

# Integration Guide WooCommerce

1

## Requirements

An active PAYONE - Account is required. If you do not have one yet, please [contact us](#).

2

## Plugin Installation

You have 2 ways to install our plugin:

### Installation directly in WooCommerce - Admin

1. Download the free PAYONE plugin from the [WordPress Store](#).
2. Upload the plugin in your store under *WooCommerce Plugins Add New*.
3. Install and activate the plugin.

### Installation via Github

Down

- Extract the archive into: `/wp-content/plugins/payone-woocommerce-3`

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## PAYONE - Portal configuration

To send the transaction status to the correct address, the log in to the PAYONE Merchant Interface (PMI).

Under *Configuration Payment Portals YOUR\_PORTAL Advanced TransactionStatus URL*

From plugin version 2.1.0: `<SHOPURL>/wc-api/payoneplugin/`  
For old plugin versions: `<SHOPURL>/payone-callback/`

## Quick Facts

### Payment methods + Features

WOO COMMERCE

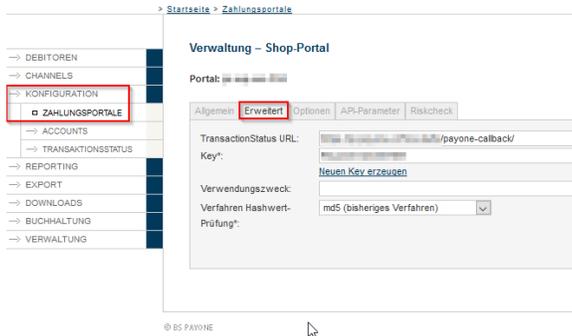
Payment methods

Features

### Transactionstatus URL:

`<SHOPURL>/wc-api/payoneplugin/`

### Latest Release



Do not set the field *procedure hash value check* to *sha2-384*, otherwise no communication between store and PAYONE is possible.

### Additional Response-data

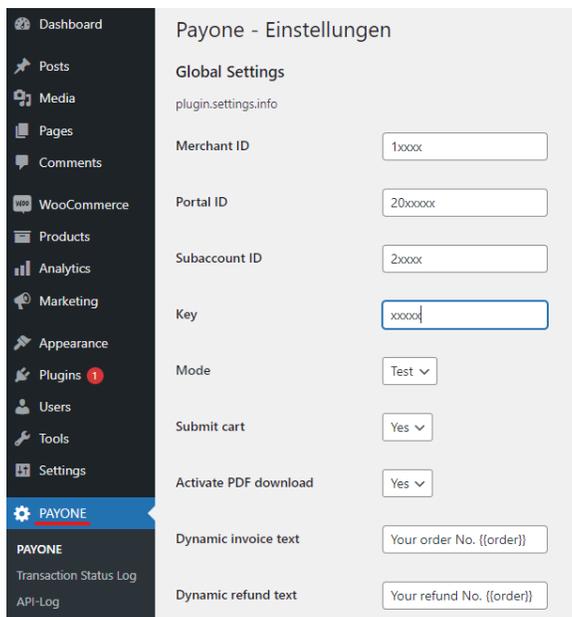
Under *General*, set the Additional Response data for both Live and Test modes to "on".



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## Woocommerce - Admin configuration

- Click on *PAYONE*. Please enter your access data here:



Detailed description of each field

Detailed description of each field

v2.2.0



Woocommerce

Plugin: Release v2.2.0

PAYONE Admin posted on

Aug 11, 2022

3 new payment methods in our new Plugin:

New Features

- New payment method: Ratepay Open Invoice
- New payment method: Ratepay Direct Debit
- New payment method: Ratepay Installments

Bugfixes

- Parameter `shipping_state` is now transmitted for `paydirekt` orders
- Fixed custom parameters for credit card settings

Maintenance

- Payment methods no longer enabled by default
- Include landing page in backend

tested with

wordpress version: 6.0.1

woocommerce version: 6.8.0

php version: 8.1.0

- [integrations](#)
- [woocommerce](#)

Download

Download from

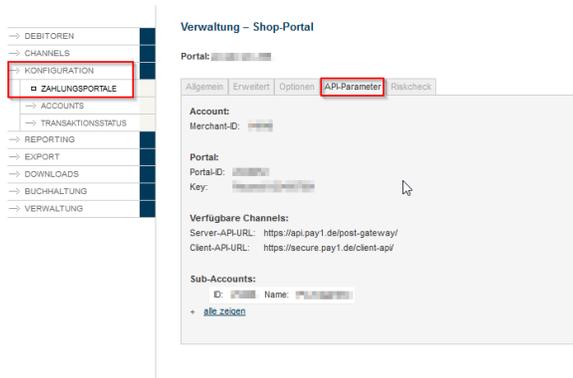
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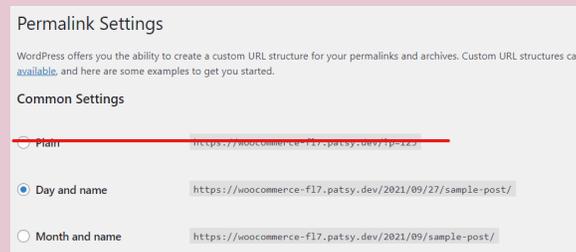
| Field                  | Description   |
|------------------------|---|
| Merchant ID            | You will find your PAYONE Merchant ID at the top right of the PAYONE Merchant Interface (PMI) and on all PAYONE invoices.   |
| Portal ID              | You can find the portal ID in the PAYONE Merchant Interface (PMI) under the menu item Configuration Payment Portals   |
| Subaccount ID          | You can find the ID in the PAYONE Merchant Interface (PMI) under the menu item Configuration Accounts   |
| Key                    | Please enter the key here to protect the data communication against manipulation. This must be identical to the key stored in the corresponding PAYONE payment portal.  |
| Mode                   | Here you can specify for the respective payment type whether the payments are to be processed in test mode or whether they are to be executed "live". You can also configure the test mode for individual payment types.  |
| Submit Cart            | Here you can configure whether the shopping cart information should be transferred to the PAYONE platform for each request.   |
| Activate PDF Download  | If activated, a link will be offered after the order has been placed, via which the end customer can download the SEPA Mandate as a PDF file.<br><br><div style="background-color: #f9e79f; padding: 5px; border: 1px solid #ccc;">This product must be ordered separately.</div>   |
| Dynamic Invoice Text   | Specifies whether and (if yes) which dynamic text should appear on an invoice generated by PAYONE.<br><br><div style="background-color: #e1eef6; padding: 5px; border: 1px solid #ccc;">The contents of the field are transferred in the parameter "invoiceappendix". The maximum length is 255 characters and different WooCommerce variables can be used as placeholders. You can use <code>{{order}}</code> to reference the current order number in WooCommerce in the request.</div>   |
| Dynamic Refund Text    | You can specify the dynamic text that will appear on credits created by the PAYONE platform. (see above)  |
| API log                | Specifies whether the log for API calls from WooCommerce to PAYONE should be activated.<br><br><div style="background-color: #f9e79f; padding: 5px; border: 1px solid #ccc;"> <p><b>GDPR Note</b><br/>The API logs may contain personal information. Please ask your legal advisor or data protection officer about data protection implications.</p> <ul style="list-style-type: none"> <li>• <b>Deactivated</b> - no log is kept over API calls</li> <li>• <b>Activated</b> - a log about the API calls is created.</li> </ul> </div> |
| Transaction Status Log | Specifies whether a log is to be kept of the transaction status messages received from the shop system.<br><br><ul style="list-style-type: none"> <li>• <b>Deactivated</b> - no log of transaction status messages is kept.</li> <li>• <b>Activated</b> - transaction status messages from PAYONE platform are logged</li> </ul>  |

- The required data for the setup can be found in the PMI



### Permalinks in Wordpress

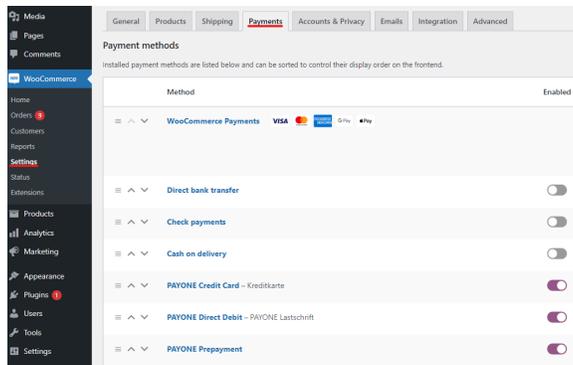
It is important that the Permalink settings under *Settings Permalinks* are not set to "Plain".



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## Payment methods setup

You can access the settings for the individual payment methods via the WooCommerce menu (*WooCommerce Settings Payments*). Payment methods provided by the PAYONE plugin are marked with the prefix "PAYONE".



### Recurring Configuration Options

All payment methods offer certain basic options.

| Field           | Description  |
|-----------------|--|
| Enable /Disable | Specifies whether the payment type is to be displayed in the checkout. |
| title           | Specifies the name of the payment type in the checkout.                |

|                         |  |
|-------------------------|--|
| customer message        | Here you can define an additional message to be displayed when you select the payment type.  |
| Minimum Order Value     | The payment type is only displayed from this shopping basket value onwards.  |
| Maximum Order Value     | The payment type is no longer displayed if the market-basket value exceeds this total.   |
| Method of Authorization | <p>Indicates whether the payment type is addressed by "authorization" or "preauthorization".</p> <ul style="list-style-type: none"> <li>• <b>Authorization</b> - Here the payment method is debited directly when ordering (where possible) and a claim is written on the PAYONE platform.</li> <li>• <b>Preauthorization</b> - As far as possible, payment will be reserved at the time of order. The payment has to be collected later in the order.</li> </ul> <p>Which authorization method is used for which payment method can have an effect on the cash flow. Which method you should use depends strongly on the business model and the payment type.</p> |
| Active Countries        | In which countries should the selected payment method be active? By default, Germany, Austria and Switzerland are active. You can add or deselect further countries by "ctrl+click".   |
| Use global settings     | <p>With this option, the global settings for the shop can be overwritten for specific payment methods.</p> <ul style="list-style-type: none"> <li>• <b>Yes</b> - the data active in the general settings will be used for this payment method.</li> <li>• <b>No</b> - After saving, the fields Merchant ID, Portal ID, Account ID, Key etc. appear again and can be filled with different data.</li> </ul>   |

## Special adjustments

Some payment methods require special adjustments. The next points are only relevant to you if you use the specific payment method:

## Creditcard

### Creditcard

Title

Customer Message

Minimum order value

Maximum order value

Method of Authorization

Active Countries

Use global settings

Credit card brand

- VISA
- Mastercard
- AmEX
- Diners
- JCB
- Maestro
- Discover
- Carte Bleue
- China Union Pay

| Field | Description |
|-------|-------------|
|-------|-------------|

|                          |   |
|--------------------------|---|
| Credit card Brand        | Here you can activate the credit card brands to be used for checkout. You can also define user-defined names for the individual markers.        |
| Minimum Validity of Card | Specifies the number of days a credit card used must still be valid for a transaction.<br><br>Credits on expired credit cards are not possible. |

### User-defined display for the hosted iframe

The WooCommerce Extension offers the conformity with the "lowest" Compliance Level according to PCI DSS (SAQ A). Since in this compliance level all credit card data may only be entered in fields hosted by a PCI DSS certified service provider, our extension uses iFrames that are integrated into the checkout. However, these do not inherit the CSS of the shop template, but contain their own style. You can use the following settings to customize these fields.

| Field                          | Description   |
|--------------------------------|---|
| type                           | <ul style="list-style-type: none"> <li>• <b>Numeric</b> - Only numbers are allowed and for mobile devices the numeric keyboard is used input type="tel".</li> <li>• <b>Password</b> - input type="password"</li> <li>• <b>Text</b> - input type="text"</li> </ul> |
| digit count                    | Length of the field in characters ( HTML attribute size )   |
| max digits                     | Maximum length of input ( HTML attribute maxlength )  |
| iFrame                         | <ul style="list-style-type: none"> <li>• <b>Default</b> - Uses width and height from standard style</li> <li>• <b>Custom</b> - Uses width and height from the following fields</li> </ul>   |
| width                          | CSS - Specify width   |
| Height                         | CSS - Indication of height  |
| style                          | <ul style="list-style-type: none"> <li>• <b>Default</b> - Uses CSS specification from "Default Style"</li> <li>• <b>Custom</b> - Uses CSS specification from the following field</li> </ul>   |
| CSS                            | Specification of CSS properties for the field<br>Deactivated when <i>Standard</i> is selected beforehand.<br><br>All CSS properties except "url" are allowed. The following characters are prohibited: "\", "/", "?", "<" and ">"                                 |
| default style                  | <ul style="list-style-type: none"> <li>• <b>Text Input</b> - CSS specification for all input fields (HTML input)</li> <li>• <b>Select</b> - CSS specification for all selection fields (HTML select )</li> </ul>  |
| iFrame                         | <ul style="list-style-type: none"> <li>• <b>Width</b> - CSS specification</li> <li>• <b>Height</b> - CSS specification</li> </ul>   |
| Error Output                   |   |
| Error Output Active            | Specifies whether card payment errors are to be specified in the checkout.  |
| Error Output Active (Language) | Select the language in which the error message should be returned.  |

PAYONE Direct debit

PAYONE Direct debit

**Payone SEPA Direct Debit**

Enable/Disable  Enable this payment method

Title

Customer Message

Minimum order value

Maximum order value

Method of Authorization

Active Countries

Use global settings

Check bank data

Use PAYONE Mandate Management

Download mandate as PDF

| Field                            | Description   |
|----------------------------------|---|
| Check Bank Data                  | Specifies whether the IBAN is to be checked before the payment is made.   |
| Use PAYONE Mandate Management    | <p>Specifies whether mandate management is to be used by PAYONE.</p> <ul style="list-style-type: none"> <li><b>Yes</b> - Within the framework of an order by SEPA direct debit, the customer is shown a mandate text as well as the mandatory data according to the SEPA Rulebook. The end customer must then confirm the mandate by ticking the box.</li> <li><b>No</b> - The PAYONE mandate management is not used.</li> </ul> <p>Without a valid mandate, the customer can revoke the direct debit up to 13 months after payment via the bank!</p> |
| Download mandates as PDF         | If this function is activated, the SEPA Mandate is offered to the end customer for download after the order process (only if PAYONE Mandate Management is active).  |
| List of supported bank countries | Here you can define from which countries SEPA direct debits should be possible.   |

PAYONE Secure Invoice

**PAYONE Secure Invoice**

Payone Safe Invoice [↗](#)

Enable/Disable  Enable this payment method

Title

Customer Message

Minimum order value

Maximum order value

Method of Authorization

Active Countries

Use global settings

[Save changes](#)

This payment method must use a different payment portal together with the corresponding portal key. In addition, the transfer of the shopping basket data is always active here. In order for the payment method to work as desired, it is therefore important that you enter the data from the "secured invoice" payment portal in your PMI in the fields provided for this purpose.

| Field     | Description  |
|-----------|--|
| Portal ID | Portal ID of the dedicated payment portal for the PAYONE secured invoice from your PMI |
| key       | The corresponding key  |

With this payment method, careful selection of the authorization method is particularly important. Since with "Authorization" the demand is written immediately on the PAYONE platform, the platform also immediately sends a corresponding invoice. You should therefore use this authorization method above all if you perform the service immediately.

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### Editing the orders

Orders placed via the PAYONE Extension for WooCommerce are listed as usual in the order overview of WooCommerce. Order processing differs depending on the authorization method used to process the order.

#### Capture

Orders placed using the authorization method "Preauthorization" are given the status "On Hold" after the order has been placed.

Edit order [Add order](#)

**Order #916715 details**  
 Payment via Invoice (276917699). Customer IP: 10.0.4.142

|                                     |  |
|-------------------------------------|--|
| <b>General</b>                      | <b>Billing</b>   |
| Date created:<br>2018-06-14 @ 13:03 | Paul Tester<br>Testweg 123<br>24118 Kiel                         |
| Status:<br>On hold                  | Email address:<br><a href="mailto:test@demo.de">test@demo.de</a> |
| Customer:<br>Guest                  | Phone:<br><a href="tel:043125968500">043125968500</a>            |

Only a status change to "Processing" activates the claim on the PAYONE platform and initiates (where possible) the collection of funds. Set the status to "Processing" and click on the blue "Update" button on the right.

**Order actions**

Choose an action...

[Move to trash](#)

The collection is then initiated on the PAYONE platform and acknowledged in the order notes:

**Order notes**

Order status changed from On hold to Processing.  
 added on 14. Juni 2018 at 13:10 by Doris Beckmann [Delete note](#)

Capture successfull  
 added on 14. Juni 2018 at 13:10 [Delete note](#)

Possible errors can also be found in the Order Notes.

Reserved payments are not reserved indefinitely. You should therefore take care to set orders to "Processing" in good time after a preauthorization and thus collect the payment or write the claim. Here are some (non-binding) guide values for the validity of the reservation:

Credit card - 7 days (sometimes longer, varies from bank to bank)

PayPal - 29 days

PAYONE Secure Purchase on Account - 28 Days

## Refund

Credit notes use the familiar WooCommerce credit note process. A click on the button "Refund" in the order opens the menu for credit notes:

|                               |                                     |
|-------------------------------|-------------------------------------|
| Restock refunded items:       | <input checked="" type="checkbox"/> |
| Amount already refunded:      | -€0.00                              |
| Total available to refund:    | €41.95                              |
| Refund amount:                | <input type="text" value="41.95"/>  |
| Reason for refund (optional): | <input type="text"/>                |

[Refund €41.95 manually](#) [Refund €41.95 via Payone Creditcard](#)

Here you can enter the amount credited and a reason. Important: "Refund manually" does not credit the money on the payment method, but only in WooCommerce. Use this option only if you do not want to transfer money back or if you use other ways than the PAYONE platform.

Due to limitations in the way that WooCommerce manages orders, the shop's standard tax rate for the entire credit amount is always transferred for credit notes with shopping basket transfer. This is especially important when the PAYONE platform takes care of document dispatch for you. This is the case, for example, with the PAYONE Safe Invoice payment method.

However, if you wish to credit a shopping cart that contains items with different tax rates or mixed tax rates, please use the credit function in the PAYONE Merchant Interface. There you have the option of creating individual shopping basket items together with the tax rate, which are then displayed correctly on the document.

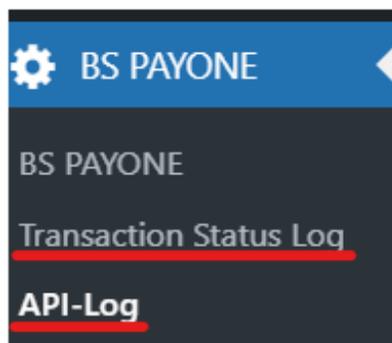
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## Extended configurations

Here you will find separate setting options that allow you to customize our plugin more precisely to your needs.

### Logs

#### Logs



#### API log

Under "API-Log" you will find the detailed API calls that WooCommerce sends to the PAYONE platform. Here you will also find detailed technical information on the response to the PAYONE API.

#### Transaction Status Log

The Transaction Status Log displays all feedback on payments made that the shop receives from the PAYONE API.

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