

Manual

Extension for Shop System Shopware 5

Version 1.2.29 | 25. April 2019

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1 Introduction

Many online shops use one of the leading shop systems. For them, VR pay eCommerce offers ready-to-use extensions which make integration much easier. Unless special requirements have to be mapped, these extensions suffice to use the services of VR pay eCommerce.

The present extension for the shop system Shopware Community Edition supports the following payment methods:

- Cards (Visa, MasterCard, AMEX, JCB, Diners)
- Direct Debit (SEPA)
- PayPal
- SOFORT Banking
- Giropay
- Paydirekt
- easyCredit

The extension is optimized for:

- Shopware Community Edition 5.0.0 – 5.5.7

The following chapters explain:

- How to install the extension.
- Which configuration possibilities exist.
- How to use the extension.
- Which further items must be observed.

2 Installation

The extension is installed via a zip file.

2.1 Installation via zip file provided by VR pay eCommerce

After successful download of the zip file, the extension is installed as follows:

- Decompress zip file (into a temporary directory).
- Adapt the decompressed files and directories according to the current status of the Shopware installation group and user access rights.
- Copy content of the directory "src" into the Shopware main directory, thus overwriting the previous files/directories.
- Delete complete Shopware cache under menu "**Configuration**" → "**Cache/performance**" → "**Clear shop cache**".
- Log out from the backoffice area of your Shopware shop and log in again to update the rights management for the back-office user.

3 Configuration

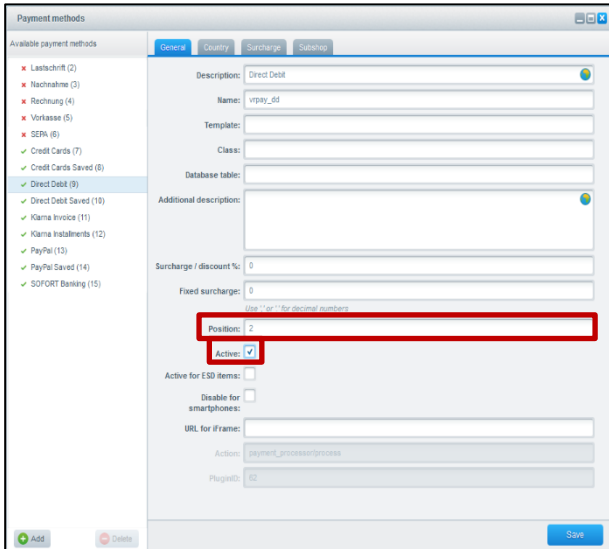
3.1 Basic configuration

The payment methods are activated in the back-office area, under "**Configuration**" → "**Payment methods**".

Each available payment method is shown under "**Available Payment methods**".


- Each payment method is activated individually by activating the checkbox "Active".
- The field "**Position**" determines the order in which the payment methods are shown in the order process; sequence is specified by numbering in ascending order beginning with "1".

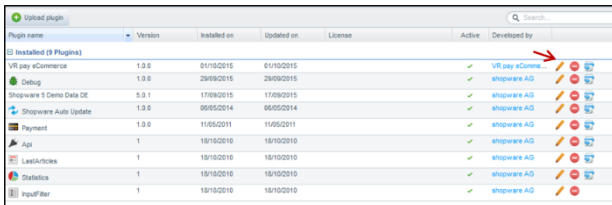
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Note: Payment methods for sub-shops can be enabled through the **“Subshop”** tab.

3.2 Configuration of payment methods

The payment methods can be configured in the back-office area under **“Configuration”** → **“Plugin Manager”**. Next, click on the tab **“Installed”**. The plugin configuration menu is reached by clicking the icon  next to the VR pay eCommerce option.

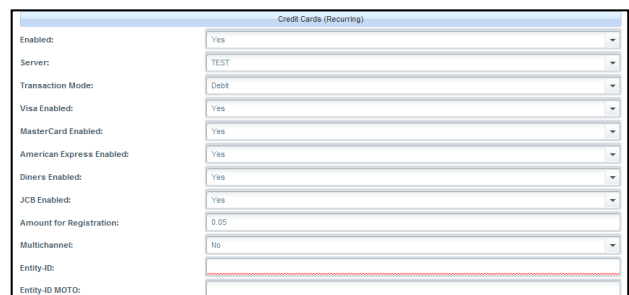


In the **“VR pay eCommerce”** window under **“Configuration”** the individual payment methods can be configured.

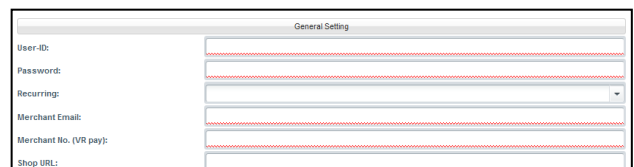
- **Drop-down list “Enable”**: determines whether the payment method is active or inactive.
- **Drop-down list “Server”**: determines through the payment method whether transactions are processed via the TEST or LIVE server.
- **Drop-down list “Multichannel”**: gives the merchant the opportunity to handle recurring payments through a separate channel. In general, this procedure

is not necessary. Exceptions may for example be through the connector **“Migs”**.

- **Field “Amount for Registration”**: If a stand-alone registration is performed, a minimum amount must be captured, so that the payment data for recurring is available. The amount will be credited immediately after execution. The merchant is able to set this amount in the recurring channels. We recommend 0.05 EUR.
- **Field “Entity-ID”**: serve to deposit the access data provided by VR pay eCommerce.



The information about **“User-ID”**, **“Password”**, **“Recurring”** **“Merchant Email”**, **“Merchant No”** and **“Shop URL”** can be set in advance in the detail view of the **“General Setting”** tab. Thus, the information will be **“inherited”** to the respective payment methods, which makes the repeated entry of this information unnecessary.



Note: To configure different sub-shops, enter the credentials in the corresponding tab under **“Configuration”**.

3.3 Additional configuration options for cards, and SEPA

For cards and SEPA transactions, there is an additional configuration option. The drop-down list **“Transaction Mode”** determines whether transactions are to be debited or only pre-authorized at first.

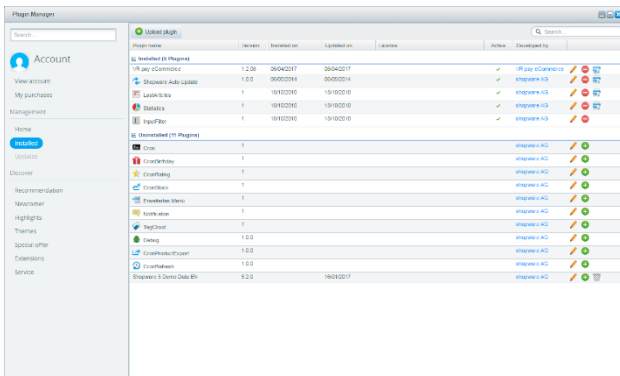
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- **Pre-Authorization:** This mode means that the payment transaction is only reserved at first. After the merchant has confirmed the transaction manually, payment will be concluded successfully.
- **Debit:** In this mode, payment transactions are effected successfully at once and the transaction amount is debited against the customer's card immediately.

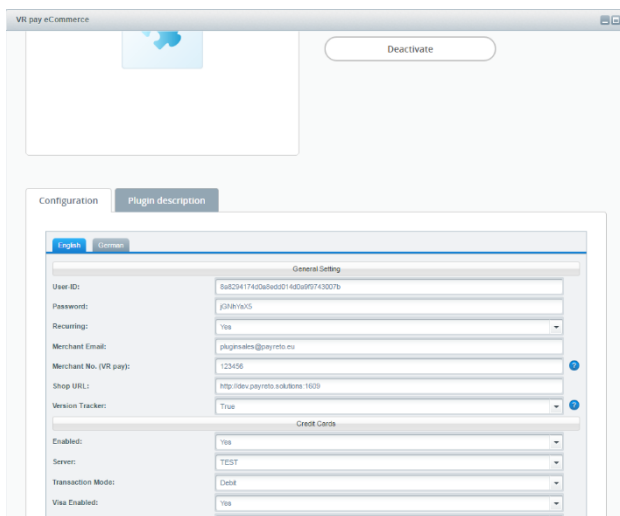
3.4 Direct Debit (SEPA)

3.4.1 How to configure Direct Debit (SEPA)

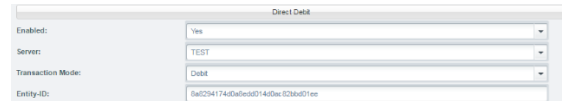
1. Open VR pay eCommerce configuration in **Configuration > Plugin Manager > Installed** of Shopware admin page.



2. Scroll until you find GENERAL SETTING in configuration tab (see Figure below)



3. User-ID field, User-ID used for your Direct Debit (SEPA) payment method.
4. Password field, Password used for your Direct Debit (SEPA) payment method.
5. After that, scroll again until you find Direct Debit (SEPA) (see Figure below)

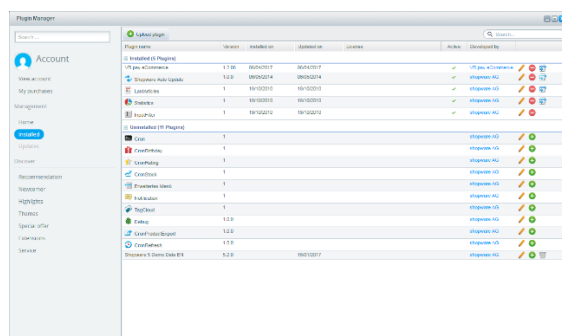


6. Enabled field, set **YES** if you want to enable Direct Debit (SEPA) or set **NO** if you want to disable Direct Debit (SEPA).
7. Server field, if you use **TEST** no real money will be charged, if you use **LIVE** real money will be charged.
8. Transaction mode field to set transaction mode that will be used.
9. Entity-ID field, Entity-ID used for your Direct Debit (SEPA) payment method.
10. Click **Save** button.

3.4.2 How to configure Direct Debit (SEPA) Recurring

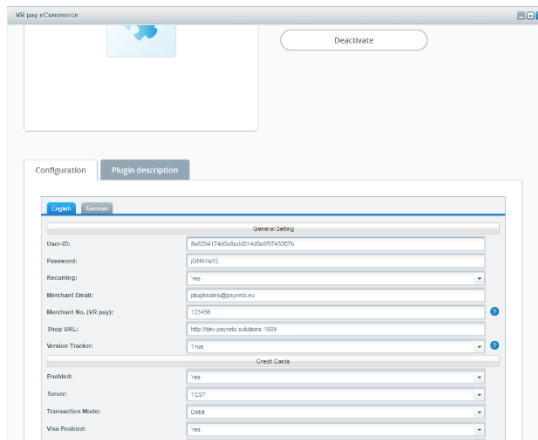
Recurring is used for storing a user card information. If recurring is activated/enabled, the user/customer will no longer need to re-type all the card details that was entered for the first transaction. The user/customer can now just select on which of the stored user/customer card details will be used for the next transactions. The following are the steps to configure Direct Debit (SEPA) Recurring:

1. Open VR pay eCommerce configuration in **Configuration > Plugin Manager > Installed** of Shopware admin page.

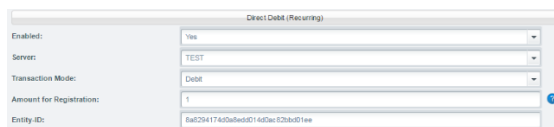


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2. Scroll until you find GENERAL SETTING in configuration tab (see Figure below)



3. User-ID field, User-ID used for your Direct Debit (SEPA Recurring) payment method.
4. Password field, Password used for your Direct Debit (SEPA Recurring) payment method.
5. After that, scroll again until you find Direct Debit (SEPA Recurring) (see Figure below)



6. Enabled field, set **YES** if you want to enable Direct Debit (SEPA Recurring) or set **NO** if you want to disable Direct Debit (SEPA Recurring).
7. Server field, if you use **TEST** no real money will be charged, if you use **LIVE** real money will be charged.
8. Transaction mode field to set transaction mode that will be used.
9. Entity-ID field, Entity-ID used for your Direct Debit (SEPA Recurring) payment method.
10. Click **Save** button.

3.4.3 How to pay using Direct Debit (SEPA)

1. Select Direct Debit (SEPA) payment options by clicking Direct Debit (SEPA) logo like Figure below, then check **Terms** and **Conditions**. After that click **Order with Obligation to Pay** button.



2. You will see Direct Debit (SEPA) payment widget (see Figure below)

3. Account holder field, Account holder used for your Direct Debit (SEPA) payment method.
4. IBAN or account number field, IBAN or account number used for your Direct Debit (SEPA) payment method.
5. BIC or bank code field, BIC or bank code field used for your Direct Debit (SEPA) payment method
6. Click **Pay Now button** then you will be redirected to Direct Debit (SEPA) page (see Figure below)

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- Bank field should be set name of Bank that used.
- Check the three statements which marked by red rectangle (see Figure above) if you agree.
- Click **Sign mandate and pay** button then you will be redirected to the next page (see Figure below).

Pre-Notification
The amount of 30.94 EUR will be collected from the following bank account on 2017-03-23

Bank: TEST
IBAN: DE2110000001234567890
Creditor-ID: DE98ZZZ098989898989
Mandate Reference: MANDREF100-20170322-01500148

Receipt

Name and Address: CardProcess Test GmbH
Creditor-ID: DE98ZZZ098989898989
Name and Address (Customer): Plugin sales, Keilnersbergstraße 8
Bank: TEST
IBAN: DE2310000001234567890
Your Reference: 170322164
Amount: 30.94 EUR

Download Mandate Download Pre-Notification Continue

- Click **Continue** button then Direct Debit (SEPA) payment is finish.

3.5 Easycredit

3.5.1 How to configure easyCredit

- Open VR pay eCommerce configuration tab in admin page of Shopware.
- Find the easyCredit configuration (see Figure below)

EasyCredit

Enabled: Yes
Server: TEST
Entity ID:

Save

- Enabled field, set **YES** if you want to enable easyCredit or set **NO** if you want to disable easyCredit.
- Server field, if you use **TEST** no real money will be charged, if you use **LIVE** real money will be charged.
- Entity-ID field, Entity-ID used for your easyCredit payment method.
- Click Save Configuration button.

3.5.2 How to pay using easyCredit

Some notes you need to make sure before you pay using easyCredit:

- Amount of order must be greater than EUR200 and lower than EUR3000
- Duration between 6 and 36 months
- Currency used must be EURO
- It's mandatory to fill customer's date of birth
- Customer's billing address must be equal to customer's shipping address.
- It's mandatory to fill customer's gender

- Select easyCredit payment method by clicking easyCredit logo like Figure below. After that click Order with Obligation to Pay button.



- You will be redirected to the first of Ratenkauf payment pages (see Figure below)

Zustimmung zur Datenübermittlung

Hiermit erteile ich die Einwilligung in die Erhebung und Verarbeitung meiner personenbezogenen Daten durch die TeamBank AG (Partner der Genossenschaftlichen FinanzGruppe Volksbanken Raiffeisenbanken) und deren Kooperationspartner Risk.Ident GmbH. Die Erhebung und Verarbeitung erfolgt zum Zweck der Bonitäts- und Identitätsprüfung sowie Betrugsprävention. Näheres siehe unter den Erläuterungen

Ok Schließen

- Check easyCredit **Terms and Conditions** then click Ok button then you will be redirected to the next page.
- You must fill the mandatory fields (see Figure below).
- Check two statements in the **Zustimmung** agreement.
- Then click Ok button then you will be redirected to the next page of **Ratenkauf** payment pages. If want to cancel a payment, then click **Schließen** button.

Ihre Daten

Herr
 plugin sales
 Beuthener Straße 25
 90471 Bayern
 Geburtsdatum: 1970-03-11
 E-mail: demoshop@payreto.eu

Ihre Eingaben

Beschäftigt als:

Monatliches Nettoeinkommen:

Mobilfunknummer:

Kontonummer oder IBAN:

Bankleitzahl:

Anzahl Raten:

Bestellwert	246.31 EUR
+ Zinsen	6.03 EUR
= Gesamtbetrag	252.34 EUR
Ihre monatliche Rate	43.00 EUR
letzte Rate	37.34 EUR
Sollzinssatz p.a. fest für die gesamte Laufzeit	8.48%
effektiver Jahreszins	8.80%

Repräsentatives Beispiel

Zustimmung

Hiermit bestätige ich die Erteilung des SEPA-Lastschriftmandats für den Einzug der monatlichen Raten von meinem genannten Konto.

Ich bin damit einverstanden, dass die Toanbank AG oder ein von ihr beauftragtes Unternehmen, zu Finanzprodukten der Bank oder ihrer Kooperationspartner mit mir per E-Mail in Verbindung treten darf.

7. Click **Bestätigen** button (see Figure below) then you will be redirected to the confirmation page. If you want to cancel the payment then click **Stornieren** button.

Ihr Ratenwunsch
 Die Prüfung Ihrer Daten war erfolgreich. Sie können ihren Ratenwunsch jetzt als Zahlungsart übernehmen

Herr
 plugin sales
 Beuthener Straße 25
 90471 Nürnberg

Geburtsdatum: 1970-03-11

Mobilfunknummer: +491701234567

E-mail: demoshop@payreto.eu

Beschäftigt als: ARBEITER

Monatliches Nettoeinkommen: 10000

Kontonummer oder IBAN: DE89370400440532013000

Anzahl Raten: 6 Raten x 43.00 EUR

Bestellwert	246.31 EUR
+ Zinsen	6.03 EUR
= Gesamtbetrag	252.34 EUR
Ihre monatliche Rate	43.00 EUR
letzte Rate	37.34 EUR
Sollzinssatz p.a. fest für die gesamte Laufzeit	8.48%
effektiver Jahreszins	8.80%

8. Click **Confirmation** button then easyCredit payment is finish. (see Figure below)

4 Usage

After payment methods have been installed and activated successfully, they are displayed in the order process of the Shopware shop. Before using the module in live operation, detailed tests should be performed on a test system to ensure smooth processes.

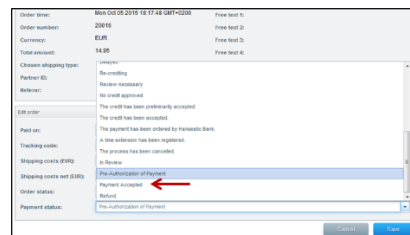
4.1 Order status

The order status can be seen under "Customers" → "Orders". The following two status messages are the most frequent ones:

- **"Payment Accepted"**: Order and payment were executed properly.
- **"Pre-Authorization of Payment"**: Final confirmation of the payment process is pending and must be triggered manually by the merchant.

4.2 Manual posting of pre-authorized amounts

If transactions are pre-authorized, the transaction amount is only reserved on the customer's credit or debit card at first. In order to conclude the payment process, the transaction amount must be posted. This is done automatically by selecting the invoice and setting the invoice status in field "Payment status" to "Payment Accepted".



4.3 Cancellations and credits

If an order is credited or cancelled in the Shopware backend, the payment transaction is not credited or cancelled automatically. This must be done separately in the VR pay eCommerce backoffice area.

- The merchant is able to carry out refunds via the "Customers" → "Orders" tab. The respective invoice needs to be opened and the status needs to be changed to "Refund" in order to trigger the refund.

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Finally, the merchant operates the **“Save”** button to create the credit.

5 Plugin-Features

5.1 Easy Checkout

- The shopper is able to store card information / bank details and PayPal accounts in the checkout area for future shop visits
- Only after the order is placed, the user is prompted to store its data for further shop visits or to pay with already saved payment information.

Stored payment information are displayed at the shoppers account under

“My Account” → “My Payment Information”

and can be managed and complemented even without checking out in this area.

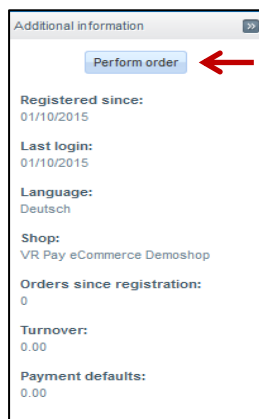
- The shopper is able to determine via the **“Default”** button in the **“My Payment Information”** area a credit card as a standard-card. This credit card is displayed as default option during the checkout.
- Once created card information and bank details may be used for one-click checkouts (Recurring, no additional data entry required).
- For this purpose, the default payment methods are displayed in the checkout area - The shopper can view all stored payment options and select from them; Furthermore, the shopper is also able to add new data.

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5.2 Manual Recurring / Reorder

- The merchant has the option to trigger and handle reorders by using registered payment data of a customer in the backend area via the tab **"Customers"** → **"Customers"**.

- The merchant selects at first the customer for whom an order shall be created, operates the **"Perform order"** field on the right-hand side of the customer account area.



- At this point the admin will be directed to the front-end area where the regular ordering process can be executed.

5.3 Visa Merchant location disclosure

Since the release of Visa's merchant location disclosure compliance. Upon payment, the Merchant's shop location is now displayed under the Credit Card payframe.



Zahlungsempfänger: Vrpay, Germany

The field under the payframe is configurable via the shop plugin backend setting.



Note: This field is mandatory and should always have a value.

The entry in the backend would also be displayed in the CardProcess plugin administration interface for further monitoring.

- Note that the appearance of the field will differ per shop system.
- Field should be named as EN: "Merchant Location" or DE: "Firmensitz"
- Disclaimer EN: principal place of business (Company Name, Address including the Country)
- Disclaimer DE: Firmensitz lt. Handelsregister (Firmenname, Adresse inklusive Land)

Cardprocess will actively monitor the merchants who do not successfully comply with the changes implemented by Visa.

6 Miscellaneous

6.1 Error Analysis

Possibly, errors may occur when installing or configuring the module. The most common errors and their analyses are described in the following.

6.2 Installation

In the Shopware back-end, the menu **"Configuration"** → **"Plugin Manager"** can be used to check whether the files were installed properly. Should the VR pay eCommerce module or the payment methods not be listed or be incomplete in the configuration menu, the files must be reinstalled.

6.3 Configuration

In the VR pay eCommerce back-end, the detailed configuration of the individual payment methods and payment settings can be checked via the menu **"Configuration" → "Plugin Manager"**.

Error	Solution approach
Customer transactions are not shown in the Online Administration Tool of VR pay eCommerce.	Check whether the data in the entry fields „User-ID“, "Password", "Recurring", "Merchant Email", "Merchant No" and "Shop URL" are correct.
In the check-out of the online shop (front-end) no or not all payment methods are shown.	Check whether all payment methods are activated.
No purchases can be executed in the online shop although all payment methods are shown correctly in the checkout.	<ol style="list-style-type: none"> 1. Check whether valid payment details (bank, cards, etc.) are used. 2. Check whether the server setting "LIVE" is activated. If the server is set to "TEST", no transactions can be handled.
The sequence of the payment methods in the checkout is not correct.	Check whether the activated payment methods in the field "Display Sort Order" have a consecutive numbering in the desired order. This means, if there are seven active payment methods, the values "1" to "7" must be allocated under "Display Sort Order".

Once the plugin is installed, it regularly sends the following information to a secure and dedicated database of VR pay.

- Merchant id entered at the plugin
- E-mail-address entered at the plugin configuration
- URL of the shop system entered at the plugin configuration
- External IP-address of the shop system
- Shop system
- Shop version
- Plugin version
- Plugin mode (TEST / LIVE)
- Date and time

7 Version tracker

For providing the best service to you, to inform you about newer versions of the plugin and also about security issues, VR pay is gathering some basic and technical information from the shop system as listed below. The information will under no circumstances be used for marketing and/or advertising purposes. VR pay is also not gathering information underlying German Federal Data Protection Act regarding personal data (§ 3 Abs. 1 BDSG).

If you don't want to provide VR pay with this information you may deactivate the tracker when installing the plugin. Please do so under the general settings.