

Installation Manual for Innocard JTL

This manual describes the installation and usage of the Innocard extension for JTL.

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1 Introduction

This manual describes how to install, configure and use the payment module for JTL and Innocard.

Before getting started with the Installation make sure to have all necessary data at hand:

- Innocard Shop ID
- Innocard Test and Live Certificate
- JTL Payment module from sellxed.com/shop
- Login data for your server and shop

1.1 Installation Process

This document contains all information necessary to install the module. When installing the module, strictly follow the instructions. This ensures the safe use of the module in compliance with all security regulations.

1. Entering the [Main Configuration](#) into the main module
2. Configuration of the [payment methods](#)
3. Conducting a test order with the [Test Data](#) provided at the end of this document
4. Creating the production certificate in the Innocard-backend.

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 informations 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; otherwise the payment feedback of Innocard might not get through to the shop.

2 Configuration

2.1 Main Configuration

For the module configuration, go to the setting page in the [Main Module](#) of your shop and enter the following data for the Live Tests in the corresponding fields.

2.1.1 Settings > Shops > Your Shop (Innocard Backend)

All information necessary for the installation can be found in the Innocard Backend (<https://secure.innopay.ch/vads-merchant/>) under Settings > Shops. Here you can select the shop you want to install.

Transfer the data into the [Main Module](#):

- Shop ID
- Test certificate

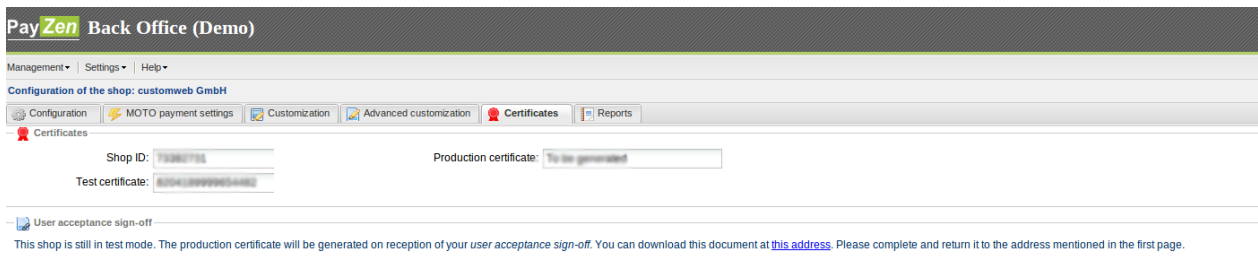


Figure 2.1: Payzen Settings

2.1.2 Production Certificate

As soon as the test payments were successful, set the **Operation Mode** to Live and request the activation of your account with Innocard. After the activation you can enter the **Certification Key** under Settings > Shops > in the main module.

2.1.3 Payment Notification

For the **Instant Payment Notification** please enter the URL that is generated in the main module in the backend of Innocard. More information can be found under the section [Transaction Feedback](#). Enter the notification URL in the backend of Innocard under Settings > Notification Rules > 'IPN bei Erstellung einer Rate' into both TEST and LIVE fields and check 'Automatic Retry in case of failure'.

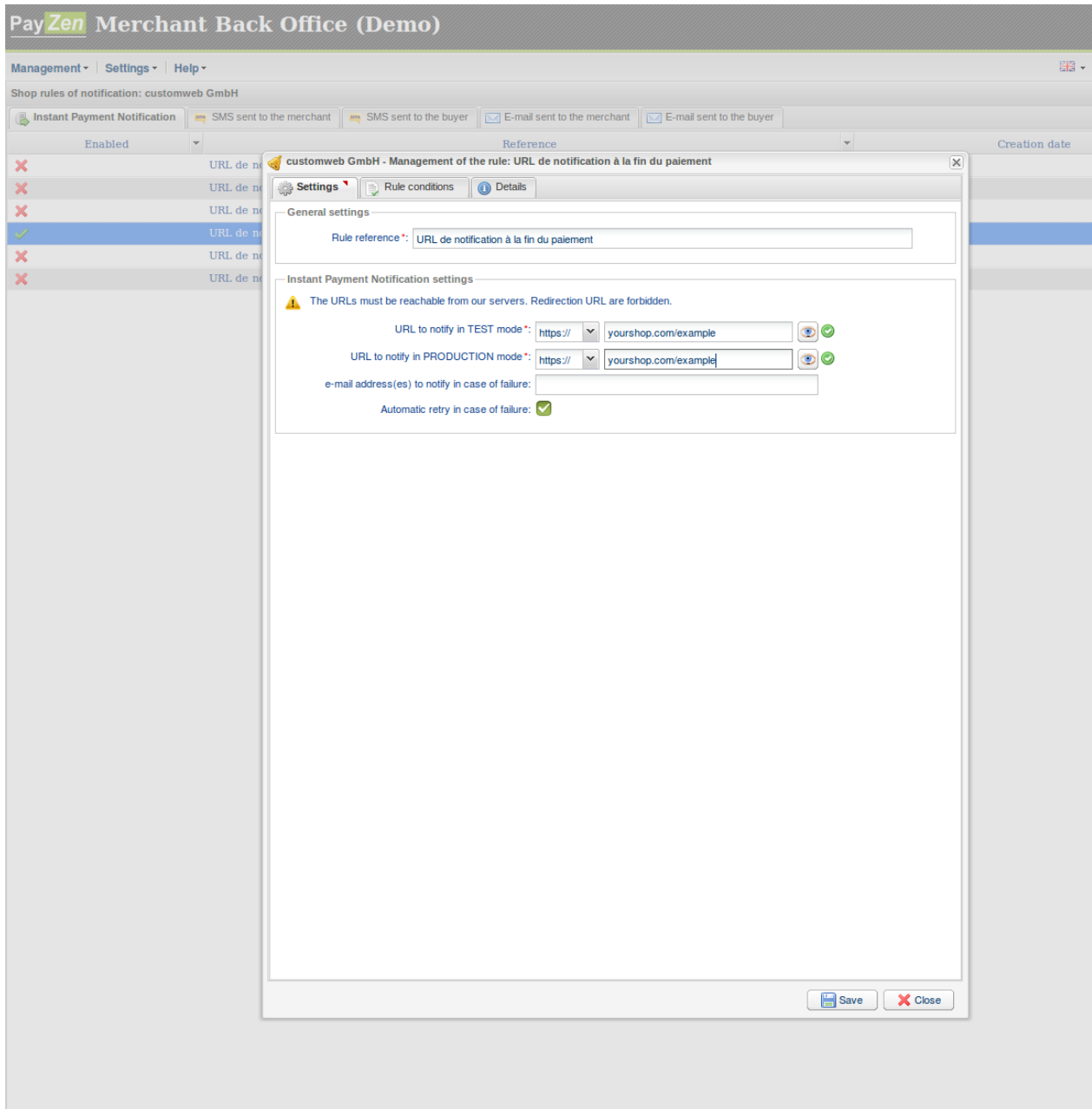


Figure 2.1: Entering the Notification URL

2.2 Payment Method Configuration

All other setting options in the main module are not relevant for the product Checkout Page and can be ignored. The next step is the [payment method](#) configuration.

2.3 Testing

The credit card data for the testing is shown on the Payment Page. By clicking on it the card number is transferred to the mask.

3 Module Installation and Update in the JTL 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 download 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 shops 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 thats 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

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 back up 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. They can be found on the plugin page in the shop under the section change log on the lower end of the page. If there are no special remarks, you can proceed by just overwriting the files in your system

4 Module Configuration in the JTL 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 back-ups!

Please create a back-up 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 Configuration of the Main Module

In a first step the plug-in must be installed. The installation of the plug-in is carried out under: **Plug-ins > Plug-in administration > Innocard**. By clicking on **install**, the plug-in is installed in your shop. You can find the settings for the main module under **Plug-ins > Innocard**.

In order to configure the main module, go to **Plug-ins > Innocard**. Change to the tab **Configurations**. Enter the data and settings you have already saved in the back-office of Innocard. In case of questions, you can find further information by moving the cursor to the question mark.

In the tab **Information** you can find important information on the plug-in such as the version number, release date and callback URL. This data is important when contacting our support.

You have the option of synchronising the order status with the transactions with Innocard. This means that when an item is sent or cancelled, you have the possibility of automatically also debiting the payment with Innocard. Further information can be found in the section [The Module in Action](#).

4.1.1 Capture Delay

You have the option to set a Capture Delay with the configuration. The Capture Delay defines, how many days after the authorization the transaction should be captured. We recommend to leave the number at 0 (standard setting).

In case you want to 0 we strongly recommend setting up a Cron Job so you can stay informed about the transaction status at all times.

In any case, it is helpful to set up the Cron Job to be informed about the Capture Status of the transaction. Instructions on how to set up a Cron Job can be found in this manual under [Cron Job](#).

4.2 Defining the URL for the Transaction Feedback

To ensure correct payment processing in your shop, at least one Feedback URL has to be provided in the Innocard configuration. The URL to be entered can be found in your JTL Shop under: **Plugins > Plugins > Innocard > Erweiterte Informationen**

4.3 Configuration of the Payment Module

After having successfully configured the main module, you can find the settings for the individual payment methods in your shop under **Payment Processing > Payment Methods**. Each payment method is listed individually. Install the payment methods you wish to offer you customers in your shop. You can carry out individual settings for each payment method and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

In order for the payment method to be displayed in the shop, you must link them with a shipping method. Open the shipping methods under **Payment Processing > Shipping Methods**. By clicking **edit**, you can modify the shipping methods. Here you can link the payment methods you wish to offer and also have the option of setting individual payment fees.

4.3.1 Configuration of payment methods in the wawi

In order for the JTL wawi to map the payment methods from the shop, make sure that you add them inside the wawi Einstellungen > Zahlungsarten verwalten). Make sure that they are spelled exactly as written in the column "Anmerkung".

4.4 Shop ID

In the case of a multi-store set up (cf. [chapter: Multi-Store](#)), the parameter Shop ID identifies the shop's request and, therefore, redirects the feedback of Innocard based on the shop ID.

4.5 Order Prefix

With the option order prefix you can define your own order scheme for the transmission to Innocard. This option helps you identify to which shop a transaction the back-end of Innocard is related to. The tag "{id}" will automatically be replaced by the consecutive order number.

4.6 Selecting the Authorisation Method

You can choose between two options of authorizing credit card payments. By selecting one of the two under the option 'Authorisation Methods', you define how you want to process the individual payment methods.

Further information on the various authorisation methods can be found on our [sellxed website](#).

Payment Processing

Please pay attention to the fact that you require the activation of further options with Innocard in order to use some of the authorisation methods.

It may be that certain authorization methods are not available for every payment method.

Alongside the introduction of PCI 3 there are additional certification requirements in case you are using the authorization method Hidden or AJAX. Please contact Innocard for further information or switch to another authorization method.

4.7 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 the debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific amount 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 Innocard and the module

It may be that settings saved in the payment modules overwrite settings saved in Innocard.

4.8 Uncertain Status Status

You can specifically label orders for which for example no 3D-Secure verification nor any other security mechanism was carried out. This allows you to manually control the order before shipment.

4.9 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. 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 he or she 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 Innocard during the authorisation process. The payment method is displayed in any case

4.10 Multi-Shop Set-Up

The payment module is designed for the usage of one Innocard contract for several shops. It must be differentiated, however, between the case of an integrated multi-shop functionality and independent shops:

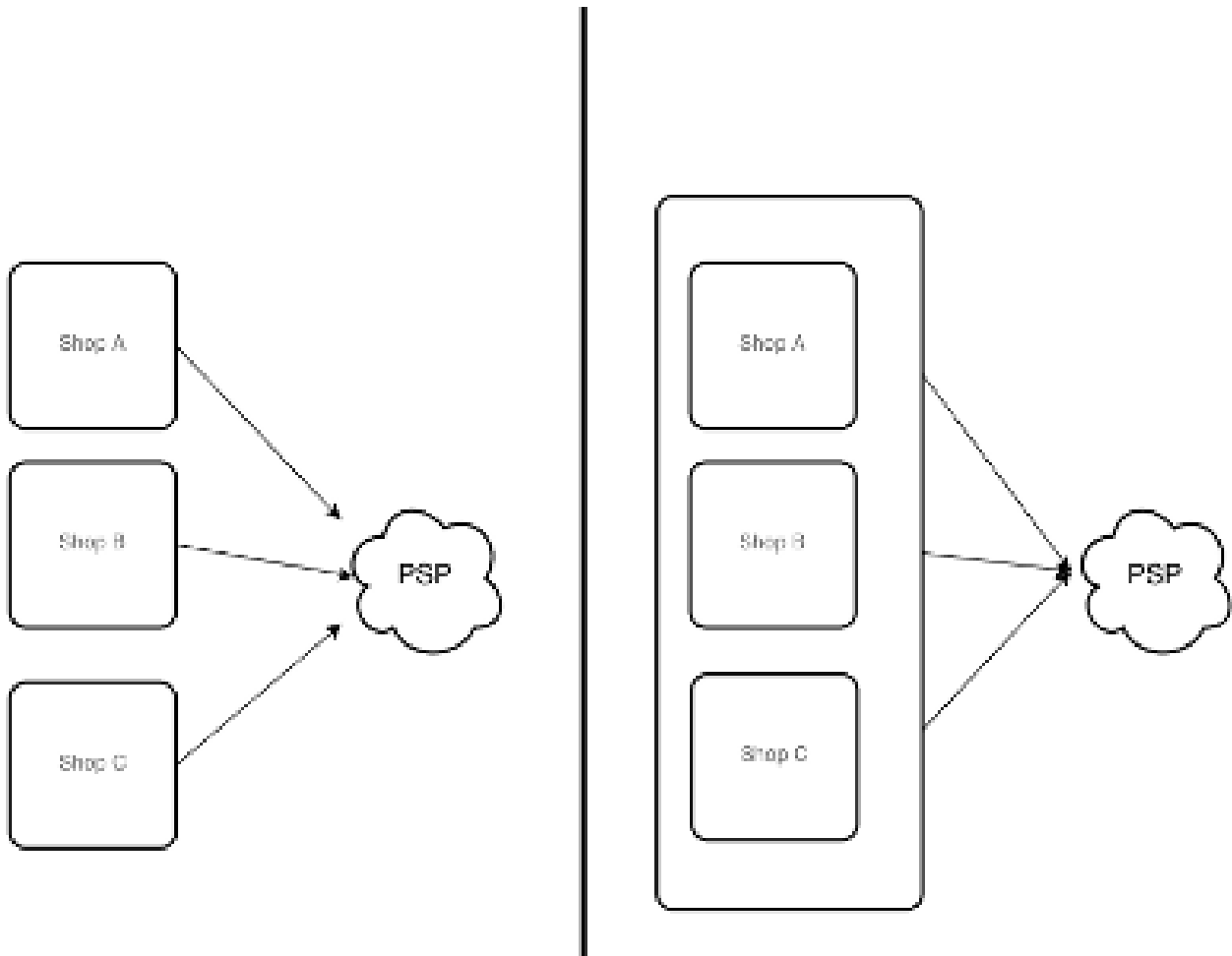


Figure 4.1: Multi-shop set-up

Licensing

In the case of independent shops, you require a payment module license for each shop. For scale prices, please contact us directly.

5 Settings / Configuration of Payment Methods

5.1 General Information About the Payment Methods

All sellxed payment modules are delivered with 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 Innocard 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 Innocard** 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 Innocard' 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 Innocard are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Innocard.

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.

6 The Module in Action

Below you will find an overview over the most important features in the daily usage of the Innocard module.

6.1 Useful Transaction Information on the Order

You can find an overview over all the most important information of a transaction in all orders that have been processed with the sellxed module. Among others, this information allows for the definite attribution of the orders to their corresponding transaction, seen in the back-end of Innocard.

Autor: customweb GmbH
Homepage: <http://www.sellxed.com/shop>

Transaktionen Konfigurationen Informationen

Zurück Transaktion Status Erneuern Verbuchen Stornieren Manuelles Update auslösen

Transaktionsdaten	
Authorisations Status	Autorisierung erfolgreich
Transaktions ID	46
Transaktionsnummer	46
Bestell ID	10
Bestellnummer	9
Erstellt am	2014-01-09 17:19:36
Aktualisiert am	2014-01-09 17:20:01
Kunden ID	1
Zahlungsid	26699082
Autorisierungsbetrag	354.2
Währung	EUR
Zahlungsmethode	Visa
Zahlungsid	26699082
Transaktion autorisiert	Ja
Transaktion ist unsicher	Nein
Transaktion bezahlt	Ja
Alias	XXXXXXXXXXXX0003 (12/15)
Alias Token	64B9C12D-9A7A-4832-9273-1DCD925CCC47
Akzeptanz	
Kartenummer	XXXXXXXXXXXX0003
Kartenablaufdatum	12/15
Händler Referenz	jtl_3_sellx_og_46

Transaktionsübersicht		
Datum	Aktion	Nachricht
2014-01-09 17:19:59	authorization	The amount of 354.20 is authorized.

Figure 6.1: Transaction Information in the JTL Back-End

The payment information is also transmitted to your JTL WaWi Client.

F2 Produkte F3 Einkauf F4 Kunden F5 Angebote F6 Aufträge F7 Versand F8 Rechnungen F9 Re.korrektur F10 Sofort-Auftrag F11 Webshop F12 eBay Alt+A Amazon

Alle Nr: | Name: | Pos: | Suchen X < 01.2014 > Anzeigen: Alle

A.Nr.	Erstellt	Firma	Name	Betrag	STATUS	% Geliefert	Versanddatum	Bezahlt	Rechnung	Zahlungsart	Anmerkung	V.Lieferdatum
311	09.01.2014		GmbH customweb	354,20		0		Ja	Nein	Bar	Visa	
310	13.01.2014		user test	329,48		0		Ja	Nein	Bar	Visa	
38	09.01.2014		GmbH customweb	354,20		100	09.01.2014	Ja	Nein	Bar	Credit Card	
37	09.01.2014		GmbH customweb	704,20		100	09.01.2014	Ja	Nein	Bar	Credit Card	

Figure 6.1: Transaction Information in JTL WaWi

6.2 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with Innocard for later purchases. It is enabled by activating the option "Alias Manager" in the configuration of the [Payment Method](#). The customer can then choose from his or her saved credit cards without having to re-enter all the details.

Eine gespeicherte Karte benutzen

Credit Card

Karteninhaber*
Bitte geben Sie den Karteninhaber auf Ihrer Kreditkarte ein.

Kartennummer*
Bitte geben Sie hier die Kartennummer Ihrer Kreditkarte ein.

Karten Ablaufdatum*
Wählen Sie das Ablaufdatum Ihrer Karte aus.

CVC Code*
Bitte geben Sie hier den CVC Ihrer Karte ein. Sie finden diesen auf der Rückseite Ihrer Kreditkarte.

* Obligatorische Felder

Zahlen

Figure 6.1: Alias Manager Integration in JTL

Alias Manager Options

The usage of the Alias Managers requires the activation of the correct option with Innocard. To do so, please contact the support directly.

6.3 Transaction Management within the JTL Shop

The transaction management can be carried out from within the shop.

6.3.1 Capturing of Orders

You can directly debit orders in the back-end of your shop. In order to do so, switch to the tab **Transactions**. You can now search for the order number and then click on **Show** in order to find further information about the transaction. If you wish to capture an order, click 'capture'. Here you can modify the amount and the items. By clicking **Capture**, the action will be transmitted to Innocard.

In case you do not want to capture all items of the order, you can also close the transaction for further captures.

Autor: customweb GmbH
Homepage: <http://www.sellxed.com/shop>

Transaktionen Konfigurationen Informationen

Zurück

Teilbuchung

Name	SKU	Typ	MwSt.	Menge	Total (exkl. MwSt.)	Total (inkl. MwSt.)
Test	Test	product	0.00 %	1	325.28	325.28
DHL Paket	DHL Paket	shipping	0.00 %	1	4.20	4.20
Total verbuchter Betrag:						329.48 EUR

Transaktion für weitere Buchungen schliessen

Buchung

Figure 6.1: Capturing of Orders in JTL Back-End

Partial Capturing

Please find out if the capturing of partial amounts is supported by your Innocard contract. If this is not the case, it might happen that the transaction is closed for further transactions after a partial capture.

6.3.2 Cancel Orders

In order to cancel an order, open the corresponding transaction. By clicking **Cancel**, a cancellation of the payment occurs with Innocard. The reserved amount on the customer's card will be released automatically.

Transaktionen Konfigurationen Informationen

Zurück Transaktion Status Erneuern Verbuchen Stornieren Manuelles Update auslösen

Transaktionsdaten

Authorisations Status Autorisierung erfolgreich

Figure 6.1: Cancelling of Orders in the JTL Back-End

6.4 Refunds

You can also create refunds for already debited transactions and automatically transmit these to Innocard. In order to do so, open the invoice of the already debited order (as described above). By clicking on **Refund** a dialog box for refunds will open up. Insert the amount you wish to refund and then click on **Refund**. The transaction will now be transmitted to Innocard.

Autor: customweb GmbH
Homepage: <http://www.sellxed.com/shop>

Transaktionen Konfigurationen Informationen

Zurück

Teilbuchung

Name	SKU	Typ	MwSt.	Menge	Total (exkl. MwSt.)	Total (inkl. MwSt.)
Test	Test	product	0.00 %	1	325.28	325.28
DHL Paket	DHL Paket	shipping	0.00 %	1	4.20	4.20
Total rückvergüteter Betrag:						329.48 EUR

Transaktion für weitere Rückvergütungen schließen

Rückvergütung

Figure 6.1: Refunds Directly from Within the JTL Back-End

Please note that you can't refund more than 100% of the originally authorised amount.

6.5 Setting up Cron Job

In order to activate the time-controlled functions of the plugin (such as update service, deleting pending orders, etc.) set up a time-controlled request in your hosting on the URL, which you will find via Plugins > Plugins > Innocard in the tab "Extended Information". Invoking it regularly will trigger the actions.

Here we suggest you use a Cron Engine like for example [EasyCron](#). This allows you to open the file (URL) with an external service.

7 Testing

Before switching from test to live mode it is important that you test the module extensively. You can find all relevant test credit card data under: <http://www.sellxed.com/de/testen>.

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:

Credit Card

Card number	4917610000000000
Expiry Date	12/2021
CVC	123

Visa

Card number	4970100000000000
Expiry Date	12/2021
CVC	111

Card number	4970100000000001
Expiry Date	12/2021
CVC	111

Card number	4970100000000009
Expiry Date	12/2021
CVC	111

MasterCard

Card number	5970100300000000
Expiry Date	12/2021
CVC	111

Card number	5970100300000001
Expiry Date	12/2021
CVC	111

Card number	5970100300000009
Expiry Date	12/2021
CVC	111

American Express

Card number	378282246310005
Expiry Date	12/2020

CVC

123

8 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/fag>. 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 name of the payment method is not shown correctly in the email.

Depending on the name of the payment method and due to the naming convention, the name of the payment method in the email can be slightly strange. You can avoid this by adapting the email template. Go to Content > Email Templates.

In the order email you can replace the following '{\$Bestellung->cZahlungsartName}' with '{\$Bestellung->Zahlungsart->caption}'. From then on, the name you set in the payment configuration will be shown.

8.2 Releasing Payment Information via Email

Certain payment methods request that the payment information should be sent via email (for example Vorkasse). This always works for the confirmation of the payment. This will be sent if the authorization was successful. If the payment information should be shown in the order email, the module needs to carry out the payment before completing the order. Pay attention to the the settings in the configuration of the payment method.

8.2.1 Adjusting the HTML Templates

In order for this to work it will be necessary to make changes to the settings of the email templates. The following steps need to be taken:

```
{if !empty($Bestellung->cwPaymentInformation)}  
{$Bestellung->cwPaymentInformation} {/if}
```

This needs to be added to each language, text and HTML.

8.2.2 Adjusting the Plain Text Email Templates

To display the information in the plain text email please add the following snippet to the desired location:

```
{if !empty($Bestellung->cwPaymentInformation)} {$Bestellung->  
>cwPaymentInformation|replace:"  
":"\n"|strip_tags:false} {/if}
```

This needs to be added to each language, text and HTML.

8.3 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Innocard 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 Compatibility with Third-Party Plugins

The plugins listed below are compatible with our payment modules and allow you to handle certain tasks in a easier way.

9.1 Birthday and gender in JTL

For certain payment service providers it is necessary to check the birthday an the gender of a customer. JTL does not check this by default. These checks can be enabled under "Einstellungen > Kunden / Formulare > Anrede abfragen" and "Einstellungen > Kunden / Formulare > Anrede abfragen" respectively.

10 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.

10.1 Log Levels

You can configure the log level in the Innocard settings. The logs are stored according to this setting and are not affected by the shopwide log level settings.

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

10.2 Log Location

The log messages are visible in the JTL backend under the menu item **Admin > Systemlog**.

11 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.

11.1 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 JTL initialized in your script, this is required for the database connection.

```
require_once("includes/globalinclude.php");
```

Include the module main file and modules Transaction class.

```
require_once 'includes/plugins/innocardcw/version/100/init.php';  
require_once 'includes/plugins/innocardcw/version/100/classes/InnocardCw  
/Entity/Transaction.php';
```

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

Load the transaction by Id:

```
$transactionById = InnocardCw_Entity_Transaction::loadById  
($transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```