



User Documentation Paybox

The Paybox payment module for PrestaShop was developed to help merchants take full advantage of the features provided by Paybox merchant accounts. This module provides PrestaShop merchants enterprise grade features like a fully customized payment page and security features like 3-D Secure payment processing. With this in mind, it was developed and designed to ensure a high level of security.

Shoppers also benefit with pay installment features and multiple ways to pay such as Visa and MasterCard bank cards. Paybox can also integrate agreements and certifications from private issuing firms, purchasers and processing centers.

Customers can choose from over 30 payments methods, including:

- VISA / MasterCard
- CB
- American Express
- Diners Club International
- JCB
- PayPal
- 1€.com
- Oney
- Aurore Cetelem
- Cofinoga
- Sofinco
- Bancontact
- ING Home'Pay
- iDeal (ABN AMRO, ING)

Paybox offers merchants:

- ✓ **The freedom to choose your bank** to deposit sales in France and many European countries
- ✓ **Countless payment methods** for customers – all with just one module: Visa, MasterCard, American Express, PayPal, Leetchi, Bancontact/Mister Cash, Maestro, Cofinoga, etc.
- ✓ **Transaction capture flexibility:** on order confirmation or dispatch and also in full or partial from your PrestaShop back office
- ✓ **Authorize a partial or full refund** through your PrestaShop back office
- ✓ A selection of **anti-fraud tools: 3-D Secure** (by order total) and Card / IP filters by country.
- ✓ A **pay in installment feature based on the order total with no fees for your customers**
- ✓ **Paybox back office** access, with reporting functionalities: Access real time transaction monitoring and daily exports of cash receipt reports.

I. INSTALLATION

Did you select Installation "By PrestaShop" at checkout?

If so, you will receive an e-mail requesting additional information that grants our experts access to your store for module installation and configuration. This includes:

- Uploading and installing the module on your shop
- Configuring the module in your back office
- Configuring your bank administration panel (if needed)
- Testing payments
- Instant analysis of all problems found
- Other support offered in this module

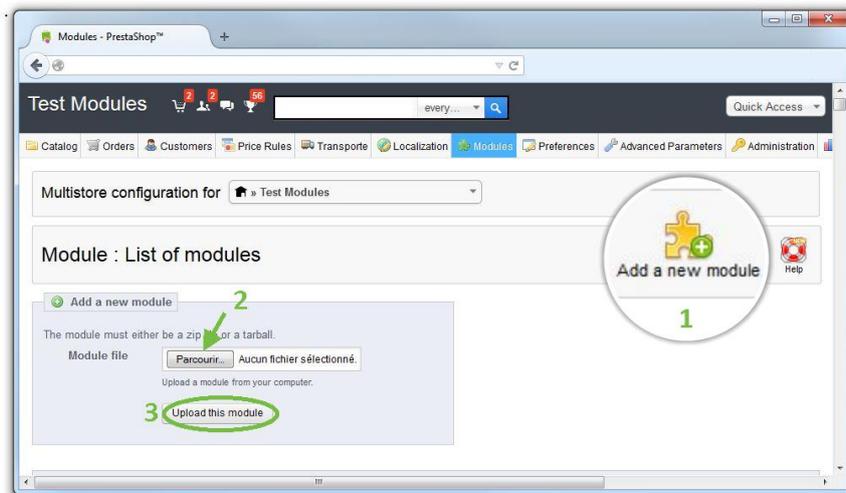
If not, follow the installation instructions listed below for your version of PrestaShop.

*Are you running **PrestaShop 1.6**?*

- Have you got version **1.6.0.1 to 1.6.0.6** of PrestaShop?
 1. From your store's back office menu, click the "Modules" tab.
 2. In the Log in block, enter your PrestaShop Addons username and password then click "Connect". (All PrestaShop Addons orders will now automatically appear in the back office.)
 3. Search and locate the "Paybox" module, then click "Install". Once installed, the "Configure" button will be displayed.
- Do you have PrestaShop **1.6.0.7 or a later version**?
 1. On your PrestaShop Back Office, click "No connected to PrestaShop Addons" located at the top right corner of your page.
 2. In the Log in block, enter your PrestaShop Addons username and password then click "Connect". (All PrestaShop Addons orders will now automatically appear in the back office.)
 3. Search and locate the "Gift Card" module, then click "Install". Once installed, the "Configure" button will be displayed.

*Are you running **PrestaShop 1.5**?*

1. From the "Modules" tab of your PrestaShop Back Office, click "Add new module" located at the top right corner of your page.



2. Select the “paybox.zip” file downloaded from PrestaShop Addons.
3. Click “Upload this module”.
4. The module now appears in your modules list. You can also access it, from the “Modules” tab, under “Payment”.
5. Click “Install”, select “Configure” from the drop down menu, and click “Submit”.

You will now have access to the follow 3 tabs: Documents, Configuration and Contact.

II. DOCUMENTS TAB

Use this tab to access this user documentation for PrestaShop or documents for information and help with configuring this module. You will also find sample account information for tests.

III. CONFIGURATION TAB

The Configuration tab lets you fill in the credentials associated with your Paybox account. To take full advantage of the functions offered by the Paybox module, you will need a remote selling agreement with your bank.

Once Paybox receives your application, they will activate and create your account which grants you access to your Paybox back office. Within 48 hours, they will send you a confirmation email with all the details you need to configure this module: Site number, Rank Number, Paybox ID. You will also be required to generate a HMAC Authorization Key from your Paybox Back Office (BO).

ENVIRONMENT: TEST / PRODUCTION MODE

The Paybox module can be run in two different modes, test and production. In test mode, payments will not be sent to the bank. Run tests in Test mode without using your account details to ensure the

SUBSCRIBED PAYBOX SOLUTION:

Select the type of merchant account you have with Paybox. Choose from the “Essential (System)” Pack or the “Flexible (Direct)” Pack. Here is a summary of the 2 packs offered:

PAYBOX PAYMENT MODULE <i>by PrestaShop</i>	Essential Pack <i>(Paybox System)</i>	Flexible Pack <i>(Paybox System + Paybox Direct)</i>
Desktop payment page	✓	✓
Mobile payment page	✓	✓
Remote selling agreement acceptance CB, Visa, MasterCard	✓	✓
Paybox back office	✓	✓
Anti-fraud features: 3-D Secure, card/IP filters by country	✓	✓
Payments in installment free of charge	<i>Optional</i>	✓
Full/partial capture on order confirmation	-	✓
Payment processing automation from PrestaShop back office (Automated capture, partial/full refund)	-	✓
Full payment page integration	-	✓
Card and private method pack American Express, Cofinoga, Leetchi, Bancontact/Mister Cash, etc.	<i>Optional</i>	<i>Optional</i>

When “Flexible (Direct)” is selected, the Paybox BO Password field appears. By default, the test Paybox BO Password is provided. This value corresponds to the password for your Paybox back office. Once your Paybox account is activated, you will be required to create a new password. This field is not visible if the “Essential (System)” Pack is selected.

 **SUBSCRIBED PAYBOX SOLUTION**

Essential (System)

Flexible (Direct)

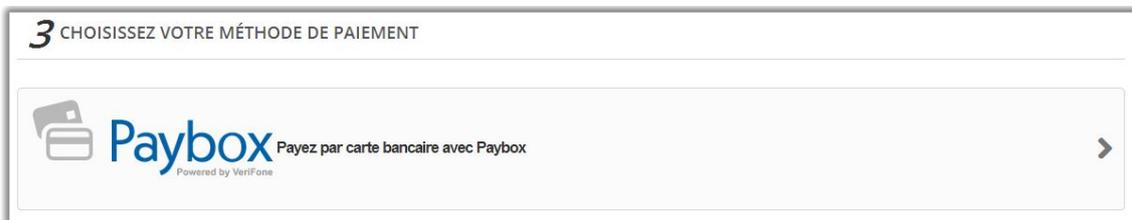
Paybox BO Password

PAYMENT OPTIONS:

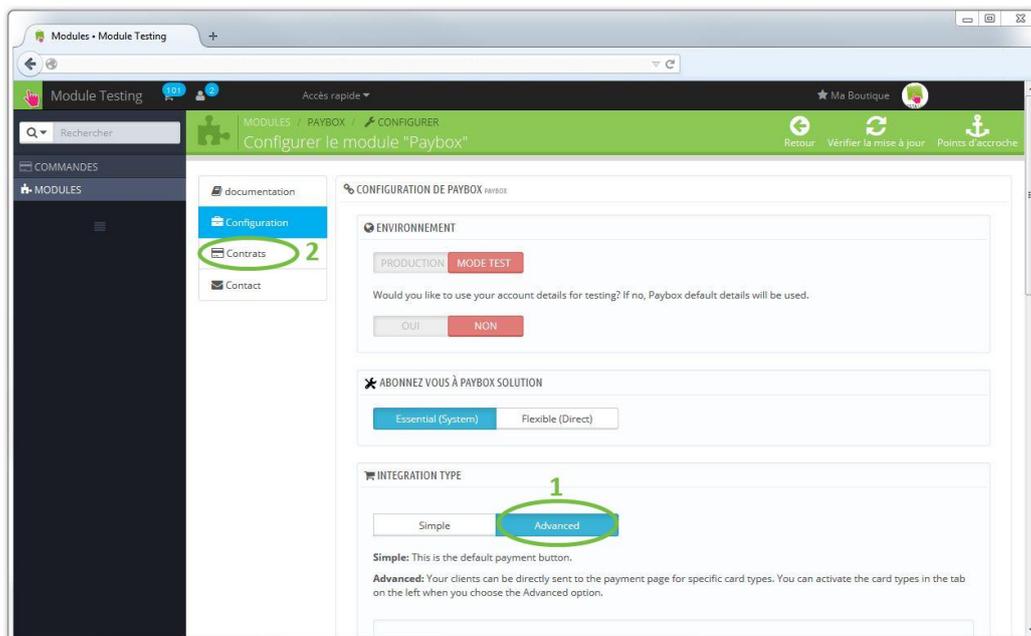
The payment options setup depends on the type of plan you selected: Essential (System) pack or the Flexible (Direct) pack.

▪ **Essential (System) Pack** – Select from the following payment options:

- **Simple** (default): This option allows customers to complete payment from a secure Paybox site. Choose between the 1 time payment and payments in installments. Next, set the minimum order total, then indicate the duration (in days) between payments.



- **Advanced:** This option also allows customers to complete payments from a secure Paybox site. Choose the number of payments installments you want to offer, then set the minimum order total. Finally, indicate the duration (in days) between payments. Once the Advanced option is selected, the Contract Tab will be accessible.



From the Contact tab, you can activate individual payment buttons for each type of card payment. Enable the payment methods you want to offer (by default, only CB, Visa and MasterCard payment methods are active).



Important: Ensure each payment method selected is correctly set up by Paybox prior to activation.

Once the settings are configured, payment buttons are displayed in the PrestaShop Front Office like:



- **Flexible (Direct) Pack** - Select from the following payment options:
 - **Standard:** This payment option lets you make payments from a secure Paybox site. It also allows you to choose between a Simple or Advanced payment button display (see page 6 for details.)
 - **Full integration:** The Flexible Pack supports a payment page that is both hosted and managed by you, the merchant. Security for the data collected is the merchant's responsibility, therefore, we highly recommend obtaining a PCI/DSS certification. With this option enabled, shoppers can complete payments without leaving your store.

PLEASE CHOOSE YOUR PAYMENT METHOD

 Pay by bank wire (order processing will be longer) >

Paybox Powered by VeriFone Credit Cards Accepted



Card Number:

Exp Date: /

CVV:

Here is a summary of the features of the Flexible Pack:

PAYBOX MODULE <i>by PrestaShop</i>	Flexible Pack <i>(Paybox System + Paybox Direct)</i>
Payment page	✓
Within your sales application, hosted and taken care of by you	✓
Anti-fraud tools	✓
Selective 3-D Secure with Remote MPI	✓
Flexible payment receipts	✓
Deferred debit (D+1 to D+7)	✓
Debit on dispatch	✓
Automated cash operations	✓
Full/partial refund from the PrestaShop back office	✓
Full/partial transaction capture from the PrestaShop back office	✓
Paybox back office access	✓
Full/partial debit on order confirmation	✓

With the Full integration, you also have access to the following features:

- Capturing payments from customers when you dispatch your package
- Issue a full or partial refund directly from the PrestaShop back office. (See page13 for more information.)

PAYMENTS IN INSTALLMENTS:

Please Note: This option is only offered with the **Standard** integration because payments must be made on the Paybox site.

This payments in installments option lets you offer payments in 1, 2, 3 or 4 installments, based on a minimum order total.

If an amount is entered, installment payments will be offered for orders exceeding this order total. By default, the field is empty and installment payments is offered for all orders, regardless of its total.

Ensure the duration (in days) between payments is set.

Payment in Installments

 Make sure you have subscribed to the installment payment option before you activate it.

2X Payment YES NO From € 0

3X Payment YES NO From € 500

4X Payment YES NO From € 0

Choose the amount of days between payments:

 **DEBIT TYPE:**

Choose between the following debit types:

- **Immediate Capture**
Payment will be automatically sent to the bank on day D, the same day the order is created. For both Paybox packs, “Immediate debit” is selected by default.
- **Delayed Capture**
Payment will automatically be sent to the bank on D+x, depending on the “Delayed period” set.

If Delayed capture is selected, a drop-down menu with values from 1 to 7 will appear. They correspond to the number of days after which the payment will automatically be captured. The default value is “1” day. This menu is displayed only if the “Delayed debit” type is selected.

Important:

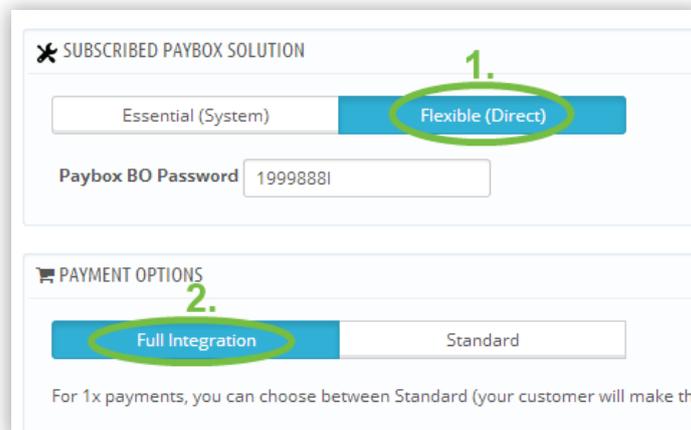
The capture delay for a transaction cannot exceed 7 days after the authorization. When payment installments is activated and “debit on dispatch” is set, the 1st installment will be captured immediately.

- **Manual Capture (debit on dispatch)**
This option is only available when “Flexible (Direct)” and “Full Integration” are both selected.

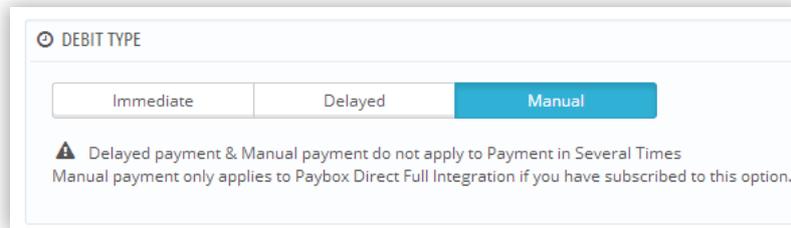
Payment will be sent to the bank manually or when a specified order status is reached. This option is only available to merchants who subscribed for the Paybox System + Direct (Flexible) Pack, and only when Full Integration is selected. This debit type does NOT work with payment in installments.

Follow these steps to set up the Manual capture upon dispatch.

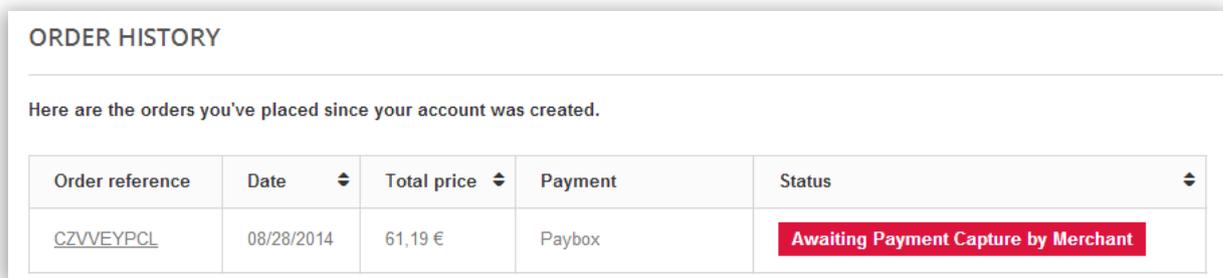
1. Select the “Flexible (Direct)” option in the “Subscribed Paybox Solution” block.
2. Select the “Full integration” option in the “Payment Options”.



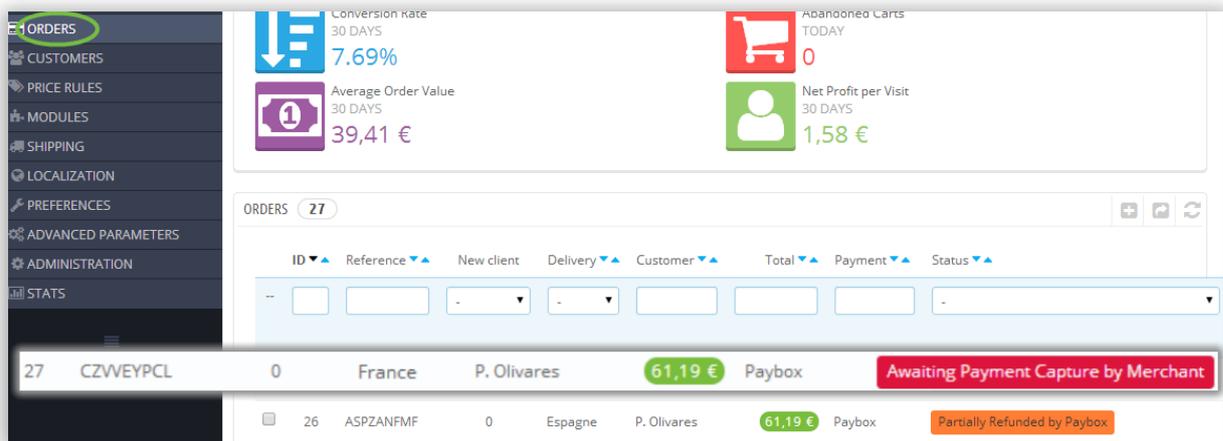
- The “Manual” option will now appear under “Debit Type”.



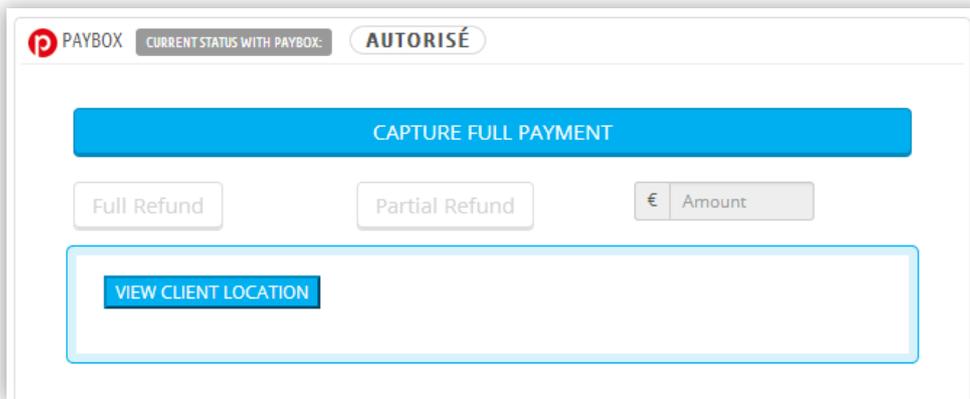
- Once your customer makes a payment in your store, the order will be displayed in your PrestaShop BO with the status “Awaiting Debit”.



- Your customer will receive a message confirming their order. From the customer area, their order will have the following status: “Awaiting Debit.”
- To capture the transaction, all go to the “Orders” tab of your PrestaShop BO. Then click on the new order, that currently has the “Awaiting Debit” status:



- Click on the order to access the order form. On the right you will find the “Current Paybox status” block. To capture the transaction and debit customer’s account, click on the blue “Capture” button. The capture delay for a transaction cannot exceed 7 days.



- The Paybox status will change from “Authorized” to “Captured” and the order will be automatically updated to the “Payment accepted” status. From the customer area, the customer can also see that the payment has been completed. They will also receive a payment confirmation e-mail.

ORDER HISTORY

Here are the orders you've placed since your account was created.

Order reference	Date	Total price	Payment	Status
RKIRPGQQP	08/28/2014	61,19 €	Paybox	Paiement accepté

- Once the payment is complete, the “Full refund” and “Partial refund” buttons will be enabled, allowing you to refund customers directly from the PrestaShop back office.
- Shoppers can complete payments directly from your store using the interface below:

PLEASE CHOOSE YOUR PAYMENT METHOD

 Pay by bank wire (order processing will be longer) >

Paybox Powered by VeriFone

Credit Cards Accepted: 

Card Number:

Exp Date: /

CVV:

Make Payment

3-D Secure:

The Visa and MasterCard common technological standard (3Domain Secure) is an anti-fraud protocol that safeguards secure credit card payments. For commercial reasons, Visa and MasterCard uses different brands: Verified by Visa and MasterCard SecureCode.

3-D Secure protects merchants from fraudulent transactions by authenticating card holder information when online purchases are made. Check your bank's position on the application of this protocol so it does not conflict with the terms of your remote selling agreement or your Paybox account.

To disable this option from your back office, your bank must offer this service and you must be subscribed. If so, you can also disable this option from your back office for cart totals under a specified total.

Otherwise, 3-D Secure authentication will be disabled by default for all payments.

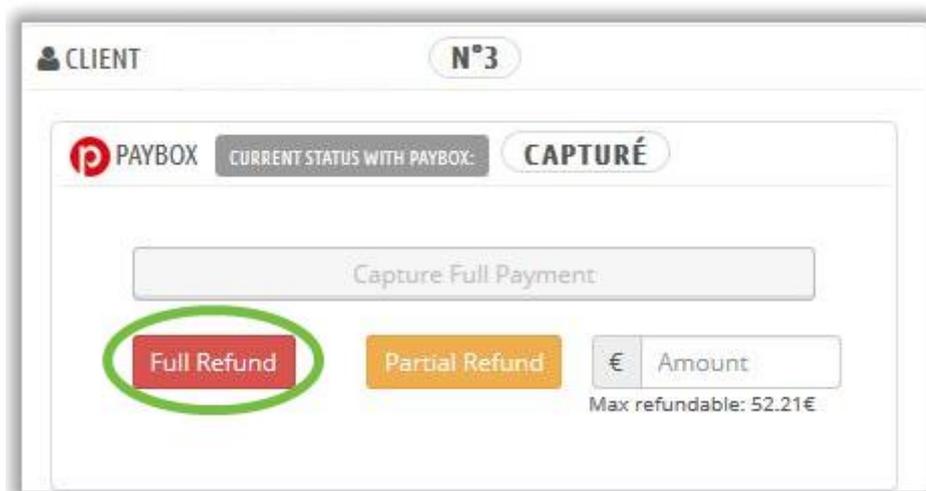
Refunding a Paybox transaction from the PrestaShop back office:

Note: The percent refund option is only offered with the Paybox System + Direct (**Flexible Pack**) in **full integration**.

Choose between giving customers a full or partial refund:

Full Transaction Refund:

1. Go to the "Orders" tab in your back office. Click on the order you want to refund.
2. Check that the order status is "Payment accepted", otherwise the refund button is disabled.
3. Next, click "Full Refund".



The order status in the PrestaShop back office will now read "Refunded".

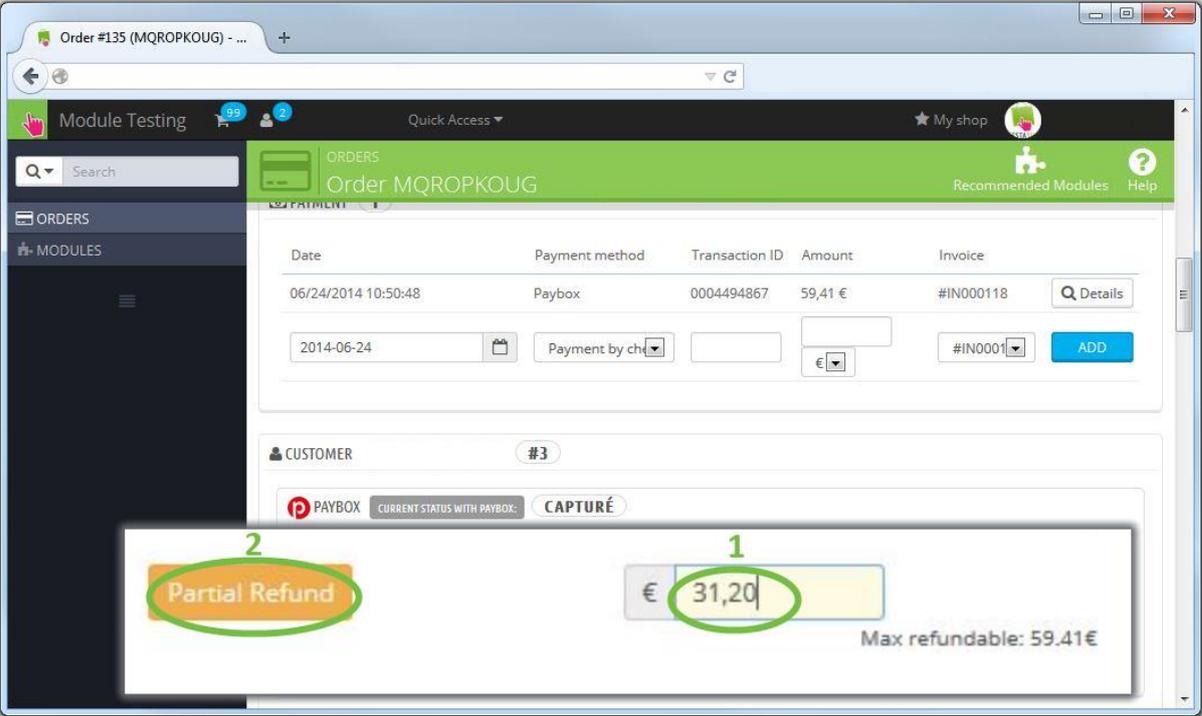
Customer can also access their order history. It will show the order has been refunded and customers will also receive an e-mail indicating that the refund was completed.

ORDER HISTORY				
Here are the orders you've placed since your account was created.				
Order reference	Date	Total price	Payment	Status
RKIRPGQQP	08/28/2014	61,19 €	Paybox	Payment accepted

Partial Refund:

Refund of another amount by clicking on the “Refund an amount” button.

1. Enter the amount to be you want to refund in the corresponding field. You cannot refund customers more than the original amount charged.
2. If any amount has already been refunded, you can enter a sum up to the total amount of the original transaction.
3. The maximum possible refund amount is indicated.



From the order history, customers will see that the order has been refunded and they will also receive an e-mail indicating that the refund has been made.

ORDER HISTORY

Here are the orders you've placed since your account was created.

Order reference	Date	Total price	Payment	Status
RKIRPGQQP	08/28/2014	61,19 €	Paybox	Partially Refunded by Paybox

You can make one or more partial refunds for the same order provided the total order amount is not exceeded.

Payment error:

Once a transaction is declined, Paybox will inform you in the PrestaShop back office by placing the order in “Payment error” status. To access the details of the error code and its meaning from the Paybox BO.

Note: If there is a payment error on your PrestaShop store, you can contact your customer and process their payment on the phone with the Paybox BO with the “Manual Entry” tab.

IV. CONTACT TAB

Access information that lets you to contact us with issues concerning this module.

The Paybox module for PrestaShop has been developed by the PrestaShop team, ensuring perfect compatibility with PrestaShop ecommerce software.