

Installation Manual for Innocard JigoShop

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

Release Date: Wed, 12 Jun 2019 13:07:23 +0200
Version: 4.0.224

customweb GmbH
General-Guisan-Strasse 47
CH-8400 Winterthur

E-Mail: info@customweb.ch

Phone:

CH: +41 (0)44 533 15 70

DE: +49 (0)180 3 729 636

UK: +44 (0)2036 086 268

US: +1 (0)650 618 3944

© copyright by customweb GmbH Wed, 12 Jun 2019 13:07:23 +0200

Table of Contents

1	Introduction	5
1.1	Installation Process	5
2	Configuration	6
2.1	Main Configuration	6
2.1.1	Settings > Shops > Your Shop (Innocard Backend)	6
2.1.2	Production Certificate	6
2.1.3	Payment Notifcation	6
2.2	Payment Method Configuration	7
2.3	Testing	7
3	Module Installation and Update in the JigoShop Shop	8
3.1	Installation	8
3.2	Updates and Upgrades	8
3.2.1	Update Checklist	8
3.2.2	Update Instructions	9
4	Module Configuration in the JigoShop Shop	10
4.1	Configuration of the Main Module	10
4.1.1	Capture Delay	10
4.2	Defining the URL for the Transaction Feedback	10
4.3	Configuration of the Payment Module	11
4.4	Shop ID	11
4.5	Order Prefix	11
4.6	Selecting the Authorisation Method	12
4.7	Direct Capturing of Transactions	12
4.8	Uncertain Status Status	12
4.9	Optional: Validation	12
4.10	Multi-Shop Set-Up	13
5	Settings / Configuration of Payment Methods	15
5.1	General Information About the Payment Methods	15
5.2	Information on Payment Status	15
5.2.1	Order status "pending" / imminent payment (or similar)	15
5.2.2	Order status "cancelled"	15
6	The Module in Action	16

6.1	Useful Transaction Information on the Order	16
6.2	Usage of the Alias Managers / Token Solution	16
6.3	Capturing of Orders	17
6.4	Refunds	19
6.5	Transaction Process	20
6.6	Set-up a cron job to activate the timed operations	20
7	Testing	21
7.1	Test Data	21
8	Errors and their Solutions	23
8.1	Page Not Found Error prior to the redirection to Payment Page	23
8.2	The Referrer URL appears in my Analytics Tool	23
9	Compatibility with Third-Party Plugins	24
9.1	Multilingual JigoShop sites	24
10	Error Logging	25
10.1	Log Levels	25
10.2	Log Location	25
11	Advanced Information	26
11.1	Transaction Object	26

1 Introduction

This manual describes how to install, configure and use the payment module for JigoShop 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
- JigoShop 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

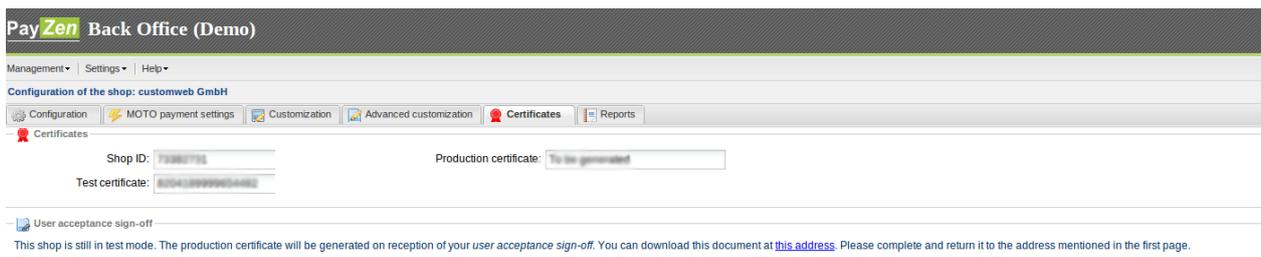


Figure 2.1: Payzen Settings

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'.

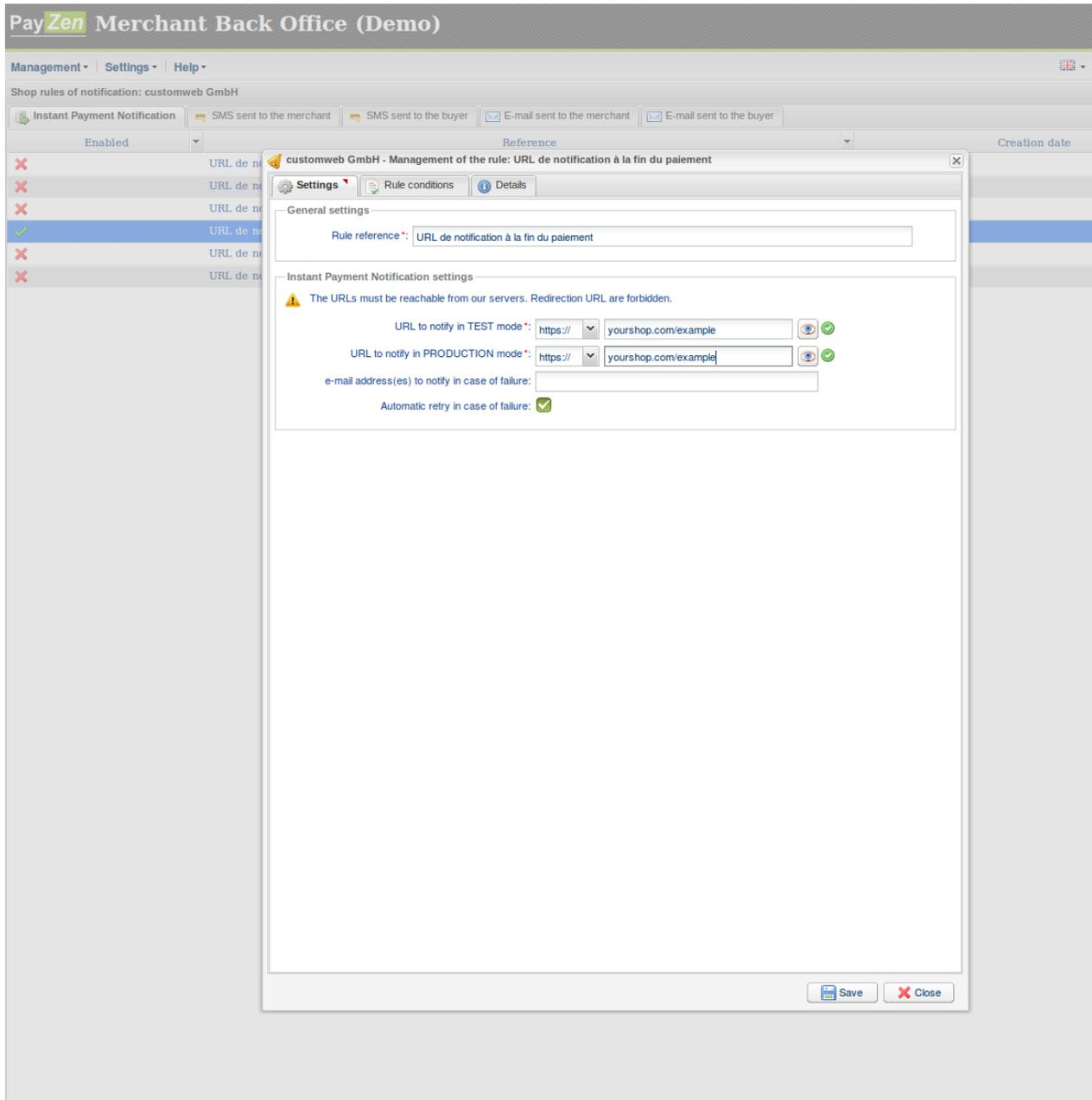


Figure 2.1: Entering the Notification URL

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 JigoShop 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 JigoShop 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

You can activate the plug-in by clicking "activate" under the module WooCommerce Innocard in the menu **Plugins**.

After the Installation of the plugin a new menu on the dashboard will appear called **Innocard**. Enter all data in the corresponding fields. The required data has either already been saved in the back-end of Innocard has been sent to you by Innocard. Each option is, furthermore, explained in short info texts in the shop.

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 JigoShop Shop under: **Innocard > Setup > Setup**

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 **WooCommerce > Settings > Checkout** (In earlier version it was **WooCommerce > Settings > Payment Gateways**). Each payment method is listed individually. Install the payment methods you wish to offer to your customers. 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.

By clicking on **Enable** the payment method is activated in your shop. For more detailed information on the settings, please refer to information provided directly within the module configuration.

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:

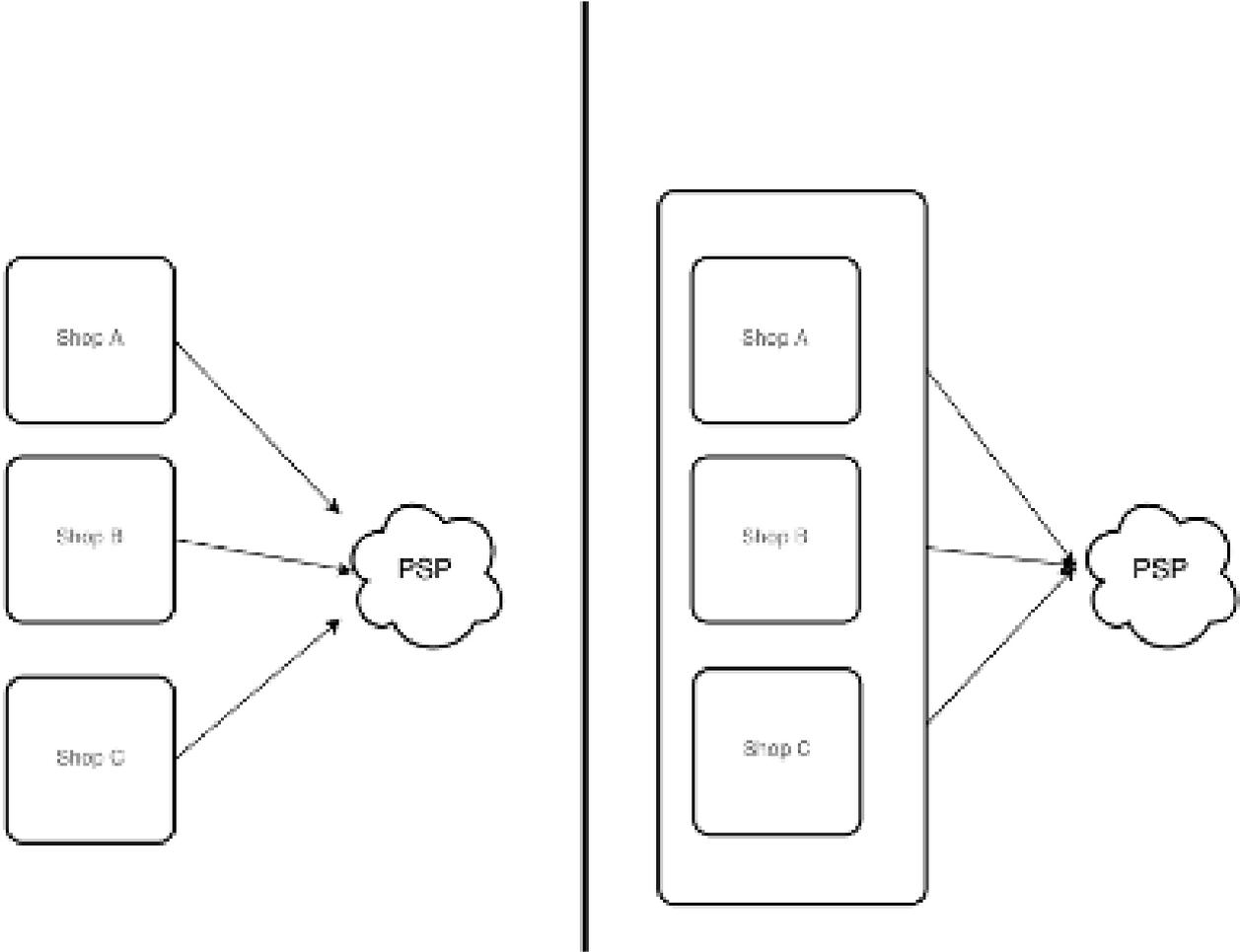


Figure 4.1: Multi-shop set-up

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.

The screenshot shows the WooCommerce admin interface for a Saferpay Demo Store. The top navigation bar includes the store name, a refresh button, a chat icon, a '+ New' button, and the user 'Howdy, admin'. The main content area displays a table of transactions with the following data:

#	Transaction Number	Date	Payment method	Is authorised	Amount
8	26_8	2013-10-04 11:29:35	Saferpay Test Card	Yes	200.00

Below the table, a 'Less details' button is visible. The expanded details for the selected transaction are as follows:

Authorisation amount	200.00
Currency	EUR
Payment method	Saferpay Test Card
Payment ID	dzhzlbUOMIGAYWG618AIWKp5MA
Captured amount	200
Refunded amount	200
Transaction authorised	Yes
Transaction uncertain ?	No
Transaction captured	Yes
Transaction paid	Yes
Alias	xxxx xxxx xxxx 0111
Card number	xxxx xxxx xxxx 0111
Card expiry date	12/2015
Card Type	Saferpay Test Card
3D Secure	Successful

At the bottom of the details section, there is a 'Captures' section.

Figure 6.1: Transaction Information in WooCommerce.

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. You can enable this 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.

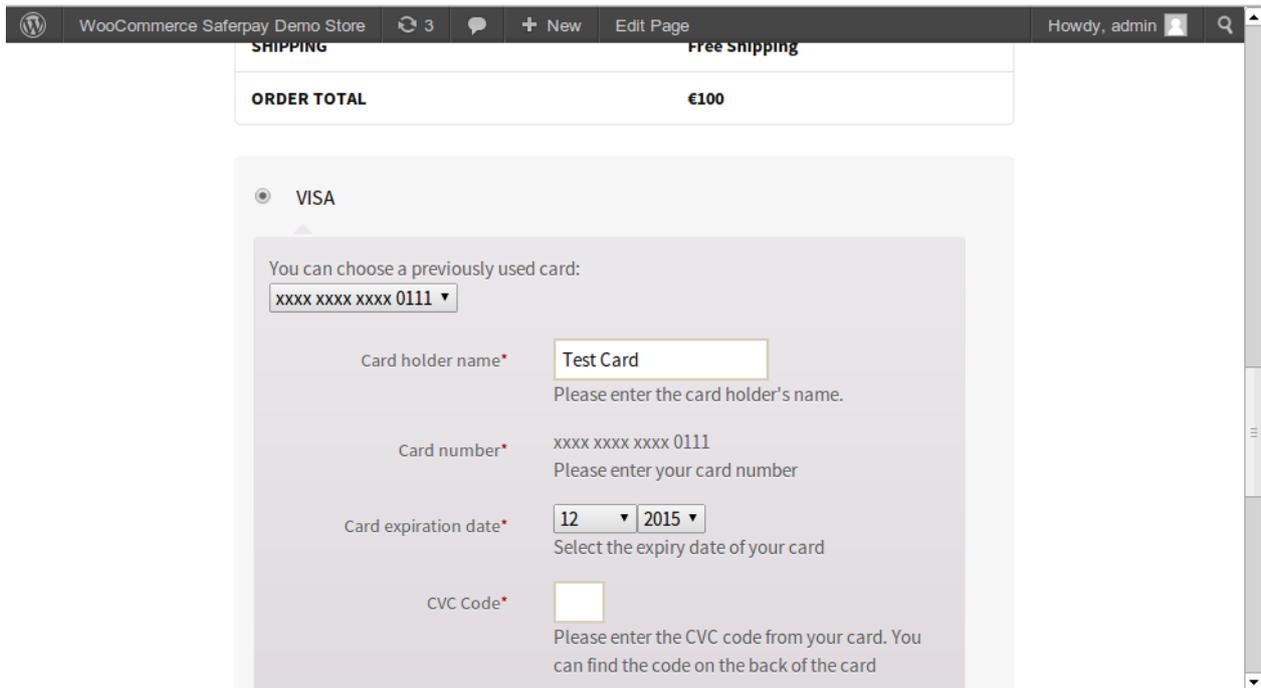


Figure 6.1: Alias Manager in WooCommerce

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 Capturing of Orders

Please note

The transaction management between your shop and Innocard is not synchronized. If you capture payments with Innocard, the status in the shop will not be updated and a second capturing in the shop is not possible.

In order to be able to capture orders you must make sure that you have set the option 'Capturing' to 'deferred' in the [payment method configuration](#).

Open the Order and look for the Innocard transaction tab at the bottom. Capturing via the internal operation of JigoShop is not supported.

Customweb Transactions

#	Transaction Number	Date	Payment Method	Authorised	Amount
6	16	2017-01-06 10:23:49	MasterCard	Yes	10.00

[Less Details](#)

Authorisation Amount	10	Currency	CHF
Payment Method	MasterCard	Payment ID	452Wtjb3E7d7tASKGxK1bCEWxhdA
Test Transaction	Yes	Transaction authorised	Yes
Transaction uncertain	No	Transaction paid	Yes
Payment Method Name	MasterCard	Payment Details	xxxx xxxx xxxx 0000
Card holder name	Customweb	Card Expiry Date	12 / 20
Card Country Origin	DE	Acquirer Reference	000000
3ds Authentication	Yes	3ds Liability Shift	Yes
Authorisation Method	PaymentPage		

[Capture](#)

[Cancel](#)

Previous actions

Date	Action	Message
2017-01-06 10:24:21	authorization	The amount of 10.00 is authorized.

Figure 6.1: Transaction details in the transaction tab of a specific order.

Click on "More Details" to view the transaction details. By clicking **Capture** Button, you get into the following context.

Name	SKU	Type	Tax	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Testproduct	Testproduct	product	0 %	1	10.00	10.00
Total captured amount:						10.00CHF

[Back](#)

[Capturing](#)

Figure 6.1: Deferred/Manual capture of transactions within JigoShop

Enter the amount of your choice that you wish to capture from the customer's card. By clicking **Capture** a direct capturing of the order occurs with Innocard.

6.4 Refunds

You can refund already captured transactions and automatically transmit them to Innocard.

Please note

That the default JigoShop functionality is not supported by sellxed.

Customweb Transactions

#	Transaction Number	Date	Payment Method	Authorised	Amount
4	13	2016-11-04 14:50:07	MasterCard	Yes	20.00
Less Details					
Authorisation Amount	20	Currency	EUR		
Payment Method	MasterCard	Payment ID	b3YMh8bj8d4pvAnj0ddGAGvj3t9A		
Captured amount	20	Test Transaction	Yes		
Transaction authorised	Yes	Transaction uncertain	No		
Transaction captured	Yes	Transaction paid	Yes		
Payment Method Name	MasterCard	Payment Details	xxxx xxxx xxxx 0000		
Card holder name	Customweb	Card Expiry Date	12 / 20		
Card Country Origin	DE	Acquirer Reference	000000		
3ds Authentication	Yes	3ds Liability Shift	Yes		
Authorisation Method	PaymentPage				
Refund					
Captures					
Date		Amount		State	
2016-11-04 14:51:34		20		succeed	
Previous actions					
Date	Action	Message			
2016-11-04 14:51:33	authorization	The amount of 20.00 is authorized.			
2016-11-04 14:51:34	capturing	The amount of 20.00 is captured.			

Figure 6.1: Transactionsdetails via Orders > Innocard Transactions.

Open the order and then click on the small magnifying glass in den transaction information overview. By clicking **Refund** Button, you get into the following context.

Name	SKU	Type	Tax	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Testproduct	Testproduct	product	0 %	2	20.00	20.00
Total refunded amount:						20.00CHF
Close transaction for further refunds						<input type="checkbox"/>
Back						Refunding

Figure 6.1: Refund of transactions within JigoShop

Just like for the capturing, you open the order and click on the magnifying glass next to the order of your choice. Enter any refund amount of your choice in the field provided for this purpose. By

clicking **refund** the refund request will directly be sent to Innocard and the specified amount will be credited on the customer's credit card.

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

6.5 Transaction Process

Each action affiliated with transaction management is logged by the module.

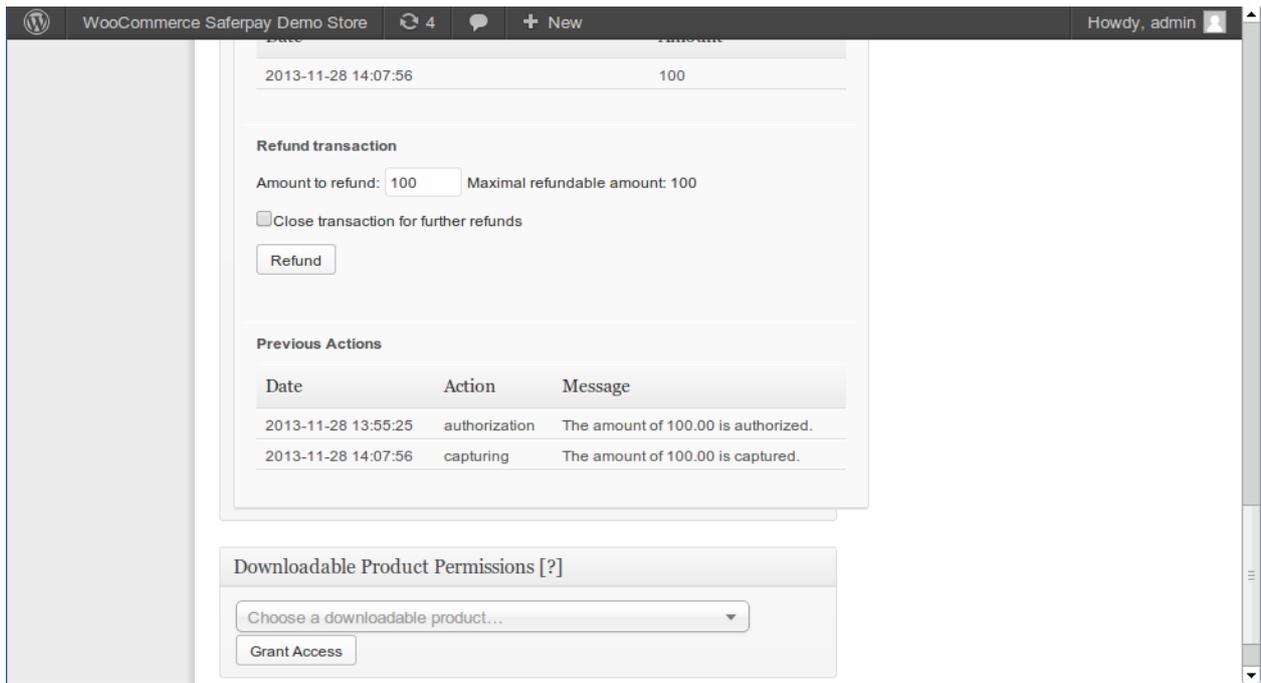


Figure 6.1: Transactions in the Overview of the Transaction Process

6.6 Set-up a cron job to activate the timed operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the JigoShop Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of Innocard. Please note it could be that in order to use the update feature it may be necessary that Innocard activates additional options in your account.

The module uses the standard cron engine of JigoShop. More information regarding the set up can be found [here](#).

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/faq>. 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 Page Not Found Error prior to the redirection to Payment Page

If you are using WPML it can occur that the Pages for the display of the payment methods or for the redirection to Innocard end in a Page Not Found Error.

In this case you have to duplicate our Pages in the corresponding languages. In order to do so please follow these steps:

1. Go to the main menu and select **Pages > All Pages**. There you should find a Page called Innocard Checkout.
2. Open the configurations.
3. On the right hand side under languages you can now duplicate the content of this page for all of your installed languages. When you have successfully saved the changes this page will be active for all of your languages and the Error should have disappeared.

8.2 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

9.1 Multilingual JigoShop sites

To run multilingual JigoShop sites you will need the following 3rd-Party plugin.

- [WPML for JigoShop](#)

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.

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

10.2 Log Location

The log file is stored in **wp-content/uploads/jigoshop-logs**. Please make sure the path exists and it is writable by the webserver.

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

```
require_once( dirname(__FILE__) . '/wp-load.php' );
```

Include the modules Util class.

```
require_once ABSPATH.'wp-content/plugins/jigoshop_innocardcw/classes  
/InnocardCw/Util.php' ;
```

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

Load the transaction by Id:

```
$transactionById = InnocardCw_Util::getTransactionById($transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```

Load the transaction by the external Id:

```
$transactionByExternal = InnocardCw_Util::  
getTransactionByTransactionNumber($externalId);  
$transactionObject = $transactionByExternal->getTransactionObject();
```

Load transactions by Post ID, this is the internal JigoShop order id:

```
$transactionsByPostId = InnocardCw_Util::getTransactionsByPostId  
($orderId);  
foreach($transactionsByPostId as $transaction){  
    $transactionObject = $transaction->getTransactionObject();  
    //Do something with each object  
}
```