs](#)

Need contract: [Subscribe here](#)

Get credentials: [More information here](#)

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

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

S E R V E R R E Q U I R E M E N T S

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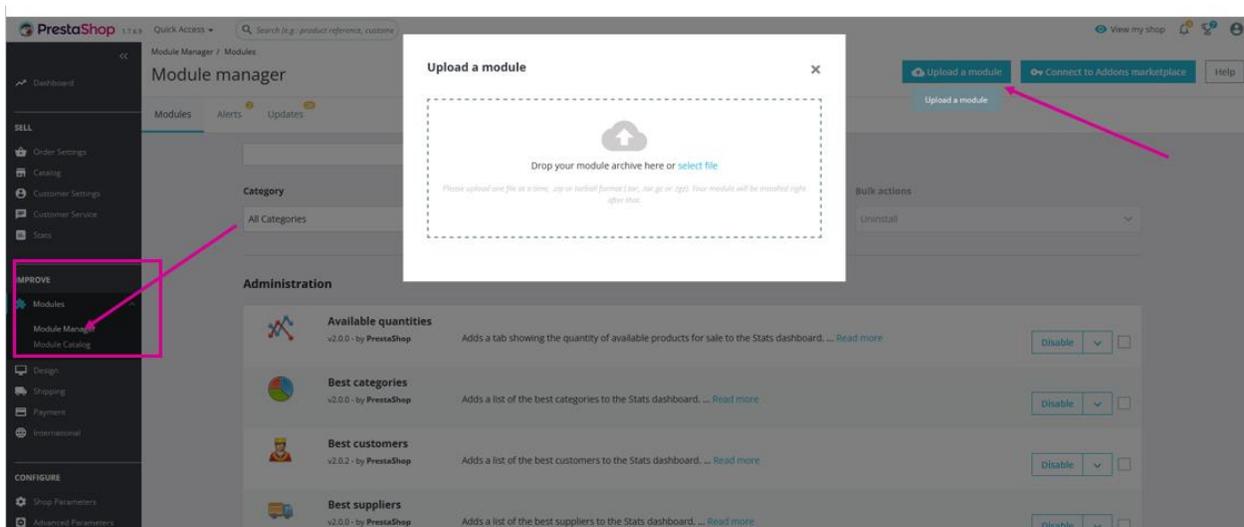
- Once done, go to the newly installed Worldline module and click on the "Configure" button

I N S T A L L A T I O N B Y F T P

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.

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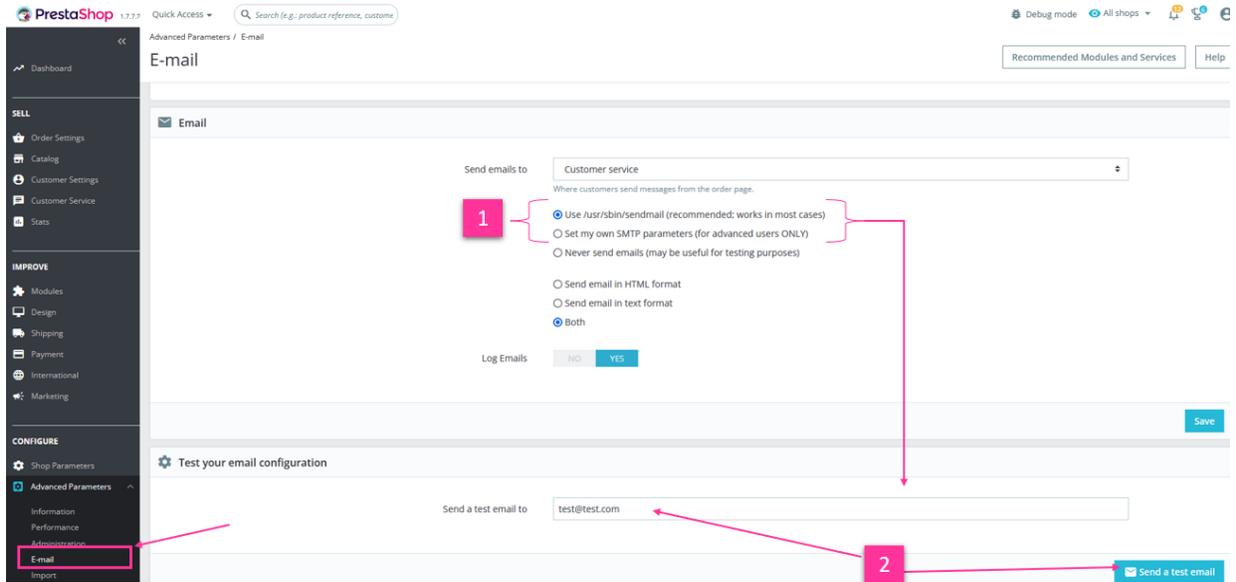
/!\ Verify that 2 new order statuses have been created while installing. To check in CONFIGURE > ADVANCED PARAMETERS > ORDER SETTINGS

- Awaiting payment confirmation (for pending payments)
- Awaiting payment capture (for authorization + capture mode = deferred payment)
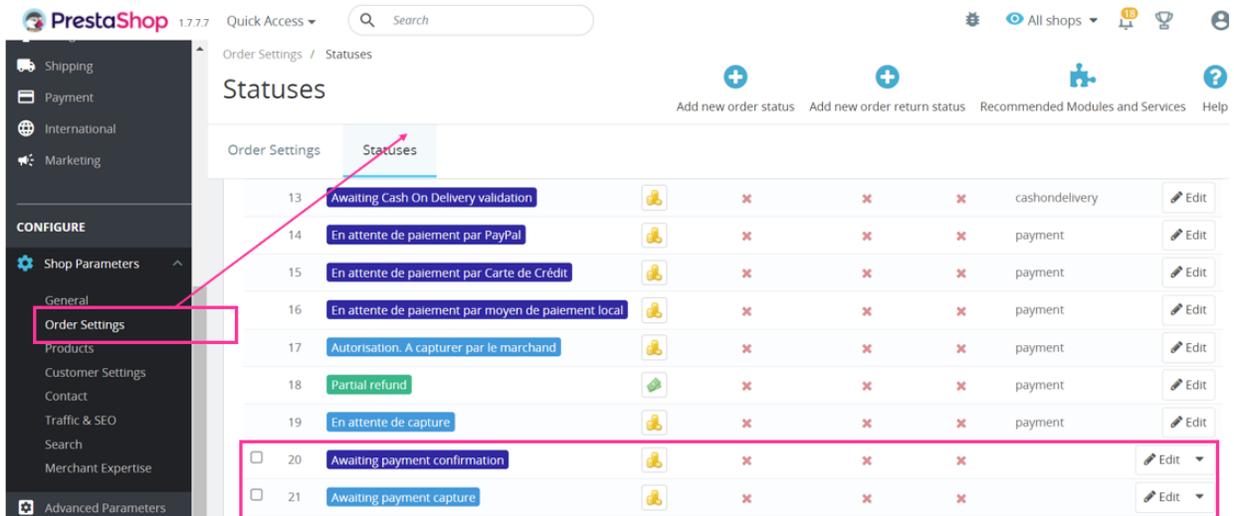
In case of misfunctioning during installation, we recommend to

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

Problem of rights & permissions, timeout… could be mentionned

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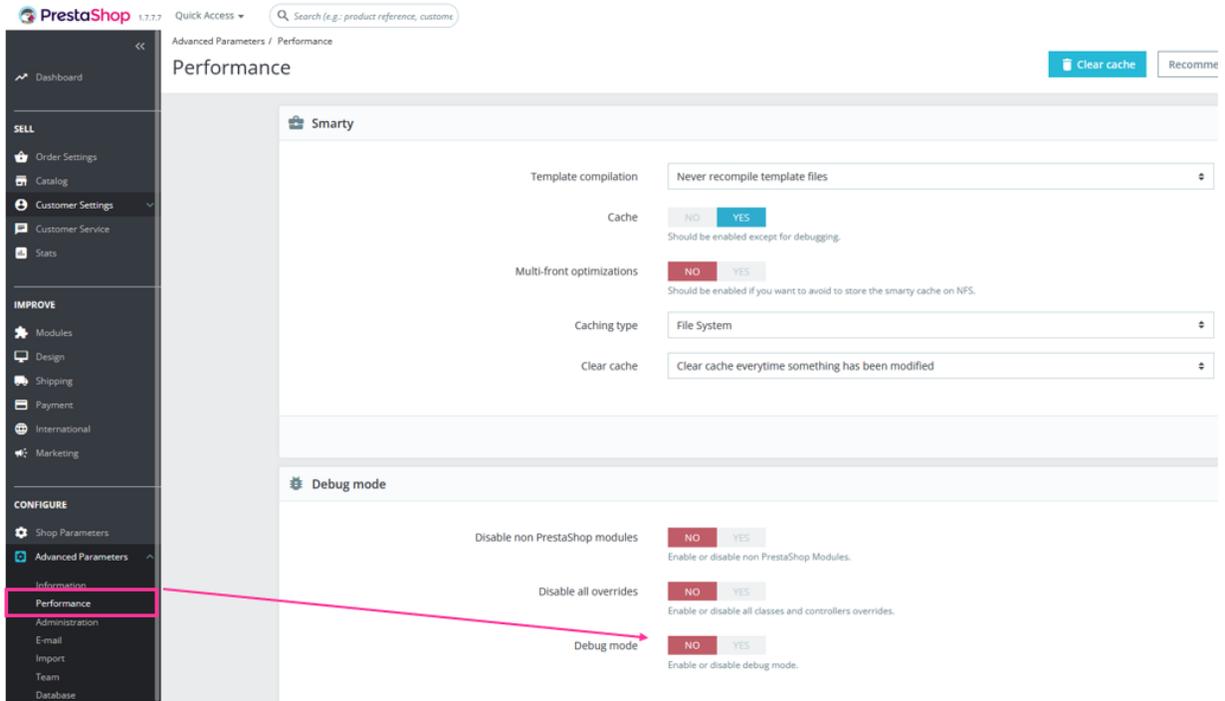
In case of block missing in Back office or not displayed in Front office, or any malfunction, please check that module is correctly hooked via :

/!\   Go to IMPROVE > DESIGN > POSITIONS, to look for "module Worldline Online Payments" with displaying "non-positionable hooks" too
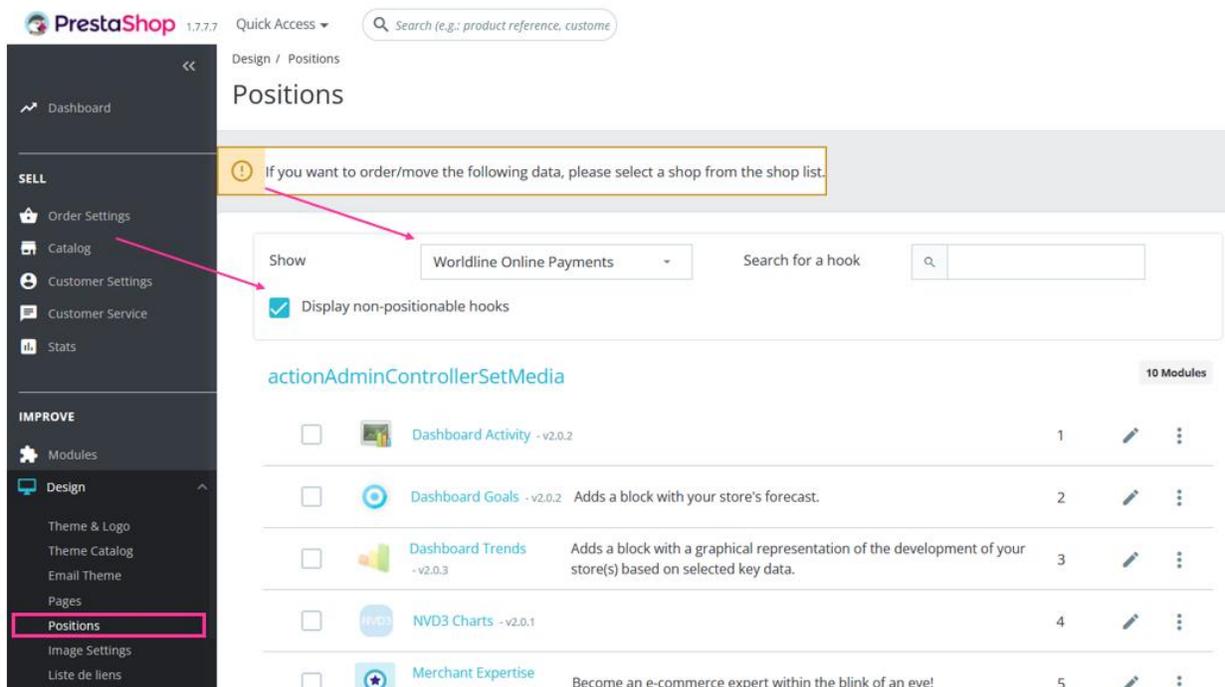
The list of hook where module should be :

- 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 :
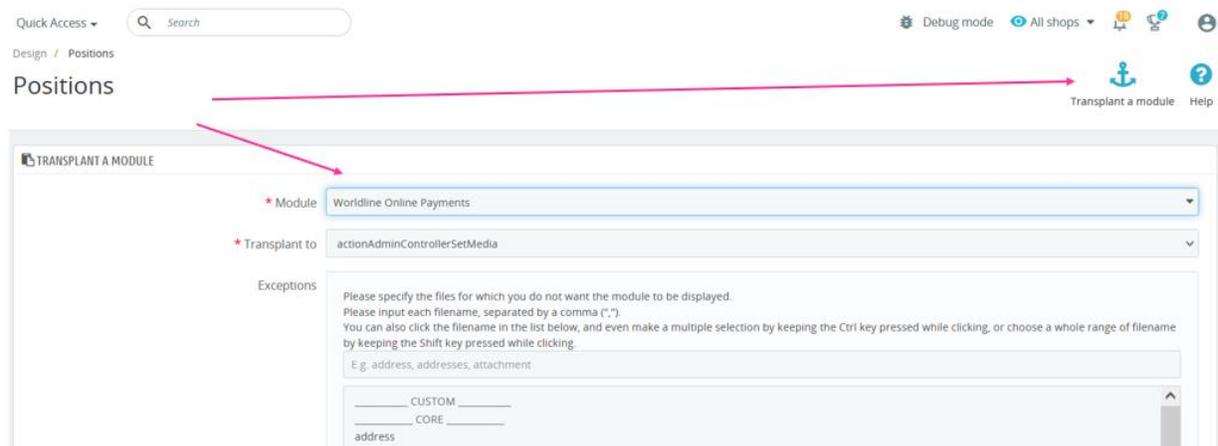
transplant to the missing location.

In case of mysfunctionning when using module, we recommend to

1. activate "Logs feature in module configuration" > in advanced settings mode > when activated
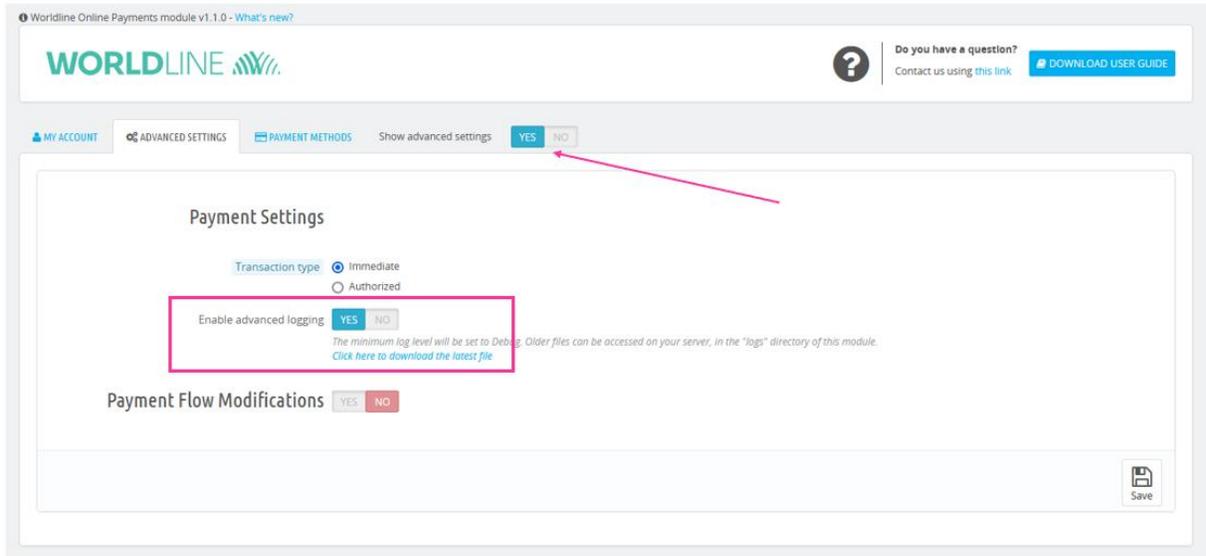
2. verify PrestaShop standard logs (see above)

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	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. Make sure to • 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	Define whether to process the transactions as authorization mode or as direct sale. Select one of the following options: • 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 status="CAPTURED" / statusOutput.statusCategory="COMPLETED" / statusOutput.statusCode=9 • Authorized (Authorization Only): the amount is only blocked on your customer's card. Successful transactions will have status="PENDING_CAPTURE" / statusOutput.statusCategory="PENDING_MERCHANT" / statusOutput.statusCode=5 (Use this mode when you wish to capture a transaction only after shipping the order) If you select "Authorized", also configure the following: • 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 If transaction type is set to Authorized , beware of the following: • Make sure that you capture authorised transaction later. Only then will the transaction have status="CAPTURED" / statusOutput.statusCategory="COMPLETED" / statusOutput.statusCode=9 , 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	If you are in debug mode and need additional logs for troubleshooting, enable this setting. Download any available logs right here

Payment Flow Modification	We strongly recommend leave the settings as-is to guarantee safe transaction processing • 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 This mapping relates only to PrestaShop transaction statuses. The Payment Engine statuses are unaffected by this setting

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 (ALL PAYMENT METHODS)	Description/Actions

Payment method selection after redirect	Adapt the payment experience/payment method selection process on the PrestaShop checkout page for the Redirect mode • 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 *The image above shows the layout of the Prestashop checkout page if "Payment method selection after redirect" is set to YES.* • 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 **4 PAYMENT** ○ Pay with American Express ○ Pay with MasterCard ○ Pay with JCB ○ Pay with Maestro ○ Pay with PAYPAL ○ Pay with VISA ☐ I agree to the terms of service and will adhere to them unconditionally. **PLACE ORDER** *The image above shows the layout of the Prestashop checkout page if "Payment method selection after redirect" is set to NO.* This works only if "Payment method selection before redirect" set to YES

Pay button title	Customise the radio button text on the PrestaShop checkout page **4 PAYMENT** ⊙ Pay with Worldline ⫻⫻ ☐ I agree to the terms of service and will adhere to them unconditionally. **PLACE ORDER** *The image above shows the customizable radio button text on the PrestaShop checkout page.*
Payment method selection before redirect	Adapt the payment experience/payment method selection process on the PrestaShop checkout page • 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 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 **4 PAYMENT** ○ Pay with American Express ○ Pay with MasterCard ○ Pay with JCB ○ Pay with Maestro ○ Pay with PAYPAL ○ Pay with VISA **VISA** ☐ I agree to the terms of service and will adhere to them unconditionally. **PLACE ORDER** *The image above shows the layout of the Prestashop checkout page if "Payment method selection before redirect" is set to YES.* • 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 *The image above shows the layout of the Prestashop checkout page if*
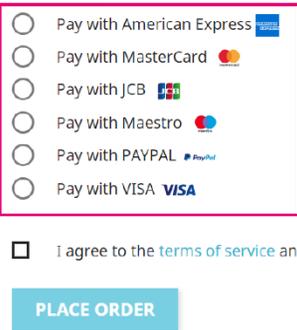
	"Payment method selection before redirect" is set to NO. This works only if "Payment method selection after redirect" set to YES
Template filename for redirect payment	Enter the file name of your template to adapt our payment page to the look and feel of your shop. Learn here how to create templates

ONE PAGE CHECKOUT MODE (CARDS ONLY)	Description/Actions
	Adapt the payment experience/payment method selection process on the PrestaShop checkout page • 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 *The image above shows the layout if "Accept cards payments on iframe" is set to YES.* • 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	Display a logo process on the PrestaShop checkout page *The image above shows uploaded logo how it appears on the PrestaShop checkout page.*
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	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. You can download this sample and use it as your default template
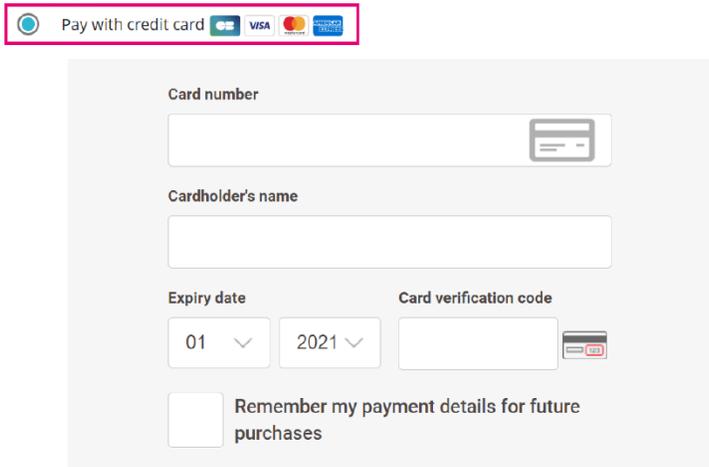
MANAGE PAYMENTS

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 PrestShop 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