

User Guide

PrestaShop Checkout

This module, **PrestaShop Checkout built with PayPal**, enables you to offer the most popular payment methods for customers on your online store: Credit card, PayPal and the main Local Payment Methods (often called LPMs) used in the purchaser's country.




- 1 - BEGIN BY SIGNING IN**
- 2 - PAYMENTS**
- 3 - CUSTOMIZING THE PURCHASE FUNNEL**
- 4 - MANAGING YOUR PAYPAL ACCOUNT**
- 5 - ISSUING A REFUND**
- 6 - COMMISSIONS**

1 - BEGIN BY SIGNING IN

Step 1 - Connecting to the PrestaShop Checkout account

To activate the payment methods, you'll need to connect a PrestaShop Checkout account. You can also use this same account to connect and activate other PrestaShop Services in future.

 Account settings

You need to connect to both PrestaShop Checkout and PayPal accounts to activate all payment methods

PrestaShop Checkout account
Sign in or login to provide every payment method to your customer.


S'inscrire

OU Se connecter

(1) **On PrestaShop Ready**, the Sign Up and Log In buttons are not shown as your PrestaShop Ready account is used to facilitate this step. **Proceed directly to Step 2.**

On PrestaShop Download, click Sign Up or Log In.

You'll be redirected to the **external log in** system for the unified PrestaShop account.

 **PrestaShop**


Log once, play everywhere


LOG IN


 |


SIGN UP

Email

 Password





 Confirm password



☐ I accept the [Terms of Use](#)

Create account



SIGN UP - Enter your e-mail address and choose a password, accept the General Terms of Use and click “Create an account”

LOG IN- Enter the e-mail address and password and then click “Log In”

(2) You’ll be redirected to the module’s interface where you’ll need to supply **additional information**. Complete all the fields to finalize your PrestaShop Checkout account.

(3) Once you’ve completed this step, you’ll automatically be directed to the Authentication tab, and you’ll see that your **PrestaShop Checkout account is connected**

The screenshot shows the 'Account settings' page in PrestaShop. At the top, a message states: 'You need to connect to both PrestaShop Checkout and PayPal accounts to activate all payment methods'. Below this, there are two sections: 'PrestaShop Checkout account' and 'PayPal account'. The 'PrestaShop Checkout account' section shows the user is logged in with the email 'adrien.pacios@prestashop.com' and has a 'Log out' link. The 'PayPal account' section has a 'Link to PayPal account' button. Below these sections, there is a heading 'PrestaShop Checkout, all-in-one module for your payment options' followed by three columns of benefits: 'All payment methods accept cards, PayPal and much more.', 'Benefit from all PayPal expertise and advantages (fraud prevention, secure technology, dispute resolution, ...)', and 'Offer the most relevant Local Payment Methods to customers across the globe.' A 'Learn more' link with a right arrow is at the bottom.

Account settings

You need to connect to both PrestaShop Checkout and PayPal accounts to activate all payment methods

PrestaShop Checkout account Log out

You are now logged in with your **adrien.pacios@prestashop.com** account

PayPal account Link to PayPal account

Log in or sign up to PayPal

PrestaShop Checkout, all-in-one module for your payment options

- All payment methods accept cards, PayPal and much more.
- Benefit from all **PayPal expertise and advantages** (fraud prevention, secure technology, dispute resolution, ...)
- Offer the most relevant **Local Payment Methods** to customers across the globe.

[Learn more →](#)

Step 2 - Connecting to a PayPal account

Once Step 1 has been completed, the “Link to a PayPal account” button is now clickable.

When you click it, a PayPal Pop-up window opens and the rest of the back-office darkens.

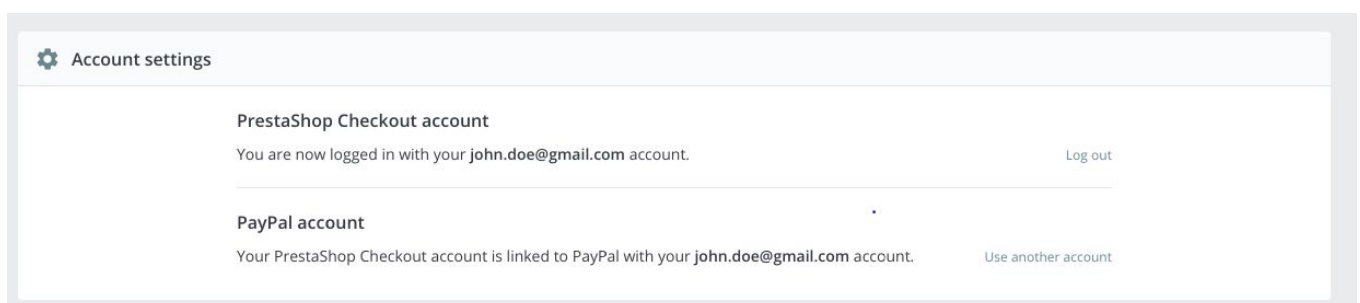
Complete the different steps shown in this window to connect to an existing account or to create a new one.

During this process, you may possibly need to:

- Supply an e-mail address and password
- Convert your personal account into a business account if you haven't already done so
- Provide personal information about your company's managers
- Provide information about your company
- Authorize PayPal to connect your account to PrestaShop Checkout to begin payments and refunds and to access transaction data to send this to your online store.
- Click "Return to the online store" when all the steps have been completed. The window closes automatically and refreshes the module's interface.

*Tip! Don't forget to **confirm your e-mail address** by opening the e-mail you'll receive in your inbox and clicking on "Confirm my e-mail address" to finalize your account. You won't be able to activate the payment methods without confirming your e-mail address.*

Once this step is complete, you'll automatically be redirected to the Authentication tab, where you'll see that your **PayPal account is connected** (you'll need to refresh the page after a minute for the online store to receive information about the status of the account used).



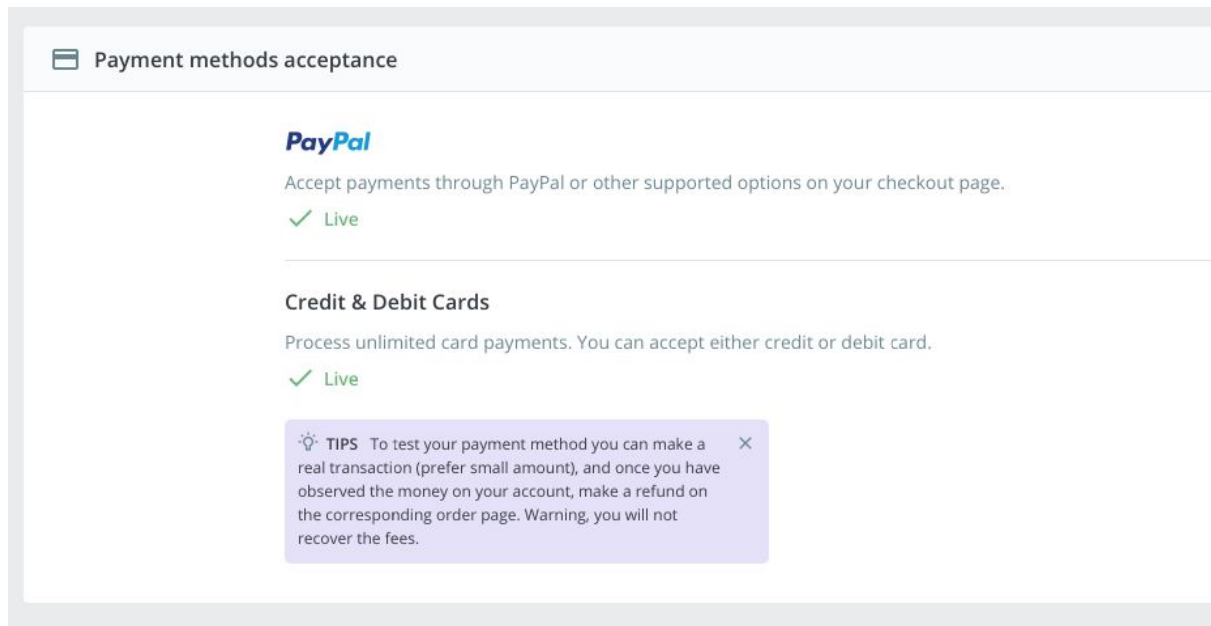
Step 3 - Activating the payment methods

At this stage, if you have correctly confirmed your e-mail address in your inbox, your **PayPal account** is confirmed and you can now accept payments via **PayPal and Local Payment Methods (LPMs)** in your online store.

For payments by **Credit card**, PayPal must **check the information** you have given them to ensure that your business is legal and to check the profile of the company owners. Check your e-mails, because PayPal will certainly require **further information** to be able to increase the limit. This may include: a bank card, a bank account or an identity document, etc.

These checks can take **up to 48 hours**.






To find out whether a payment method has been activated or not, you'll find the information you need in the module's interface, in the **Authentication tab**.



Tip! While your account is being confirmed, the status of the "Credit card" payment method will be shown as "Pending confirmation", but you can still accept payments by PayPal.

You are advised to check it by simulating a purchase from your online store, right through to the payment stage.

4 Paiement

- ☐ Payer par chèque
- ☐ Payer par virement bancaire
- ☐ Pay by PayPal or other payment methods 
- ☒ Pay by Card    

Card number

Expiry date

CVC

☐ J'ai lu les conditions générales de vente et j'y adhère sans réserve.

If you want to check that the payment methods are working properly, all you need to do is to confirm this purchase, check that the order has been successfully created and then issue a refund for it (see 5- Issuing a refund).

Tip! Perform this test with small sums as the commission cannot be recovered.

Caution! The **rounding rules** settings for your PrestaShop online store must be compatible to avoid problems when several products are being ordered at the same time.

In Online store settings > General preferences:

Rounding rule: Round to infinity when the value is halfway (recommended)

Type of rounding: Use rounding for each item

On PrestaShop Ready, you don't need to worry about these settings as they are already configured as standard.

Tip! When the PayPal and Credit Card payment methods are activated, you are advised to **deactivate all other payment modules which allow your customers to pay by Credit Card or PayPal**, to avoid having several identical payment methods proposed at the checkout stage, which could confuse your customers.

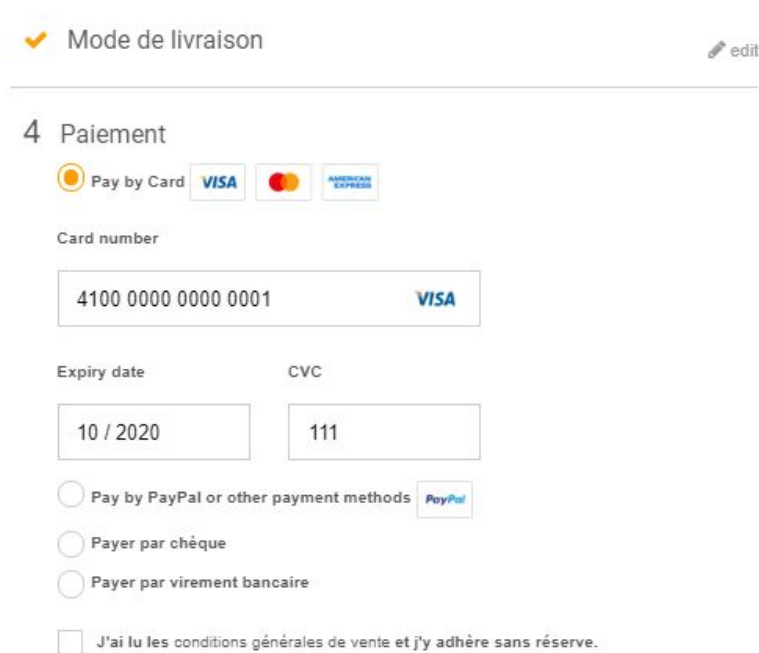
2 - PAYMENTS


Congratulations! If you've reached this stage you've finished activating your payment methods.

Take the time to learn a little more about your payment methods and their possibilities.




1 - Your online store's "Pay by Card" payment method requires the customer to complete 3 fields: Card number, Expiry date and CVC.

The card number field features **auto-detection of the card type**, once the first 4 numbers have been entered, for a smoother process and to reassure the customer. Additionally, to avoid inputting errors, if the **card number is invalid**, the field turns red when the customer tries to move onto the next stage. Finally, **the format** of the number entered matches that of credit cards to make it easier to read.




✓ Mode de livraison  edit

4 Paiement


☒ Pay by Card   

Card number

4100 0000 0000 0001 

Expiry date CVC

10 / 2020 111

☒ Pay by PayPal or other payment methods 

☐ Payer par chèque

☐ Payer par virement bancaire

☐ J'ai lu les conditions générales de vente et j'y adhère sans réserve.

Vos clients peuvent payer par Carte de Crédit

After entering the bank card details, it's simply a matter of accepting the General Terms of Sale to confirm the order.

2 - The payment option “Pay by PayPal and other payment methods” displayed in your online store allows customers to pay using the payment method they know best.

According to the Country, they can choose from several different payment methods.

For example, a purchaser in Germany will be able to pay by PayPal, SOFORT or Giropay, which are all popular payment methods in Germany.

The General Terms of Sale must be ticked before one of these buttons can be clicked. The customer will then see a Pop-up open on the order page to help him complete his purchase, by connecting to his corresponding account or creating one in just a few clicks.

When it comes to confirming the payment in the order completion window, the order page will be refreshed, allowing the customer to confirm the order and the payment, or otherwise.

3 - Managing your orders on PrestaShop

You'll find each order placed in your Order tab in the back office as with all other payment modules and you can process and manage your orders naturally on PrestaShop.

The status, content, value or refunds are all available in this order management interface PrestaShop Menu > Orders > Orders.

4 - Managing your income on PayPal

To change the settings of your PayPal account, to track transactions or to manage your balance, go to <https://www.paypal.com/fr/signin> to log in to the PayPal account used (the one connected in the module's Authentication tab).

For example, you can choose the conditions for accepting payments in a currency different from that of your account or add currencies to your account, but also manage your money transfers or deal with disputes created by your customers. (See further details in 5 - Managing your PayPal account)

3 - CUSTOMIZING THE PURCHASE FUNNEL

1 - Changing the order of your payment methods

To modify the order of your payment methods, you need to go into Appearance > Positions, tick the box “Display invisible hooks” and find the hook for “paymentOptions”. You’ll find a list of installed payment modules, including Check and Bank Transfer, then put your modules in the order of your choosing.

The screenshot shows the PrestaShop back office interface. At the top, there's a search bar with the text "Rechercher (ex. : référence produit, nom)". Below it, the breadcrumb "Apparence / Positions" is visible. The main heading is "Positions".

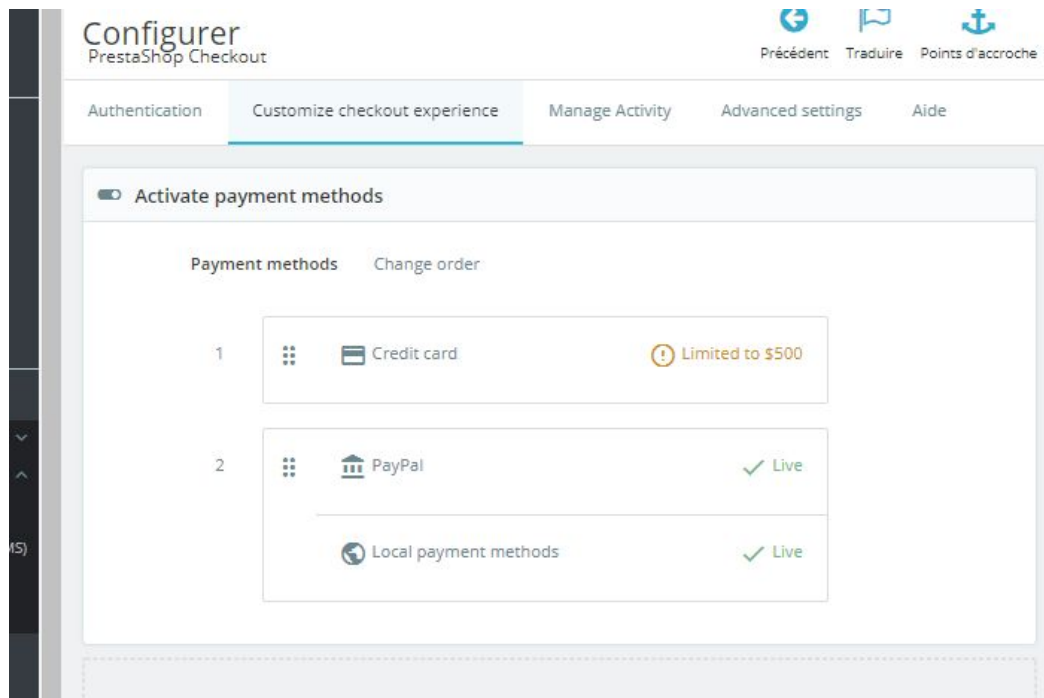
Under the heading, there are filters: "Montrer" (set to "Tous les modules"), a search bar with "paymentOptions", and a checkbox "Afficher les points d'accroche invisibles" which is checked.

There are two sections of modules:

- advancedPaymentOptions** (1 Module):
 - Conformité légale - v3.0.1: Ce module aide les commerçants à se mettre en conformité avec les dernières lois e-commerce. (Modifier)
- paymentOptions** (6 Modules):
 - 1. PrestaShop Checkout - v1.0.5: Provide every payment method to your customer with one module, and manage every sale where your business happens. (Modifier)
 - 2. Chèque - v2.0.4: Ce module vous permet d'accepter des paiements par chèque. (Modifier)
 - 3. Transfert bancaire - v2.0.4: Accepter les paiements par virement. (Modifier)
 - 4. PayPal - v4.4.6: Profitez de notre plateforme de paiement complète pour développer votre activité en ligne, sur mobile et à l'international. Vos acheteurs peuvent utiliser leur solde PayPal, leur compte bancaire et la plupart des cartes pour approvisionner leurs paiements. (Modifier)
 - 5. Module Stripe officiel - v1.5.2: Optimisez votre taux de conversion et encaissez vos paiements en toute sécurité avec Stripe, la solution la plus simple du marché. (Modifier)
 - 6. Paiement comptant à la livraison (Cash on delivery) - v1.0.6: Permet d'accepter le paiement à la livraison (contre-remboursement). (Modifier)

In Appearance > Positions, change the order of the payment options proposed to your customers

In PrestaShop Checkout, from the module interface in the “Personalize the purchasing process” tab you can reorder the “Bankcard” and “PayPal and Local Payment Methods” payment options by dragging them into the desired order.



From the PrestaShop Checkout module, change the order of the payment methods including payments by Credit Card, PayPal and local payment methods

4 - MANAGING YOUR PAYPAL ACCOUNT

1 - Adding currencies to your PayPal account

By default, your PayPal account can accept all currencies, but other currencies must be accepted manually by clicking on **Accept** on the transaction lines concerned in **Activity** in your PayPal account.

To change this setting, you can enter **Account settings > Payment preferences > Block payments > Update** and select **“Yes, accept them and convert to [my currency]”** in the option “Allow payments sent to me in a currency I don't hold”

To **add currencies** to your PayPal account or to change the default currency, you need to go into **Account settings > Money, banks and cards > Currency management**.

5 - ISSUING A REFUND

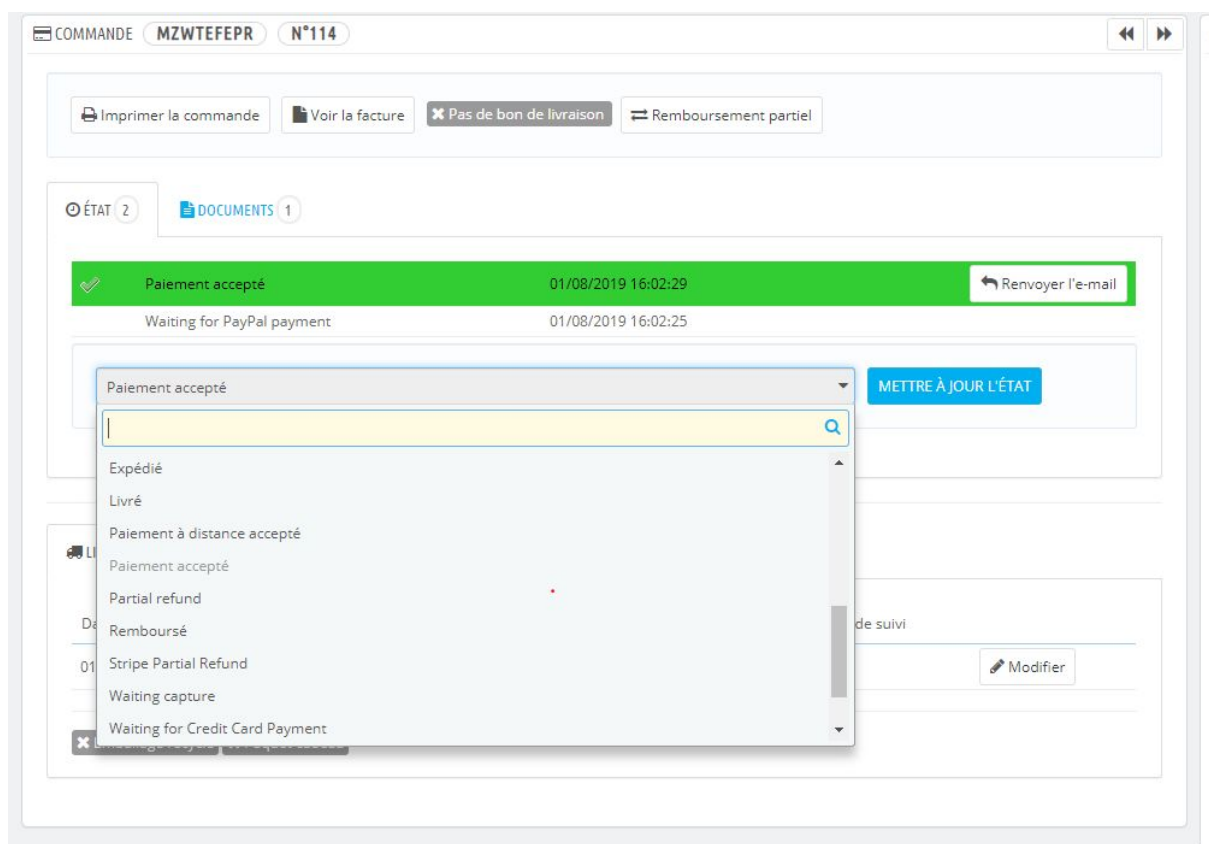
To issue a refund for an order, you have 2 options:

1 - Issue a refund from the PrestaShop Back Office

From your PrestaShop interface, locate the order concerned, **Menu > Orders > Orders**.

To issue a **total refund** for the order, you should change the order status to **"Refunded"**.

The total order value will be refunded and you'll find this refund in your list of transactions for the order and in your activity list on www.paypal.com



Changing an order's status

To issue a **partial refund**, click on “**Partial refund**” at the top of the order. You’ll be redirected to the bottom of the order page, where you can enter the number of products concerned by this refund and the amount to be refunded for the products and for the delivery. You also have the “Re-stock products” option if a product has been returned in good condition.

Click on “**Partial refund**” at the bottom, to confirm.

The equivalent amount will be refunded. The order status is then “**Partial refund**” and you’ll find this refund in your list of transactions for the order and in your activity list on www.paypal.com

The screenshot shows a web interface for managing products. At the top, there's a tab labeled 'PRODUITS' with a count of '1'. Below this is a table with columns: 'Produit', 'Prix unitaire TTC', 'Quantité', 'Remboursé', 'Quantités disponibles', 'Total TTC', and 'Remboursement partiel'. A single product is listed: 'Mug The best is yet to come' with a unit price of 0,50 €, a quantity of 1, and 1400 available. The total is 0,50 €. To the right of the table, there are input fields for 'Quantité' (set to 1) and 'Montant (TTC)' (set to 0,40), with a note '(Max 0,50 € TTC)'. Below the table, a yellow banner states: 'Pour ce groupe de clients, les prix sont affichés : TTC Les retours produits sont désactivés'. To the right, a summary box shows: 'Produits : 0,50 €', 'Livraison : 0,00 €' (with a note '(Max 0,00 € TTC)'), and 'Total : 0,50 €'. At the bottom left, there are checkboxes for 'Remettre les produits en stock' (checked) and 'Générer un bon de réduction' (unchecked). At the bottom center, there is a button labeled 'Remboursement partiel' with a checkmark icon.

Issuing a partial refund for an order


2 - Issue a refund from the PayPal interface

From your PayPal account’s **Activity** tab after signing into www.paypal.com , refunds can be issued for all completed transactions using the “**Refund**” button on the right of the line.

When you click it, you’ll be redirected to a refund page which shows a summary of the order value and enables you to enter the **Total amount to be refunded**.

When you click “**Issue a refund**”, if you have the necessary funds the refund will be issued and your online store will be informed of this.

The status of the order concerned in your back office then changes to **"Refunded"** if you have refunded the whole amount or to **"Partial refund"** if you've only refunded part of the amount.

Numéro de transaction	4GD83528SA6866945
Paielement d'origine	0,50 EUR
Montant restant	0,50 EUR
Montant total du remboursement	<input type="text" value="0,50"/>
Montant remboursé par le vendeur	0,14 EUR
Commissions remboursées par PayPal	0,36 EUR
En savoir plus 	
Numéro de facture (facultatif)	<input type="text"/>
Remarque à l'attention de l'acheteur (facultatif)	<div><div></div></div>
<div><div>Effectuer un remboursement</div><div>Annuler</div></div>	

Remboursement d'une commande depuis PayPal.com

6 - COMMISSIONS

Like all payment service providers, PayPal takes a commission on all transactions performed via PrestaShop Checkout. The amount of commission deducted depends on your currency but also on the country in which your business is based. You'll find full details about these commissions on the following page <https://www.prestashop.com/fr/prestashop-checkout>