

EN - BS PAYONE PAYMENT-PLUG-IN FOR SHOPWARE

BS PAYONE GmbH

Version 9

ÜBER DIESES DOKUMENT

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<https://confluence.payone-office.de/display/PSAI/EN+-+BS+PAYONE+Payment+Plug-in+for+Shopware>

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PAYONE PAYMENT PLUG-IN FOR SHOPWARE

GENERAL INFORMATION

The PAYONE Payment Plug-in for Shopware enables the connection of Shopware 4.x and higher to the PAYONE platform for secure and automated handling of all payment processes.

The plug-in supports over 20 national and international payment methods and offers integrated risk management services to minimize the risk of non-payment. The payment type portfolio can be dynamically controlled depending on the creditworthiness of the respective buyer.

The plug-in fits seamlessly into the standard checkout process of the Shopware online shop.

In the Shopware administration area there are extensive configuration and administration options available.

All functions of the plug-in can be configured individually and according to requirements.



FUNCTIONAL DESCRIPTION

SUPPORTED PAYMENT METHODS




The plug-in supports the processing of the following payment methods via the PAYONE platform.

Credit cards and debit cards









Visa	mastercard	American Express	JCB	Diners Club
				
maestro	Discover			
Depending on the respective acceptance agreement, other payment methods such as Visa Electron, Visa Debit and other cards can also be processed via the aforementioned payment methods. Please contact us if you need further information.				



Security procedure (3-D Secure)

		
Verified by Visa	MasterCard SecureCode	Amex SafeKey






online bank transfer

					
giropay	IMMEDIATELY by bank transfer	eps (electronic payment standard)	iDEAL	PostFinance Card & e-finance	P24





Account-based payment methods

			
SEPA basic direct debit	prepayment	bill	cash on delivery

wallet systems

				
PayPal	paydirect	master pass	Amazon Pay	alipay

Secured payment methods ("factoring")

			
Sarna	RatePay	Paysafe Pay Later	PAYONE secured invoice

RISK MANAGEMENT

The following risk management services are supported by the plug-in:

- **Address Check Basic (20 countries [\[1\]](#))**
 - Check of the billing address for existence including address correction
 - Check of the delivery address for existence including address correction
- **Address Check Person (Germany only)**
 - Checking the billing address for the existence of the address and for postal deliverability (name, address) including address correction
 - Checking the delivery address for the existence of the address and for postal deliverability (name, address) including address correction
- **POS blocking file (direct debit Germany)**
 - Checking of account connections against blocking files from stationary trading
- **Credit assessment (Germany)**
 - infoscore (hard characteristics only)
 - infoscore (all characteristics)
 - infoscore (all features incl. creditworthiness score)
 - Boniversum Address validation, identification (Premium) (address validation and identification)
 - Boniversum VERITA Premium Ident S incl. address validation, identification (premium) and special addresses (address validation, identification, score value, special address)

In order to use the aforementioned risk management services, the **Protect module** of the PAYONE platform must be commissioned.

The plausibility and validity check of bank account connections (bank account check) and credit card numbers using LUHN checks (credit card check) is used for processing payments by direct debit and credit card regardless of the functionalities of the Protect module.

In addition, additional risk management services can be used to prevent fraud via the PAYONE platform (IP Check, BIN Check, Velocity Check, Risk Matrix, etc.).

CREDIT RATING-DEPENDENT CONTROL OF THE PAYMENT PORTFOLIO

The PAYONE Payment Plug-in for Shopware allows you to control which payment methods are offered to your customers, depending on their creditworthiness. The check takes place in real time for each individual

buyer during the checkout process.

The settings can be defined differently for each payment type so that the risk checks are only carried out under certain conditions and a payment type is only offered under certain conditions.

INTEGRATION IN CHECKOUT AND CONNECTION TYPES (INTERFACES)

The payment plug-in fits seamlessly into Shopware's existing checkout process. The communication and data transfer takes place in the background - not visible to the buyer - between the plug-in and the server API of the PAYONE platform. With the credit card payment method, data is transferred during the checkout process for the verification and secure storage of card data via the Client API of the PAYONE platform. Feedback on the status of processed transactions is provided via the transaction status of the PAYONE platform, which is processed by the plug-in to synchronise orders in shopware with their current status.

LOGGING

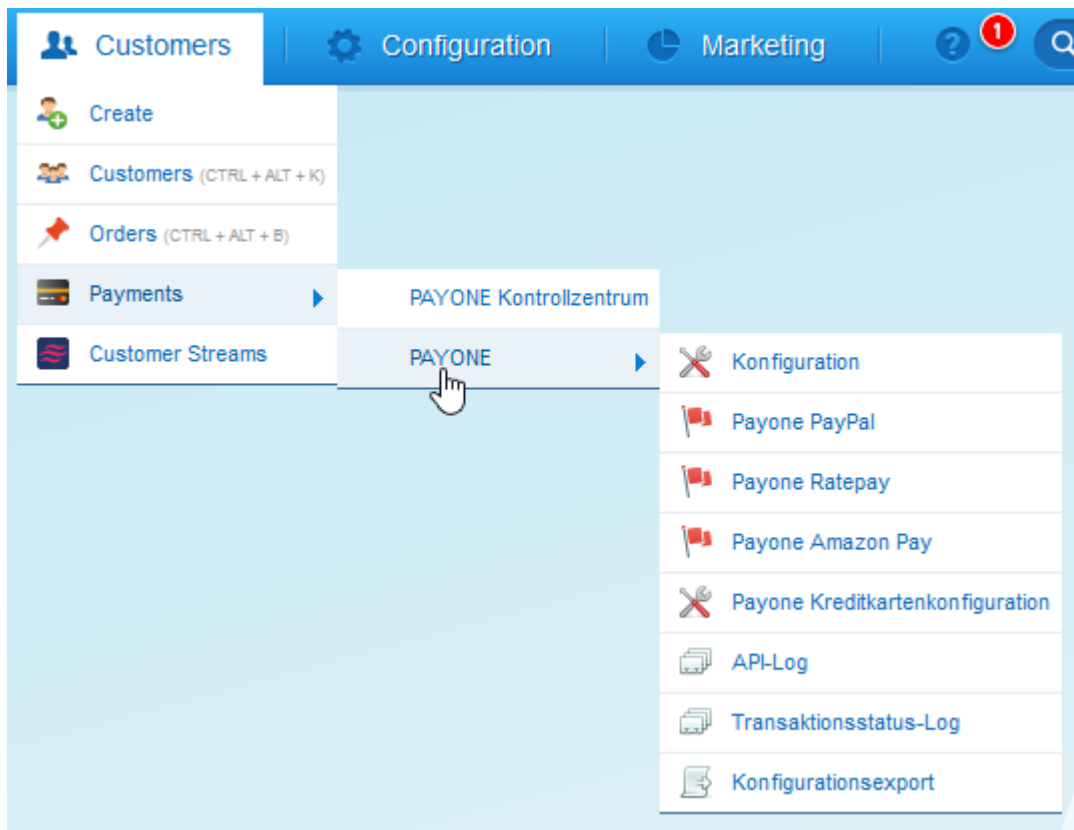
All communication with the PAYONE platform is logged and can be viewed in the Shopware administration area for support, testing and debugging purposes:

- Risk Management Services
- Payment processing (via Server API interface)
- transaction status

An exception to this are requests sent via the Client API. This only applies to credit card verification during the checkout process.

CONFIGURATION AND MANAGEMENT OPTIONS OF THE PLUG-IN

The plug-in provides a new menu item PAYONE in the Shopware administration area. All configuration and management options as well as protocols, logs and information are centrally located in this.



DOWNLOAD AND INSTALLATION

COMPATIBILITY AND REQUIREMENTS

PAYONE Payment Plug-in:

- from Shopware version 4.0.5 Plug-in version 2.x

Please make sure that you always use the latest version of the payment plug-in. PAYONE only provides support for the current version of the integration.

Shopware:

- Edition: Community, Professional or Enterprise Edition
- Version: Version 4.0.0 or higher

PAYONE merchant account:

- PAYONE Processing or PAYONE Business
 - Server API interface
 - Client API interface (optional)

(if credit or debit cards are to be processed)

- Payment methods as required
- Optional: Protect module (if risk management is to be used)
- Optional: further PAYONE modules (Accounting, Invoicing, Collect, Contract, Billing)

If you do not yet have a PAYONE Merchant account, please contact us. Upon request, we will gladly provide you with a test account.

DOWNLOAD

The PAYONE Plug-in can be downloaded free of charge from the Shopware Store:

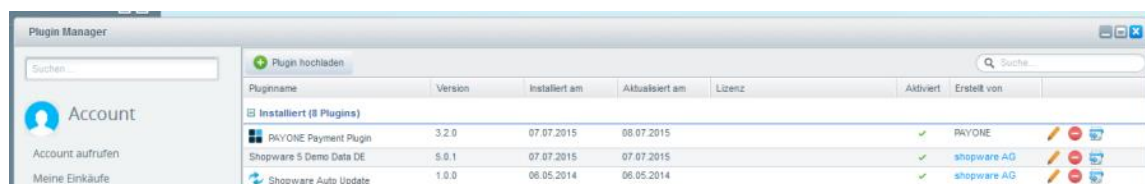


[< Zur Übersicht](#)

Das PAYONE Payment-Plug-in für Shopware


> 500 Downloads
Erstellt von: [PAYONE](#)

You can install the plug-in directly via the Plug-in Manager and then all the functions of the PAYONE Payment Plug-in for Shopware will be available to you.



CONFIGURATION IN THE PAYONE MERCHANT INTERFACE

To send the payment status to the correct address, the *following* must be entered in the PAYONE Merchant Interface (PMI) under *Configuration > Payment Portals > YOUR_PORTAL > Advanced > TransactionsStatus URL*:

https://your_shop.url/MoptShopNotification

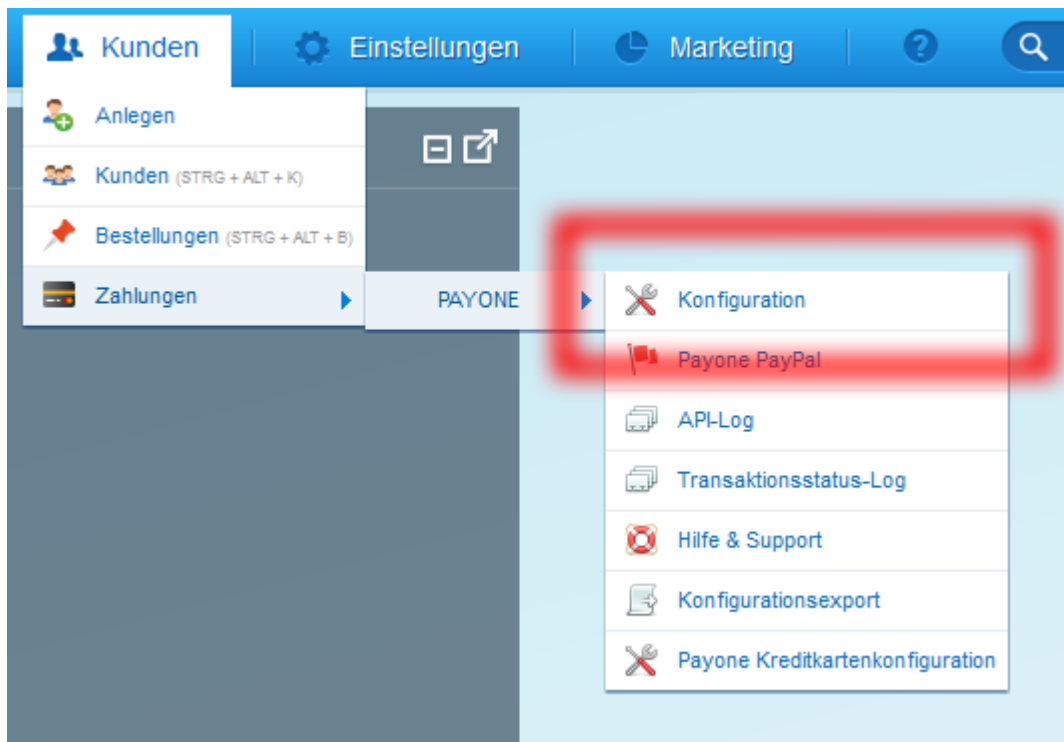
Shop portal administration

Portal: PAYONE Demo Shop für Shopware 5

General	Extended	Options	API-Parameter	Riskcheck
TransactionStatus URL: <input type="text" value="http://[redacted]MoptShopNotification"/>				
Key*: <input type="text" value="[redacted]"/> Generate new Key				
Purpose: <input type="text"/>				
Method hash calculation*: <input type="text" value="md5 (actual method)"/>				
Save				

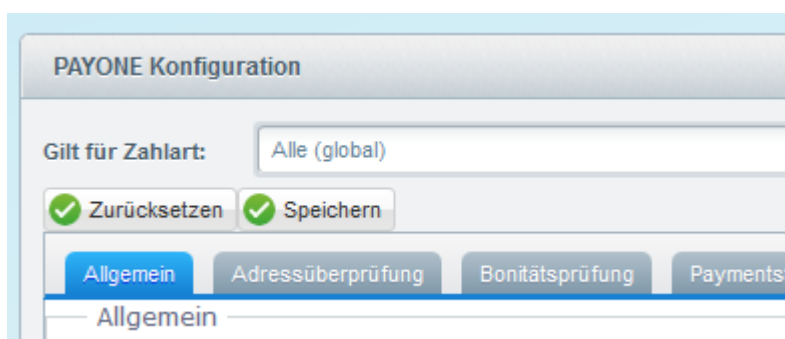
CONFIGURATION

After successful completion of the installation described in the previous chapter, the *PAYONE* menu item is available in the administration area of your Shopware backend under *Customers > Payments*.



PAYMENT TYPE CONFIGURATION

After selecting the *Configuration* menu item, you can create a separate configuration for each payment type contained in the plug-in. The default setting is *All (global)*. This means that these settings affect all payment types and that these are predefined as default values when payment types are configured separately. If you have created a separate configuration, the setting *All (global)* no longer applies.



If you have made changes to a payment type that differs from the global settings, you can recognize this by the red color of the payment type.

PAYONE Konfiguration

Gilt für Zahlart: Alle (global)

☒ Zurücksetzen

Allgemein

Merchant-ID: PAYONE Visa - mopt_payone__cc_visa

Portal-ID: PAYONE Mastercard - mopt_payone__cc_mastercard

Subaccount-ID: PAYONE American Express - mopt_payone__cc_american_express

Schlüssel: PAYONE Carte Blue - mopt_payone__cc_carte_blue

Betriebsmodus: PAYONE Diners Club - mopt_payone__cc_diners_club

Autorisierung: PAYONE Discover - mopt_payone__cc_discover

Warenkorbübergabe: PAYONE JCB - mopt_payone__cc_jcb

Warenkorbübergabe: PAYONE Maestro International - mopt_payone__cc_maestro_international

Warenkorbübergabe: PAYONE Sofortüberweisung - mopt_payone__ibt_sofortueberweisung

Warenkorbübergabe: PAYONE Giropay - mopt_payone__ibt_giropay

Warenkorbübergabe: PAYONE eps - mopt_payone__ibt_eps

Warenkorbübergabe: PAYONE PostFinance - mopt_payone__ibt_postfinance

GENERAL INFORMATION

PAYONE Konfiguration

Gilt für Zahlart: Alle (global)

☒ Zurücksetzen ☒ Speichern

Allgemein | Adressüberprüfung | Bonitätsprüfung | Paymentstatus | Transaktionsstatusweiterleitung

Allgemein

Merchant-ID: ?

Portal-ID: ?

Subaccount-ID: ?

Schlüssel: ?

Betriebsmodus: Test ?

Autorisierung: Autorisierung ?

Warenkorbübergabe: Ja ?

Abfrage Kreditkartenprüfziffer (nur global konfigurierbar): Ja ?

Bankdaten überprüfen: nicht durchführen ?

Zusätzlich Kontonummer/Bankleitzahl anzeigen?: Ja ?

Mandatserteilung aktivieren?: Ja ?

Download Mandat als PDF?: Ja ?

Klarna Store-ID: ?

Klarna Kampagnen Code: ?

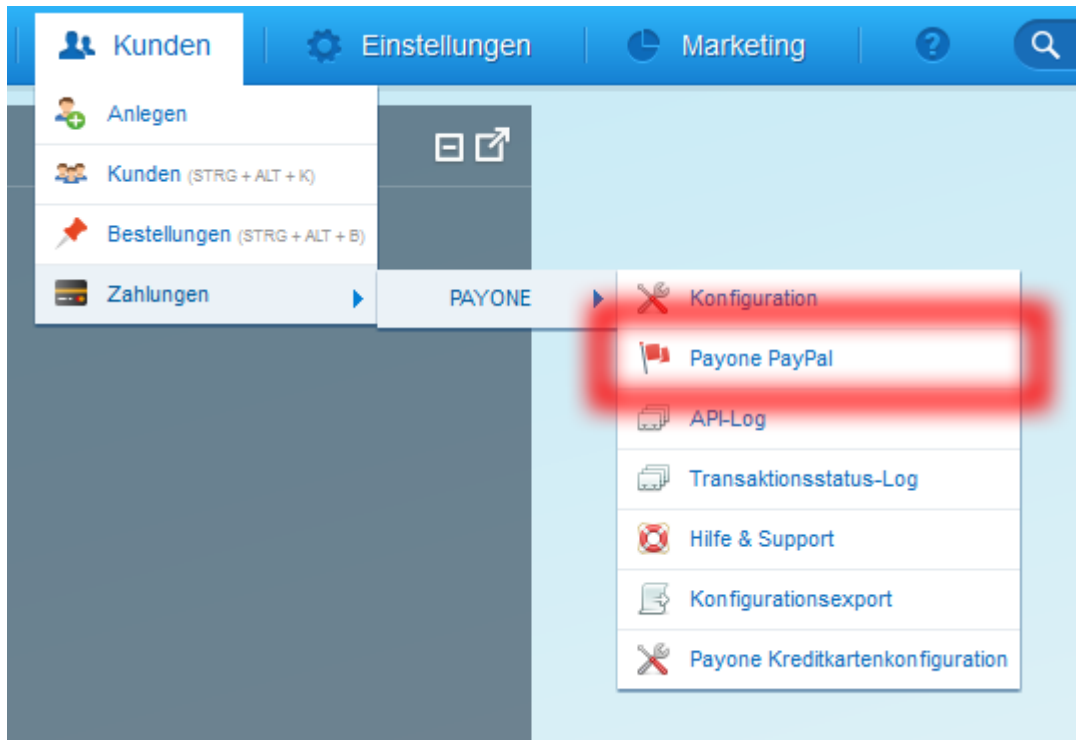
Field	Description
merchant ID	You will find your PAYONE Merchant ID at the top right of the PAYONE Merchant Interface (PMI) and on all PAYONE invoices.
portal ID	Please enter the ID of the PAYONE payment portal you want to use to process the payments. The Portal ID can be found in the PAYONE Merchant Interface (PMI) under the menu item <i>Configuration > Payment Portals</i> .
Sub-Account ID	Please enter the ID of the sub-account you want to use to process the payments. The ID can be found in the PAYONE Merchant Interface (PMI) under the menu item <i>Configuration > Accounts</i>
key	Please enter the key here to protect the data communication against manipulation. This must be identical to the key stored in the corresponding PAYONE payment portal.
operating mode	Here you can specify for the respective payment type whether the payments are to be processed in test mode or whether they are to be executed "live". You can also configure the test mode for individual payment types. Note: Please note that the defined test data must be used for the test mode.
authorization	<i>Pre-authorization</i> When selecting "Pre-authorization", the amount to be paid is reserved in the course of the order. In this case, the debit must be initiated in a second step when the goods are delivered (Capture). The receivable is only posted after the capture has been carried out. <i>Authorization</i> When "Authorization" is selected, the amount to be paid is collected immediately when the order is placed. The receivable is immediately booked on the PAYONE platform. Note: With the online transfer types giro pay, SOFORT Überweisung, eps, Post-Finance and iDEAL, payment is made in full even if "Preauthorization" is selected. In this case, the receivable is to be booked separately by "Capture" despite this.

Field	Description
shopping basket handover	<p>Here you can configure whether the shopping cart information should be transferred to the PAYONE platform for each request.</p> <p>Note: This setting is required if you have ordered the Invoicing module from PAYONE.</p>
Request credit card check digit	Determines whether the credit card verification number is queried. This is only possible if the acquirer allows it.
Check bank data	Here you can specify whether a bank account check is to be performed. This option is available only when the Direct Debit payment type is selected.
Show additional account number/ bank code?	Here you can configure whether fields for account number and bank sort code should be displayed in addition to the fields for IBAN and BIC when paying by direct debit. This is only available for German bank accounts.
Activate mandate allocation?	Here you can specify whether the SEPA Mandate Manager should be used. A check of the bank details is obligatory. A check against the POS lock list is not possible.
Download mandate as PDF?	<p>If activated, a link will be offered after the order has been placed, via which the end customer can download the SEPA Mandate as a PDF file.</p> <p>Note: This product must be ordered separately.</p>
Klarna Store ID	<p>Specific store IDs must be configured for the Klarna payment method. You can obtain these store IDs from Klarna. Please note that for the payment method Klarna the delivery address must be the same as the billing address. You can enforce this with Shopware Risk Management.</p> <p>Note: The store ID can only be configured if the payment method Klarna is selected. Please also note that you must duplicate the payment method for each additional store ID (for example, for several countries). Please refer to chapter 4.2.2 for further information.</p>

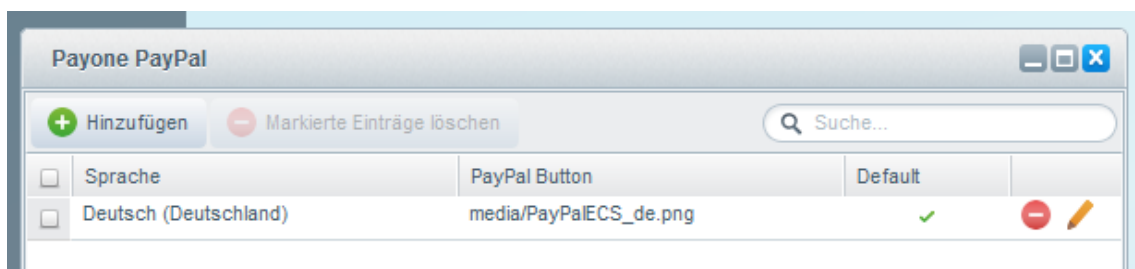
Field	Description
Klarna Campang Code	<p>Specific campaign IDs must be configured for the payment method Klarna Installment Purchase. These campaign IDs refer to a so-called campaign at Klarna, in which term, interest rate, country, currency and other information for an installment purchase are specified. Please note that for the payment method Klarna installment purchase the delivery address must be the same as the billing address. You can enforce this with Shopware Risk Management.</p> <p>Note: The campaign code can only be configured if the payment method Klarna Installment purchase is selected. Please also note that you must duplicate the payment method for each additional campaign code (e.g. for multiple countries, maturities or currencies). Please refer to chapter 4.2.2 for further information.</p>
Saving the AGB confirmation	<p>The following options are available:</p> <ul style="list-style-type: none"> • Off • Global • On the Confirm - Page <p><i>Off</i> - switches off the saving of the AGB confirmation completely. <i>Global</i> - Enables global storage. <i>On the Confirm page</i> - Only on the Confirm page the saving of the AGB is activated.</p>
Show PayPalECS button on shopping cart page	<p>This option activates the PayPal Expresscheckout button on the shopping cart page. Selection of:</p> <ul style="list-style-type: none"> • Yes • No <p>Note: This option can only be selected if the payment method PayPal is selected.</p>

Field	Description
	Note: The Payolution options can only be selected if a Payolution payment method is selected.
Payolution Company Name	The full name of the company must appear here. The name will be used in the privacy policy.
Payolution B2B Mode	If the B2B mode is activated, it is automatically assumed that it is a B2B transaction if the "Company" field was executed during address entry. To check the creditworthiness of the company, further information such as the commercial register number is then requested in the checkout.
Payolution User-name	In order to retrieve the installment purchase draft contract, the user name assigned by Payolution (usually dealer name installation) must be stored here.
Payolution Password	The password assigned by Payolution must be stored here in order to retrieve the installment purchase draft contract.
Paydirekt Over-capture	This setting enables you to increase the original order value in the reservation and subsequent collection procedure and to collect up to a maximum amount. This maximum amount is displayed on the paydirekt pages. Note: This setting only applies to the payment type paydirekt.
Use Shopware-Order number	Select Yes/No. This setting, if activated or set to Yes, causes an order number generated by the plugin to be reported as a reference to PAYONE, but the order number generated by shopware. Note: This order number must always be unique and cannot be used again. Make sure that the correct and not already used order number range is active.

PAYPAL ECS BUTTON



Click on *Payone PayPal* to open the following window:

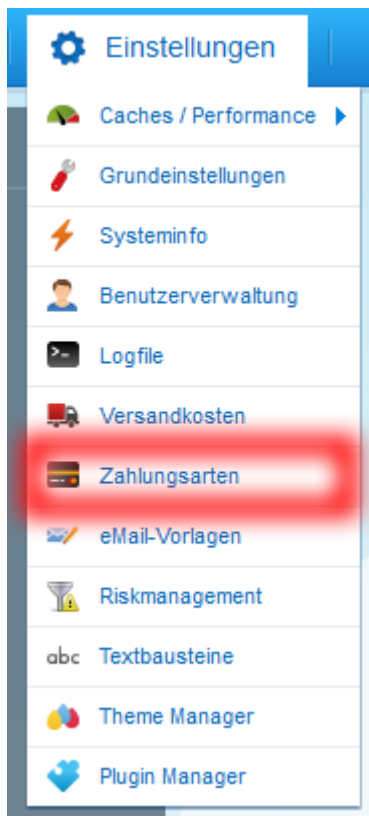


Field	Description
Add	The Add button adds another button for a country.
Delete selected entries	Deletes selected entries

Field	Description
Language	Button language
PayPalButton	Path to the image file of the button
default	If the checkbox is activated, this is considered as fallback for all other languages for which no button has been defined.
If no image file is available for at least one country, the PayPal ECS button is not displayed in the shopping cart. There must be at least one button and it must be marked as <i>default</i> .	

DUPLICATE PAYMENT TYPE

The standard configuration of the payment methods will continue to be carried out via standard shopware functionality. At this point, you can also copy the payment type for a separate use with a subshop or other reasons such as country assignments.



Zahlungsarten

Verfügbare Zahlungsarten

- ✗ Lastschrift (2)
- ✗ Nachnahme (3)
- ✗ Rechnung (4)
- ✗ Vorkasse (5)
- ✗ SEPA (6)
- ✓ **PAYONE Visa (7)**
- ✓ PAYONE Mastercard (8)
- ✓ PAYONE American Express (9)
- ✗ PAYONE Carte Blue (10)
- ✗ PAYONE Diners Club (11)
- ✗ PAYONE Discover (12)
- ✓ PAYONE JCB (13)
- ✓ PAYONE Maestro International (14)
- ✓ PAYONE Sofortüberweisung (15)
- ✓ PAYONE Giropay (16)
- ✓ PAYONE eps (17)
- ✓ PAYONE Post-Finance EFinance (18)
- ✓ PAYONE Post-Finance Card (19)
- ✓ PAYONE Ideal (20)
- ✓ PAYONE PayPal (21)
- ✓ PAYONE Lastschrift (22)
- ✓ PAYONE Offene Rechnung (23)
- ✓ PAYONE Vorkasse (24)
- ✓ PAYONE Nachnahme (25)
- ✓ PAYONE BillSAFE (26)
- ✓ PAYONE Klarna (27)
- ✗ PAYONE Klarna Ratenkauf (28)
- ✓ PAYONE P24 (29)
- ✓ PAYONE Kreditkarte (30)
- ✓ PAYONE Barzahlen (31)
- ✓ PAYONE Paydirekt (32)

Generell | Länder-Auswahl | Länder-Aufschlag | Subshop-Auswahl

Bezeichnung: PAYONE Visa

Name: mopt_payone__cc_visa

Template: mopt_paymentmean_creditcard.tpl

Systemklasse:

Datenbank-Tabelle:

Zusätzliche Beschreibung:

Aufschlag/Abschlag (in %): 0

Pauschaler Aufschlag: 0
Benutze "." oder "," für Dezimalzahlen

Position: 1

Aktiv: ☒

Aktiv für ESD-Produkte: ☐

Inaktiv für Smartphone: ☐

URL für iFrame:

Action: mopt_payment_payone

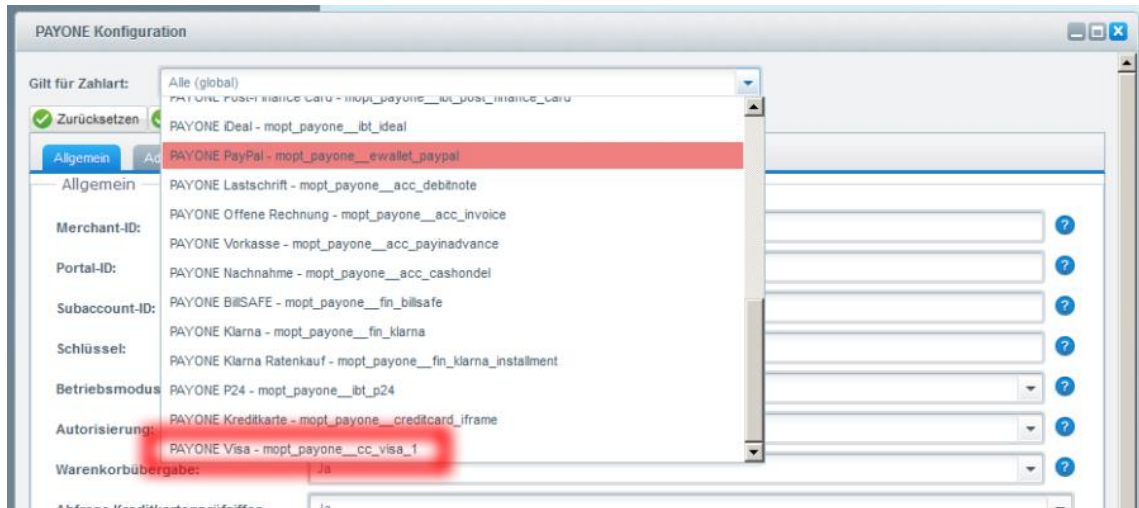
PluginID: 60

Speichern **Zahlart Duplizieren**

After duplication, you can assign a different name to the payment method and assign it to a country or another subshop.

Note: Please do not change the name of the payment method (here mopt_payone__cc_visa), as this is required for using the correct routines. After the duplication, a numeric suffix is appended to the name, which is necessary for the uniqueness of the names.

In the PAYONE configuration, the duplicated payment type is displayed in the dropdown menu as *Description & Name Combination*. To configure this payment type, select it from the dropdown menu.



CREDIT CARD USAGE

PAYONE FRONTEND (NO LONGER AVAILABLE FROM VERSION 3.12.0)

To use the credit card via the frontend, activate the *PAYONE credit card* payment method in the Shopware payment method dialog:

Zahlungsarten

Verfügbare Zahlungsarten

✗ Lastschrift (2)

✗ Nachnahme (3)

✗ Rechnung (4)

✗ Vorkasse (5)

✗ SEPA (6)

✓ PAYONE Visa (7)

✓ PAYONE Mastercard (8)

✓ PAYONE American Express (9)

✗ PAYONE Carte Blue (10)

✗ PAYONE Diners Club (11)

✗ PAYONE Discover (12)

✓ PAYONE JCB (13)

✓ PAYONE Maestro International (14)

✓ PAYONE Sofortüberweisung (15)

✓ PAYONE Giropay (16)

✓ PAYONE eps (17)

✓ PAYONE Post-Finance EFinance (18)

✓ PAYONE Post-Finance Card (19)

✓ PAYONE Ideal (20)

✓ PAYONE PayPal (21)

✓ PAYONE Lastschrift (22)

✓ PAYONE Offene Rechnung (23)

✓ PAYONE Vorkasse (24)

✓ PAYONE Nachnahme (25)

✓ PAYONE BIIISAFE (26)

✓ PAYONE Klarna (27)

✗ PAYONE Klarna Ratenkauf (28)

✓ PAYONE P24 (29)

✓ PAYONE Kreditkarte (30)

+ Neu

- Löschen

Generell

Länder-Auswahl

Länder-Aufschlag

Subshop-Auswahl

Bezeichnung: PAYONE Kreditkarte

Name: mopt_payone__creditcard_iframe

Template:

Systemklasse:

Datenbank-Tabelle:

Zusätzliche Beschreibung:

Aufschlag/Abschlag (in %): 0

Pauschaler Aufschlag: 0

Benutze ";" oder "." für Dezimalzahlen

Position: 24

Aktiv: ☒

Aktiv für ESD-Produkte: ☐

Inaktiv für Smartphone: ☐

URL für iFrame:

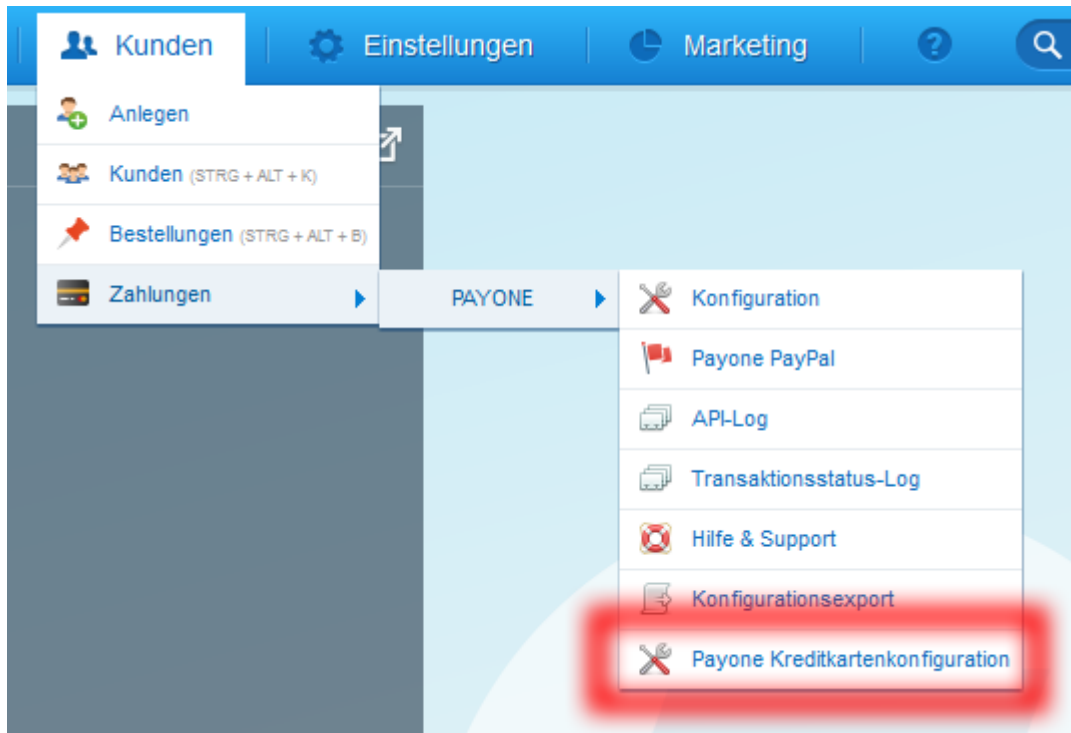
Action: mopt_payment_payone

PluginID: 60

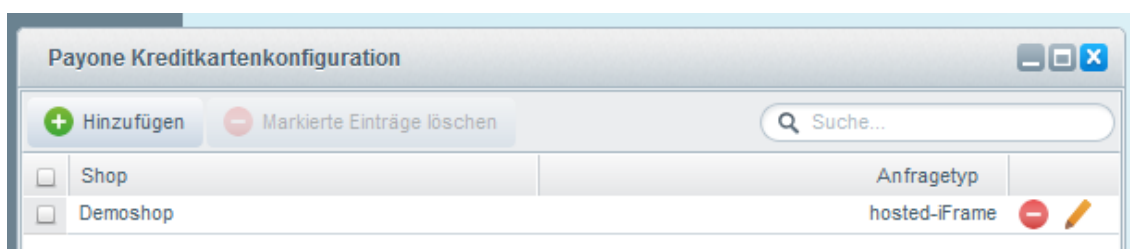
Speichern

Zahlart Duplizieren


PAYONE CLIENT API



After clicking on *Payone credit card configuration*, the following window appears:



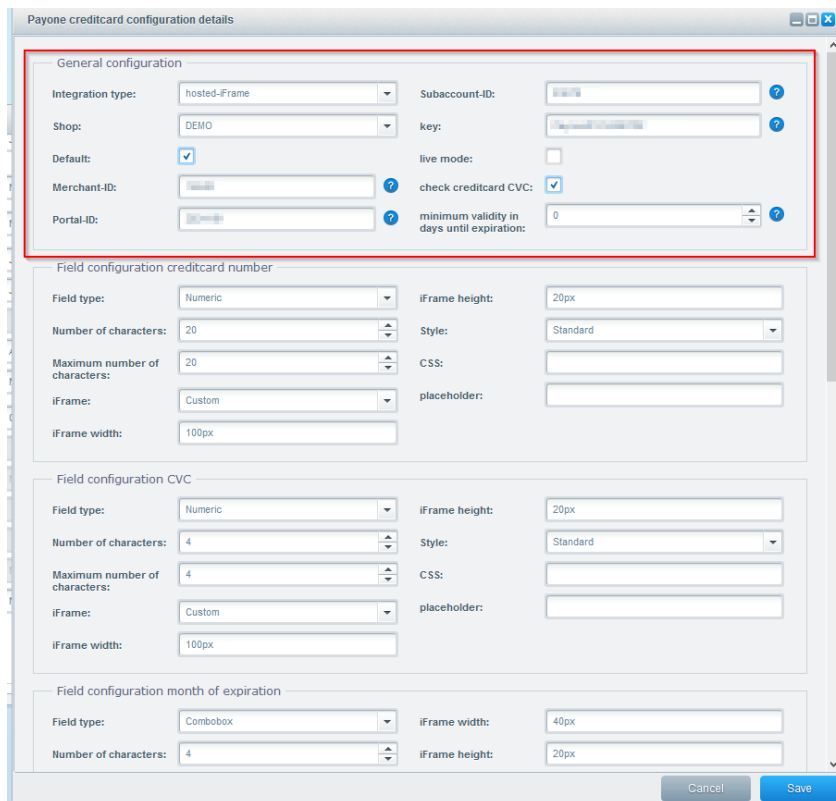
Field	Description
Add	The Add button adds another configuration.
Delete selected entries	Deletes selected entries

Field	Description
shop	The title of the corresponding shop  Only one configuration per shop is possible.
query type	Type of request <ul style="list-style-type: none">• hosted-iFrame• AJAX

GENERAL CONFIGURATION

It is essential to use the "hosted iFrame" mode, which is protected according to the latest security standards and makes it considerably more difficult for hackers to share credit card data even if the shop is taken over!

Selecting *Edit (Pen)* or *Add* opens a window with the following parameters:



Field	Description
Integration type	Selection of: <ul style="list-style-type: none"> hosted-iFrame (recommended) AJAX
Default	Determines whether the current configuration is to be used as the default.
merchant ID	Your Merchant ID
portal ID	The Portal ID used to transfer credit card data.
subaccount ID	The subaccount ID used to transfer credit card data.


Field	Description
key	The portal key used to transfer credit card data.
live mode	Specifies whether credit card data should be transferred in live mode.
check credit-card DVD	Should the card verification code (CVC) be queried?
minimum validity	<p>Minimum validity in days a card may still have in order to be able to order</p> <p>For retail merchants, this value can be just above the revocation period, so that credits still work even if the card has expired in the meantime.</p>

FIELD CONFIGURATION

Field configuration creditcard number

Field type:	<input type="text" value="Numeric"/>	iFrame height:	<input type="text" value="20px"/>
Number of characters:	<input type="text" value="20"/>	Style:	<input type="text" value="Standard"/>
Maximum number of characters:	<input type="text" value="20"/>	CSS:	<input type="text"/>
iFrame:	<input type="text" value="Custom"/>	placeholder:	<input type="text"/>
iFrame width:	<input type="text" value="100px"/>		

Field	Description
field type	<p>Selection of:</p> <ul style="list-style-type: none"> Numeric password

Field	Description
	<ul style="list-style-type: none"> • text • choice
number of characters	Number of characters in width of the input field
Number of characters Max	Maximum allowed number of characters
iframe	Selection of: <ul style="list-style-type: none"> • Standard (uses the standard style) • User defined
iFrame Width	Specifying the width in CSS
iFrame Height	Indication of height in CSS
style	Specification of: <ul style="list-style-type: none"> • Standard (uses the standard style) • User defined
CSS	Specify CSS to format the field in question.  If you use the CSS attribute url, the field in question is not displayed

DEFAULT STYLE

Default style

Fields: input:

box-shadow:inset 0 1px 1px #dadae5;backgr

iFrame height:

20px

Fields: selected:

box-shadow:inset 0 1px 1px #dadae5;backgr

iFrame width:

80px

Field	Description
Fields: input	<p>Specification of CSS for the standard formatting of all input fields. The following CSS can be used in the Shopware standard template:</p> <pre>box-shadow:inset 0 1px 1px 1px #dadae5;background:#f8f8fa;border:1px solid #dadae5;border-top-color:#cbcbdb;line-height:19px;font-size:.875rem;width:85%;padding:.625rem .625rem .625rem .5625rem .625rem;color:#8798a9;</pre>
Fields: select	<p>Specification of CSS for the formatting of all selection fields The following CSS can be used in the Shopware standard template:</p> <pre>box-shadow:inset 0 1px 1px 1px #dadae5;background:#f8f8fa;border:1px solid #dadae5;border-top-color:#cbcbdb;line-height:19px;font-size:.875rem;width:85%;padding:.625rem .625rem .625rem .5625rem .625rem;color:#8798a9;</pre>
iFrame Height	Specification of the standard height in CSS for all fields
iFrame Width	Specification of the standard height in CSS for all fields

ERROR OUTPUT

Error output

Active: ☒

invalid cardpan:

invalid card CVC:

invalid pan for cardtype:

invalid cardtype:

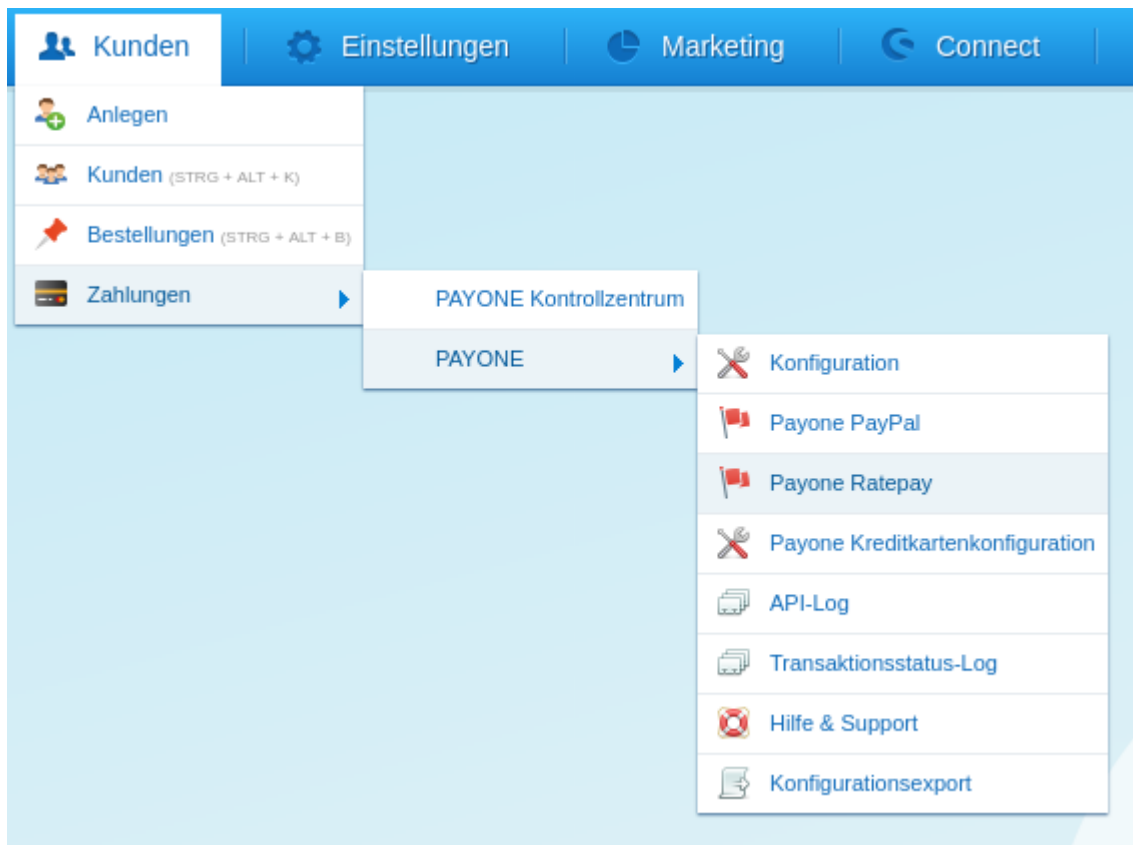
invalid expire date:

invalid issue number:

transaction rejected:

Field	Description
active	Activates the error output
Language	Select the language in which the error message should be displayed.

CONFIGURATION PAYONE RATEPAY (PURCHASE ON ACCOUNT AND INSTALLMENT PURCHASE)



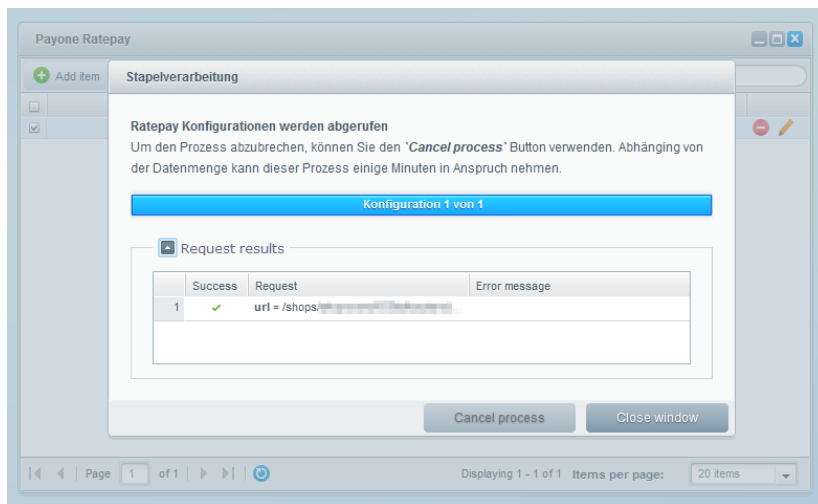
For RatePay, you need to enter some additional configuration data that RatePay has specified in order for the payment method to work smoothly. Use the "Add" button to add another RatePay configuration:

The screenshot shows a window titled "Payone Ratepay Config-Details". Inside, there is a section labeled "Payone Ratepay Details" containing three input fields:

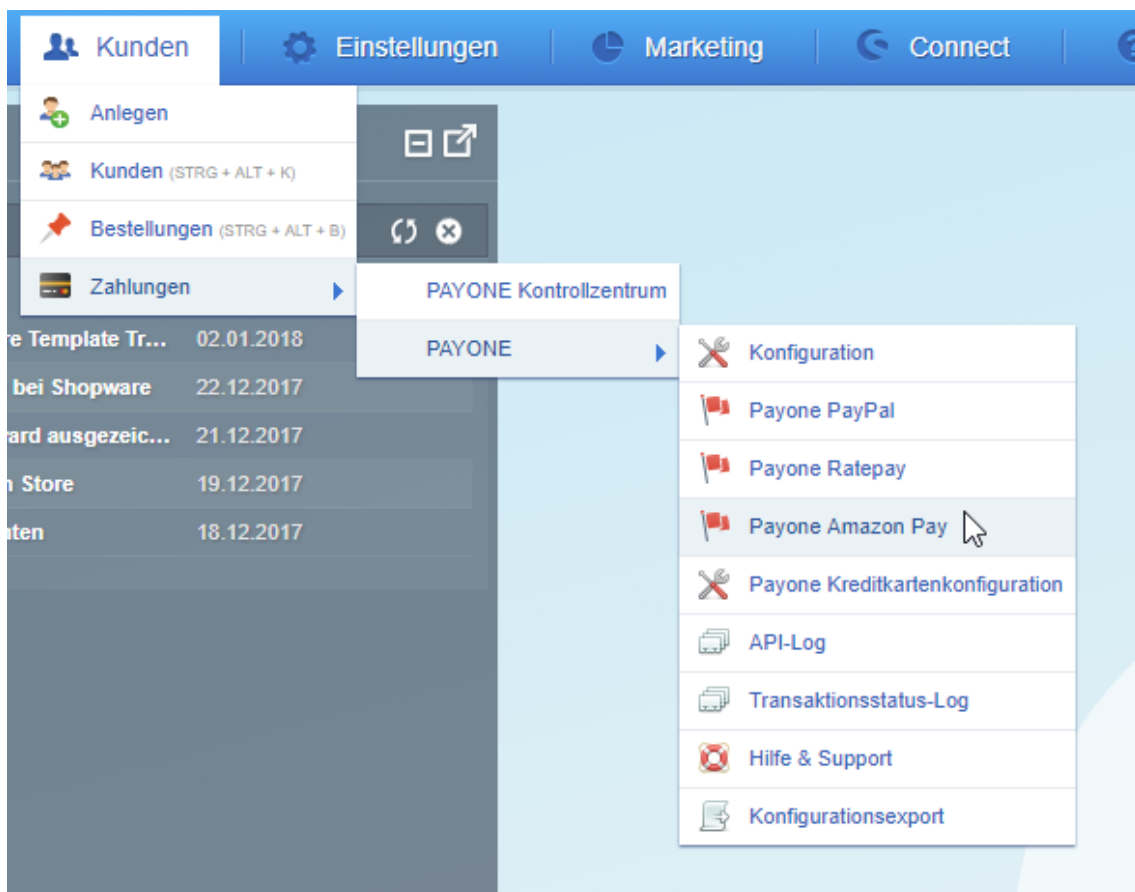
- Shopid:** A text box containing the value "1234567".
- Währung:** A dropdown menu currently showing "Euro".
- Ratenkauf Modus:** A dropdown menu currently showing "Vorkasse".

Field	Description
shopid	The shop ID specified by RatePay. This represents a configuration data record (country, currency, interest, maturities, etc.).
currency	Currency to be used for this shop ID
Installment purchase mode	<p>Prepayment: The buyer must transfer the instalments to an account designated by RatePay. Direct debit: The installments are collected from the buyer's account by direct debit.</p> <p>This setting has no effect on the other RatePay payment methods (invoice, direct debit).</p>

Save the configuration and then retrieve the other data from RatePay using "download Ratepay Configuration".



AMAZON PAY CONFIGURATION



For Amazon Pay, you need to enter some additional data to ensure that the payment method works smoothly. Add a new Amazon Pay configuration by clicking "Add".

Payone Amazon Pay Details

Client:

Seller:

Button Typ:

Amazon Pay (Default)

?

Button Farbe:

Gold (default)

Amazon Modus:

Asynchronous On Failure (default):

?

Field	Description
Client:	The client ID from your Amazon Seller Central profile is automatically entered here after saving.
Seller:	After saving, the seller ID from your Amazon Seller Central profile is automatically entered here.
Button Type:	Here you can select which button should be displayed in the shopping cart and in the sidebar.
Button color:	Here you can select in which color the button in the shopping cart and in the sidebar should be displayed.
Amazon mode:	<p>Here you can select in which mode Amazon Pay transactions should be carried out:</p> <ul style="list-style-type: none"> Asynchronous On Failure (default): The transaction is first tried in synchronous mode. This means that an attempt is made to obtain a direct confirmation from Amazon Pay for the transaction. If this is not possible, the asynchronous mode is tried. Amazon Pay confirms the transaction later when enough data is available. It may also be possible to reject the transaction at a later date. This is indicated in the payment status. Always Synchronous: The transaction is only tried in synchronous mode. If Amazon Pay rejects the transaction, the buyer receives immediate feedback and can choose another payment method.]

CREDIT RATING AND ADDRESS CHECK

Please note that you can only use the following options if you have ordered the Protect module from PAY-ONE. The use of credit checks and address checks entails variable costs per transaction, which you can see in your contract.

Please make the settings for the credit check with caution. The credit check is carried out after the personal data has been entered and influences the payment methods offered to your customers in the checkout process. You should only use the credit standing check for payment types that entail a payment default risk for you (such as open invoices or direct debits). You configure this using the setting *Traffic light value / Score* in the configuration of the relevant payment type. You should also indicate in your shop in an appropriate manner that you are conducting credit checks via infoscore Consumer Data GmbH.

ADDRESS VALIDATION

Here you can determine whether and in which form the address checks should be carried out and how the Shopware eShop should behave if certain results apply.

The screenshot shows the 'PAYONE Konfiguration' window with the 'Adressüberprüfung' tab selected. The settings are as follows:

Setting	Value
Gilt für Zahlart:	Alle (global)
Zurücksetzen	<input checked="" type="checkbox"/>
Speichern	<input checked="" type="checkbox"/>
Aktiv:	Nein
Betriebsmodus:	Test
Rechnungsadresse:	nicht prüfen
Länder Rechnungsadresse:	
Lieferadresse:	nicht prüfen
Länder Lieferadresse:	
Automatische Korrektur:	Ja
Fehlverhalten:	Vorgang abbrechen
Minimaler Warenwert:	10
Maximaler Warenwert:	1000000
Gültigkeit:	100
Fehlermeldung:	Bitte überprüfen Sie die Adresse
Keine Personenüberprüfung durchgeführt:	Rot
Vor- und Nachname bekannt:	Rot
Nachname bekannt:	Rot

Field	Description
active	Here you can activate/deactivate the address check.
operating mode	Here you can specify whether the address check is to be carried out in test mode or <i>live</i> . Note: Please note that the defined test data must be used for the test mode.
billing address	Do not check No address check is performed. basic Address check for existence (street number, postcode, city, country) as well as addition and correction of address (possible for addresses from Germany, Austria, Switzerland, Netherlands, Belgium, Luxembourg, France, Italy, Spain, Portugal, Denmark, Sweden, Finland, Norway, Poland, Slovakia, Czech Republic, Hungary, USA, Canada). person Checking whether the person is known at the address given, checking the existence of the address and supplementing and correcting the address (Germany only).
delivery address	Do not check No address check is performed. basic Address check for existence (street number, postcode, city, country) as well as addition and correction of address (possible for addresses from Germany, Austria, Switzerland, Netherlands, Belgium, Luxembourg, France, Italy, Spain, Portugal, Denmark, Sweden, Finland, Norway, Poland, Slovakia, Czech Republic, Hungary, USA, Canada). person Checking whether the person is known at the address given, checking the existence of the address and supplementing and correcting the address (Germany only).
Automatic correction	<i>If Yes is selected</i> , an address corrected by the PAYONE platform will be adopted. Not otherwise. In addition, there are options here that the user can agree to a correction or be prompted to enter the address again.

Field	Description
wrongdoing	Here you can define what should happen if there is a technical error. For example, the address validation is not available or reachable.
Minimum value of goods	Market-basket value from which an address check is carried out.
Maximum value of goods	Shopping basket value up to which an address check is carried out.
validity	The duration in days for registered users in the shop for which the result of the verification is valid.
error message	Here you can define which message is displayed to the user if an incorrect entry has been made.
person status mapping	<p>Below are listed the individual possible results of address verification person to whom you can assign each of the traffic light values:</p> <ul style="list-style-type: none"> • red • Yellow • green <p>to the other. In conjunction with the setting in the Risk area, this means that payment types are not available to the customer or are hidden by this traffic light value.</p>

Note: Please note that PAYONE requires the Protect module for your merchant account to be commissioned and activated in order to use these options.

CREDIT ASSESSMENT

PAYONE Konfiguration

Gilt für Zahlart: Alle (global)

☒ Zurücksetzen ☒ Speichern

Bonitätsprüfung

Aktiv: ☒ Nein

Betriebsmodus: ☐ Test

Zeitpunkt der Prüfung: ☐ Nach der Zahlartenauswahl

Prüfungsart B2C: ☐ Infoscore (harte Kriterien)

Prüfungsart B2B: ☐ Schufa

Standardwert für Neukunden: ☐ Grün

Boniversum unbekannt: ☐ Grün

Gültigkeit: ☐ 2


Minimaler Warenwert: ☐ 10

Maximaler Warenwert: ☐ 1000000

Fehlverhalten: ☐ fortfahren

Hinweistext (nur bei Prüfung nach der Zahlartenauswahl): ☐ Aktiv
Es wird eine Bonitätsprüfung durchgeführt.

Zustimmungsfrage (nur bei Prüfung nach der Zahlartenauswahl): ☐ Aktiv
Stimmen Sie der Bonitätsprüfung zu?

Field	Description
active	Here you can activate/deactivate the credit standing check.
operating mode	Here you can specify whether the credit standing check is to be carried out in test mode or <i>live</i> . Note: Please note that the defined test data must be used for the test mode.
Time of examination	Select the time of the check here.  This setting only applies if the value "All (global)" is selected for "Applies to payment type".
Type of examination B2C	infoscore (hard characteristics) Check for hard characteristics via Infoscore (e.g. consumer insolvency proceedings, arrest warrant for affidavit or enforcement of affidavit)

Field	Description
	<p>infoscore (all characteristics) Examination for so-called "hard" negative features (see above) and "medium" negative features (e.g. order for payment order, enforcement order or enforcement) and "soft" negative features (e.g. collection dunning procedure initiated, continuation of out-of-court collection dunning procedure after partial payment, discontinuation of out-of-court collection dunning procedure due to hopelessness)</p> <p>infoscore (All Features + Boniscore) Checking for all characteristics (see above) and delivery of the BoniScore, which as a score value enables a higher selectivity for existing negative characteristics.</p> <p>Boniverse VERITA Score Check for VERITA score via Boniversum</p>
Type of examination B2B	<p>Determines whether corporate customers are to be checked. The definition is based on the selection of the end customer during registration or checkout. ("I am a private customer/business customer")</p> <p>credit Examination via Schufa "short" (separate contract may be necessary)</p> <p>No test B2B customers are not checked</p>
Default value for new customers	Here you can define the traffic light value for new customers.
Boniverse unknown	Here you can define the traffic light value for customers who are unknown to Boniversum (only applies when using the check type "Boniversum").
validity	Number of days for which the credit standing value returned is valid. No new credit checks will be carried out for the set period for the registered shop buyer / user concerned until the set period expires.
wrongdoing	Here you can define what should happen if a technical error occurs. For example, the credit assessment is not available or attainable.

Field	Description
Minimum value of goods	Market-basket value from which a credit check is carried out.
Maximum value of goods	Market-basket value up to which a credit check is carried out.
hint text	Enter here the text to be shown to the buyer when a credit check is performed for him.
consent request	Enter here the text of the question asked to the customer to agree to a credit check.
A/B Test	Here you can define the number of checks to be performed each n'th time.

Note: Please make the settings for the credit check with caution. Incorrect configurations can result in errors in the checkout process and unwanted costs due to an increased number of queries and an unnecessarily high risk of payment defaults. You should only use the credit standing check for payment types that entail a payment default risk for you (such as open invoices or direct debits). You should indicate in your shop in an appropriate manner that you are conducting credit checks via infoscore Consumer Data GmbH.

PAYMENT STATUS

Here you can define for each transaction status reported by the PAYONE platform for a payment, which status the order should have in Shopware.

PAYONE Konfiguration

Gilt für Zahlart: Alle (global)

☒ Zurücksetzen ☒ Speichern

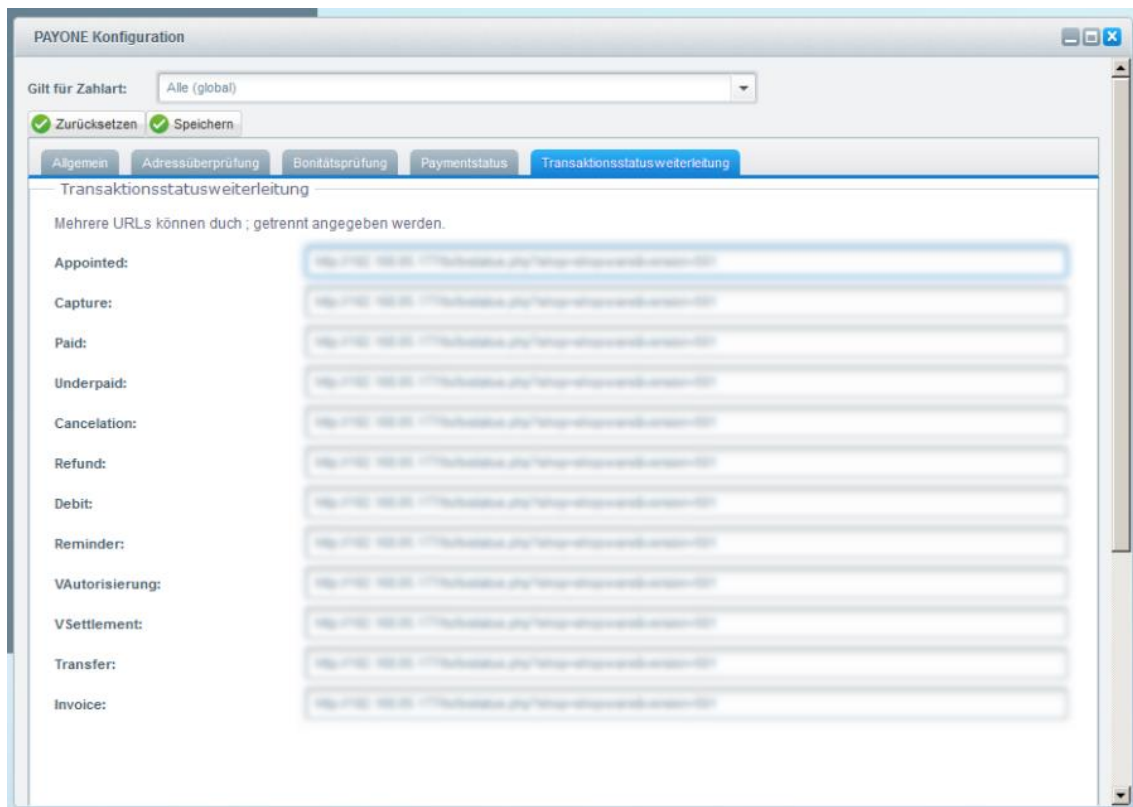
Paymentstatus

Appointed:	Reserviert
Capture:	Offen
Paid:	Offen
Underpaid:	Offen
Cancellation:	Offen
Refund:	Offen
Debit:	Offen
Reminder:	Offen
VAutorisierung:	Offen
VSettlement:	Offen
Transfer:	Offen
Invoice:	Offen

For further information about transaction status callbacks, please refer to chapter 4.2 of our Server API documentation.

TRANSACTION STATUS FORWARDING

Here you can assign a separate forwarding URL to each payment status message of the PAYONE platform (transaction status), if necessary. This is always necessary if other systems in your system environment also require this payment information.



PAYMENT METHODS

When you install the PAYONE Payment Plug-in for Shopware, all available PAYONE payment methods are automatically created in your shop. For easier identification, these initials are created with the prefix "PAY-ONE". However, you can change this easily by changing the name of the payment type. All settings at this point follow the Shopware standard and can be found in the Shopware Wiki (<http://wiki.Shopware.de>).

Important for the SEPA Direct Debit payment method

If you want to use the "SEPA Direct Debit" payment method, you should ensure that you specify the countries from which you want to draw direct debits in the country selection. If no country is selected, the payment type is displayed to all customers. This can confuse customers from non-SEPA countries. In addition, the selection list of the account country in the checkout is then empty.

DEFAULT PAYMENT TYPE

In the standard version of Shopware, the "Shopware advance payment" is defined as the standard payment type. However, you can also configure this payment method to a payment method provided by the plug-in.

NOTES ON THE USE OF PAYMENT METHODS WITH CLEARING DATA (PREPAYMENT, INVOICE, PAYOLUTION, ETC.)

READ OUT CLEARING DATA

The clearing data is stored in the table `_s_order_attributes_` in the column `mopt_payone_clearing_data` jsoncoded. The column `orderID` contains the ID of the corresponding order, which is stored in the table `_s_order_`. The data can be read, for example, with the following SQL statement: `SELECT mopt_payone_clearing_data FROM s_order_attributes WHERE orderID = [desired OrderID]`. The clearing data can then be decoded again, but most programming languages provide standard functions (PHP: `json_decode()`, Javascript: `JSON.parse()`).

DISPLAY PREPAYMENT CLEARING DATA IN E-MAIL TEMPLATE

All email templates can be customized under *Settings > Email Templates*. The template for the order confirmation e-mail can be found under *System eMails > sORDER*.

There are 2 templates; one for text emails and one for HTML emails.

CUSTOMIZE TEXT E-MAIL TEMPLATE

Please search the template for the following block (in principle the additional information can be inserted at any controller):

```
{if $additional.payment.name == "prepayment"}
Our bank details:
{config name=bankAccount}
{/if}
```

and insert this block:

```
{if $additional.payment.name == "mopt_payone__acc_payinadvance"}
{if $additional.moptPayoneClearingData}
Unsere Bankverbindung:
Kontoinhaber:{ $additional.moptPayoneClearingData.clearing_bankaccountholder}
Kontonummer: { $additional.moptPayoneClearingData.clearing_bankaccount}
Bankleitzahl:{ $additional.moptPayoneClearingData.clearing_bankcode}
IBAN: { $additional.moptPayoneClearingData.clearing_bankiban}
```

```

BIC: {$additional.moptPayoneClearingData.clearing_bankbic}
Bank: {$additional.moptPayoneClearingData.clearing_bankname}
Verwendungszweck: {$additional.moptPayoneClearingData.clearing_txid}
{/if}
{/if}

```

EXTENDING HTML TEMPLATES

Please search for the following block (the data can also be inserted elsewhere here):

```

{if $additional.payment.name == "prepayment"}
Our bank details:<br/>
{config name=bankAccount}
{/if}

```

and insert the following block:

```

{if $additional.payment.name == "mopt_payone__acc_payinadvance"} {if $additional.moptPayoneClearingData} <strong>Unsere Bankverbindung:</strong><br/> Kontoinhaber: {$additional.moptPayoneClearingData.clearing_bankaccountholder}<br/> Kontonummer: {$additional.moptPayoneClearingData.clearing_bankaccount}<br/> Bankleitzahl: {$additional.moptPayoneClearingData.clearing_bankcode}<br/> IBAN: {$additional.moptPayoneClearingData.clearing_bankiban}<br/> BIC: {$additional.moptPayoneClearingData.clearing_bankbic}<br/> Bank: {$additional.moptPayoneClearingData.clearing_bankname}<br/> Verwendungszweck: {$additional.moptPayoneClearingData.clearing_txid}<br/> {/if} {/if}

```

If required, the remaining clearing data, such as the country, can also be displayed according to the following pattern:

```

{$additional.moptPayoneClearingData.clearing_bankcountry}

```

The names depend on the names of the PAYONE parameters. With the HTML variant, the output can still be designed with HTML and CSS and adapted to the corresponding layout.

EXTENDING PDF TEMPLATES

To display the clearing data on PDF documents, the JSON-encoded content of the corresponding variable must first be decoded. This is done in the .tpl file for the invoice (or similar) for your template:

```
{assign var=mopt_payone_decoded_clearing_data value=$Order._order.attributes.mopt_payone_clearing_data|json_decode:true}
```

These variables, among others, are then available:

Recipient: {\$mopt_payone_decoded_clearing_data.clearing_bankaccountholder}

IBAN: {\$mopt_payone_decoded_clearing_data.clearing_bankiban}

BIC: {\$mopt_payone_decoded_clearing_data.clearing_bankbic}

Bank: {\$mopt_payone_decoded_clearing_data.clearing_bankname}

There are several possibilities for the intended use:

Purpose: {\$mopt_payone_decoded_clearing_data.clearing_reference}or/and

Intended use:{\$attributes.mopt_payone_txid}or/and

Reason for payment:{\$sBookingID}

You can reach the amount by addressing the Shopware Order object:

Brutto: {\$Order._order.invoice_amount} Netto: {\$Order._order.invoice_amount_net}

All available variables can be listed for debugging purposes:

```
<pre> {$mopt_payone_decoded_clearing_data|print_r} </pre>
```

RISK MANAGEMENT

By installing the PAYONE Payment Plug-in for Shopware, the condition of the traffic light value has been added to the existing rules. At this point, you can determine whether a payment type is blocked using a defined traffic light value.

Risk management

Choose payment method
PAYONE Offene Rechn.

Disable payment if

traffic light is not green AND Please select

Billing Street name CONTAINS X
Customer number IS
Last name CONTAINS X
Shop IS
Shop IS NOT
Shipping address != Billing address
Currency Iso IS
Currency Iso IS NOT
Item attribute IS (1>5)
Item attribute IS NOT (1>5)
traffic light is
traffic light is not

Syntax Example

Syntax	Example
Value numerical	500.50
Value numerical	500.50
ID of the customer group	EK for customers, H for merchants
ID of the customer group	EK for customers, H for merchants
1 or 0	1
Germany, Europe, World	Germany, Europe, World
Germany, Europe, World	Germany, Europe, World
Billing Zone IS	Germany, Europe, World
Billing Zone IS NOT	Germany, Europe, World
Country IS	Country Iso e.g. DE for Germany

Save

SHIPPING COSTS

To ensure smooth operation of the plug-in, it is necessary to assign shipping rates to each payment method. As a further option, you can define an *alternative shipping type* that always takes effect if no concrete shipping cost record is assigned to a payment type.

Shipping costs

Configuration

Name: Standard Versand

Description: Description

Tracking URL:

Comment:

Sorting: 0

Active: ☒

Shop: All shops

Customer group: All groups

Calculate dispatch costs based on: Weight

Shipping free from: Never

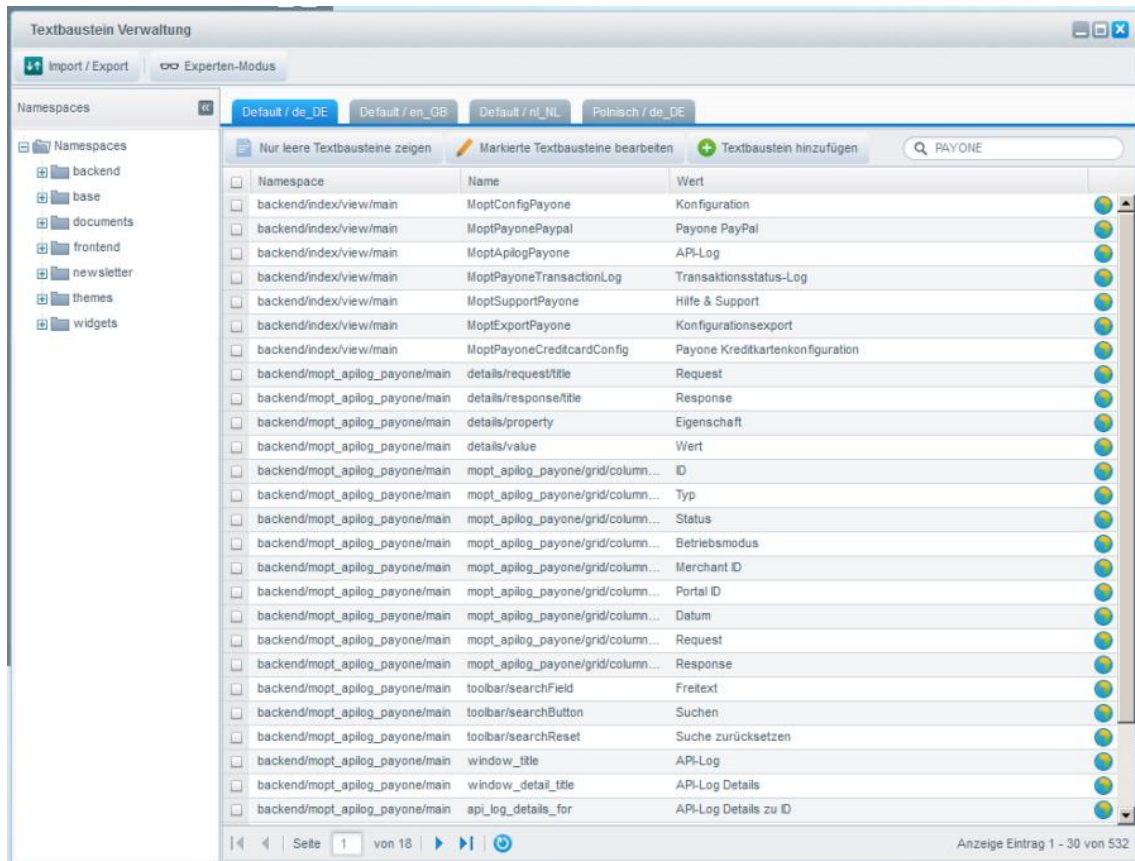
Shipping type: Alternate dispatch type

Surcharge type: Display in shopping cart item

Tax: auto-detection

SNIPPETS

For the display of certain texts, text modules have been provided with the installation of the plug-in, which you can adapt according to the language used in each case. You find the administration of the snippets under *Configuration > Snippets*.



All text output (except bank names, e.g. with iDeal) in the frontend is provided via text modules, so that there is the greatest possible flexibility when using several languages. According to the Shopware standard, the text modules are initialized and stored in the database the first time they are used. They are then editable. The most important components are already stored during the installation of the plug-in. To edit specific text modules, you may first have to call the corresponding page in the frontend.

The text frame for the PAYONE plug-in can be found in the namespace frontend/MoptPaymentPayone. There is a general error message "generalErrorMessage" that is used when no specific error message is available. Specific error messages can be configured for individual error codes from the PAYONE platform. The text module for an error number 888 is then called "errorMessage888". Exceptions to this are the check of the bank details and the address, since no numerical error codes are returned there. The text modules for this are called "bankaccountcheck-blocked" or "addresscheckcorrected".

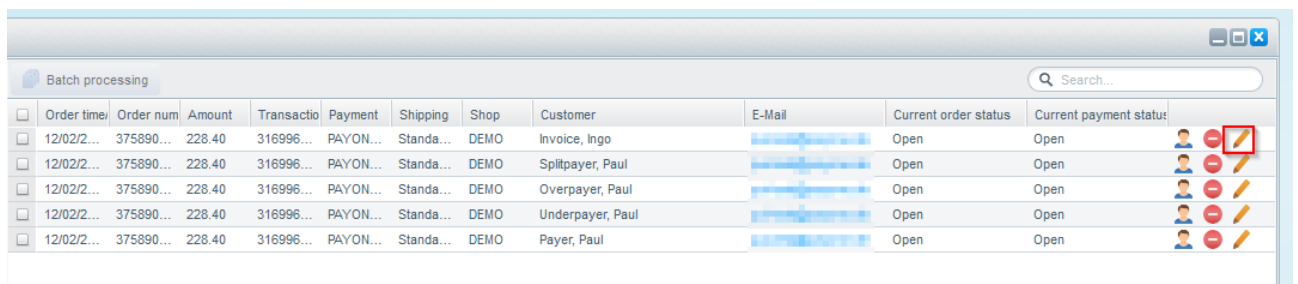
For technical reasons, only a few individual elements of the checkout can be processed directly in the templates. These templates can be found at:

/engine/Shopware/Plugins/Default/Frontend/MoptPaymentPayone/ViewsResponsive/frontend/plugins/payment
in the Shopware directory. This applies in particular to the BillSAFE and eps payment methods.

USE OF THE PLUG-IN

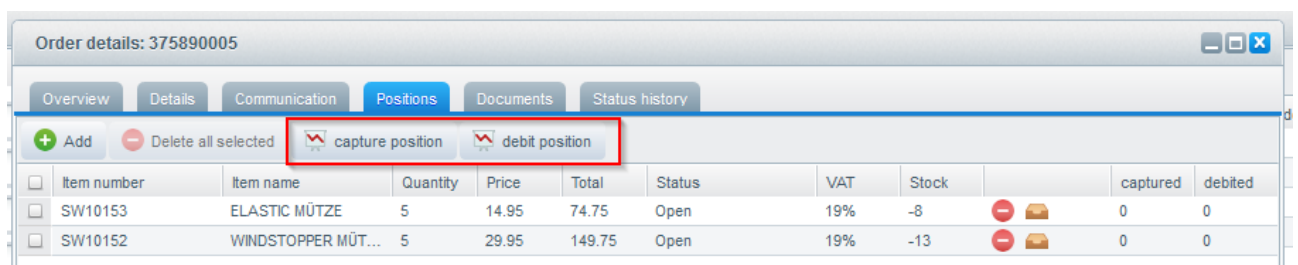
ORDERS

Via the *Orders* menu, you can use the plug-in to initiate collections and create credit notes. To do this, you have to edit the respective order by clicking on the pen.



<input type="checkbox"/>	Order time	Order num	Amount	Transactio	Payment	Shipping	Shop	Customer	E-Mail	Current order status	Current payment status	
<input type="checkbox"/>	12/02/2...	375890...	228.40	316996...	PAYON...	Standa...	DEMO	Invoice, Ingo		Open	Open	
<input type="checkbox"/>	12/02/2...	375890...	228.40	316996...	PAYON...	Standa...	DEMO	Splitpayer, Paul		Open	Open	
<input type="checkbox"/>	12/02/2...	375890...	228.40	316996...	PAYON...	Standa...	DEMO	Overpayer, Paul		Open	Open	
<input type="checkbox"/>	12/02/2...	375890...	228.40	316996...	PAYON...	Standa...	DEMO	Underpayer, Paul		Open	Open	
<input type="checkbox"/>	12/02/2...	375890...	228.40	316996...	PAYON...	Standa...	DEMO	Payer, Paul		Open	Open	

In the following order details, you will find new buttons in the *Positions* tab that trigger the collection of money or the crediting via a PAYONE payment method.



Order details: 375890005											
Overview		Details		Communication		Positions		Documents		Status history	
<input type="checkbox"/>	Item number	Item name	Quantity	Price	Total	Status	VAT	Stock		captured	debited
<input type="checkbox"/>	SW10153	ELASTIC MÜTZE	5	14.95	74.75	Open	19%	-8		0	0
<input type="checkbox"/>	SW10152	WINDSTOPPER MÜT...	5	29.95	149.75	Open	19%	-13		0	0

COLLECT MONEY

Individual items must be marked in order to retract them. After a click on the *Positions retract* button the following message appears.

capture amount

You have 1 marked position(s) with a total value of 74.75€ .

also capture shipping costs ☐

which type of capture do you want to run?

(parly-)Capture final capture cancel

Make sure that the amount is the same as the amount to be collected. Decide whether the shipping costs should also be collected. After a click on *(partial) capture*, the money is collected and the claim is booked on the PAYONE platform. For a partial withdrawal, simply add a new identical item to the item and specify the quantity of items you wish to withdraw. Make sure, however, that the original position is reduced in terms of quantity. Only in the case of an order conclusion with the payment method BillsAFE, which took place in partial deliveries, a *final capture* is necessary.

CREATE CREDIT MEMOS

The items to be credited must be marked in the same way as for money collection.

Debit

? You have 2 marked position(s) with a total value of 224.50€ .

also debit shipping costs? ☒

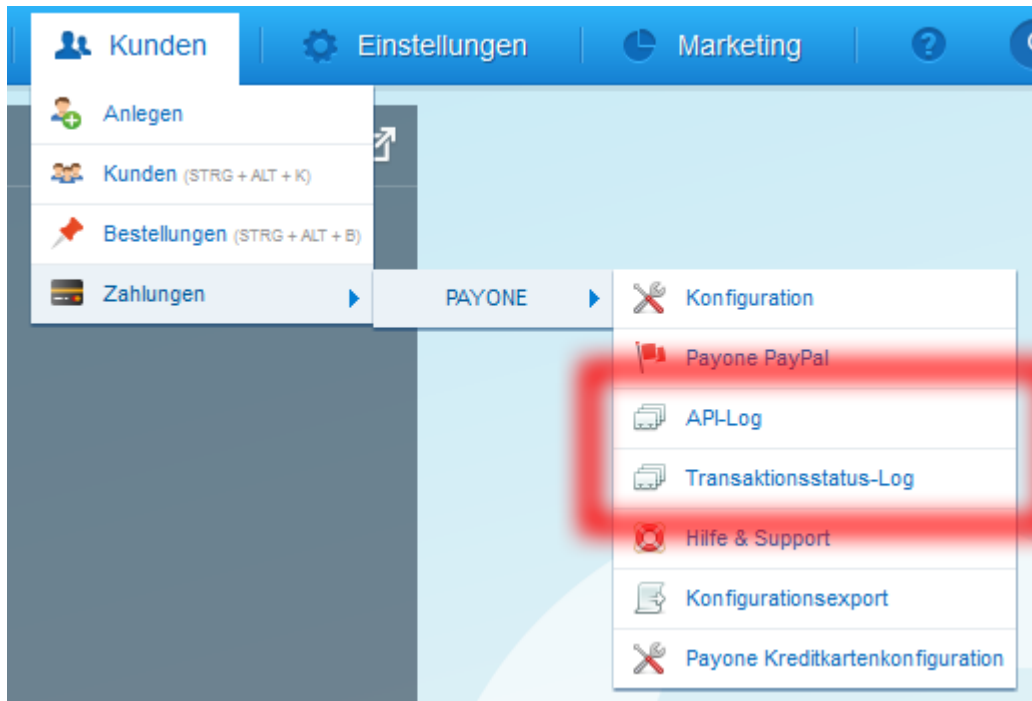
are you sure?

Yes No

Check that the amount shown in red corresponds to the amount you want to credit. Decide whether the shipping costs should be credited. After clicking on Yes, a credit note will be generated on the PAYONE platform. As with money collection, you can create partial credit memos by creating new identical items with different item quantities.

PROTOCOLS AND LOGS

Within the menu item *PAYONE* you will find all information about processed payments and communication with the PAYONE platform.



API LOG

The overview shows all incoming and processed requests to the PAYONE platform. By clicking on an entry you can view details of the respective request.

API-Log								
Freitext:		Suchen	Suche zurücksetzen					
ID	Typ	Status	Betriebsmodus	Merchant ID	Portal ID	Datum	Request	Response
3	genericpayment	OK	test	123456	123456	08.07.2019 11:12:12	api_payonepay	api_payonepay
2	genericpayment	REDIRECT	test	123456	123456	08.07.2019 11:12:12	api_payonepay	api_payonepay
1	authorization	REDIRECT	test	123456	123456	08.07.2019 11:12:12	api_payonepay	api_payonepay

Request		Response	
Eigenschaft	Wert	Eigenschaft	Wert
addressaddition		txid	
aid		userid	
amount		redirecturl	https://www.sandbox.paypal.com/webscr?useraction
backurl		status	REDIRECT
birthday			
city	Kiel		
clearingtype	wlt		
company			
country	DE		
currency	EUR		
customerid	20004		
de[1]	ELASTIC MÜTZE		
de[2]	WINDSTOPPER MÜTZE WARM Schwarz / Rot		
de[3]	Gutschein 10 %		
de[4]	Standard Versand		
ed[1]			
ed[2]			
ed[3]			
ed[4]			
email	xxxxxxxxxxxxxxxxxxxx		
encoding	UTF-8		
errorurl			
firstname	xxxxx		
gender	f		
id[1]	SW10153		
id[2]	SW10152		
id[3]	Gutschein 10 %		
id[4]	Standard Versand		
integrator_name	shopware		
integrator_version	5.0.1		
invoice_deliverydate			

TRANSACTION STATUS LOG

As with API logs, you have an overview of received transaction status messages and can view details by clicking on a record.

Transaktion-Log								
Freitext:	<input type="text"/>	Suchen	Suche zurücksetzen					
ID	Transaktionsid	Bestellnummer	Betriebsmodus	Portal ID	Status	erstellt	geändert	Transaktionsdatum
2		mopt_559cea94b...	test	2020839	paid	08.07.2015 11:23:39	08.07.2015 11:23:39	08.07.2015 11:17:09
1		mopt_559cea94b...	test	2020839	appointed	08.07.2015 11:17:30	08.07.2015 11:17:30	08.07.2015 11:17:09

Transaktionsstatus-Detail zu ID 2	
Details	
Eigenschaft	Wert
aid	...
balance	0
clearingtype	wlt
currency	EUR
customerid	20004
key	...
mode	test
param	session-1 439419ae4a926fd4b4b01600eaa5ae37 9fd370fd3b09fedd82721ad9af7fcfb
portalid	...
receivable	205.95
reference	mopt_559cea94b80ea49
response_state	TSOK
sequencenumber	1
txaction	paid
txid	...
txtime	1436347029
userid	67110657

TRANSACTIONSTATUS-FORWARDING-LOG

If errors occur during the forwarding of transaction status messages, these can be displayed in a separate system log and downloaded if necessary.

You activate logging in the "Transaction Status Forwarding" configuration area.

☒ Zurücksetzen
 ☒ Speichern

Allgemein
 Adressüberprüfung
 Bonitätsprüfung
 Paymentstatus
 Transaktionsstatusweiterleitung

Transaktionsstatusweiterleitung

Mehrere URLs können durch ; getrennt angegeben werden.

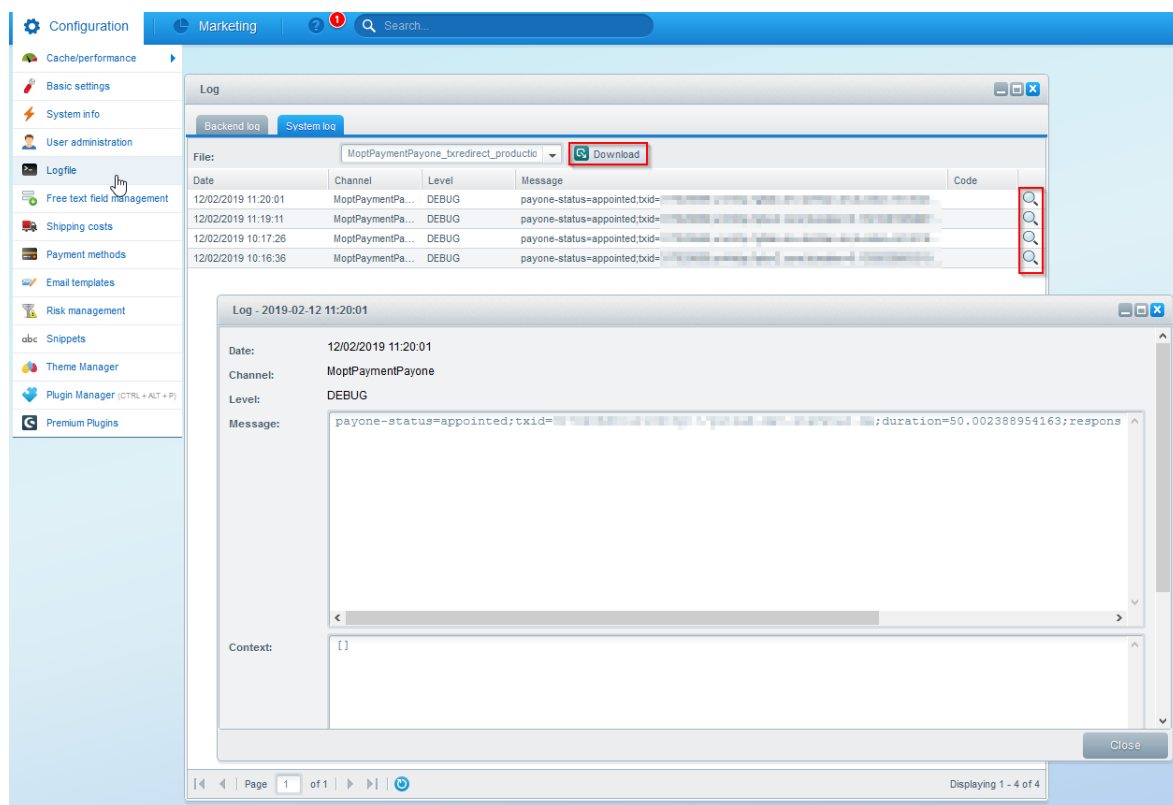
Logging: Ja

Appointed:

Capture:

Paid:

You can then view and download the current forwarding logs under Configuration —> Logfile in the System Log tab:



HELP & SUPPORT

Do you have any bugs or suggestions to improve the code of the extension? Open an issue in our Github repository: <https://github.com/payone-gmbh>

If you have any questions regarding the installation or use of the BS PAYONE Extension, please contact our Technical Support at the following contact details:

email	tech.support@bspayone.com
Phone	+49 431 259 68-500
Merchant Service	for billing and contract issues
email	merchantservice@bspayone.com
Phone	+49 431 259 68-200

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