

D O L L A R S   O N   T H E   N E T<sup>®</sup>

# Payment Module for Zen Cart

## User Guide

A series of overlapping, wavy, translucent purple lines that sweep across the lower half of the page from left to right.A logo consisting of a series of purple circles of varying sizes arranged in a curved, arc-like pattern.

Dollars  
on the net<sup>®</sup>

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Shift4® Zen Cart Payment Module User Guide

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Thank you for choosing the Shift4 Payment Module for Zen Cart. Leveraging proprietary Shift4 technologies including i4Go® and DOLLARS ON THE NET®, this integration affords Zen Cart users like you the security and PCI scope-reduction benefits of an outsourced tokenization solution while maintaining all the benefits of keeping the customers' checkout process on your own site. Below, we've highlighted a few of the many features and benefits of i4Go and DOLLARS ON THE NET. As you begin to use these products in conjunction with Zen Cart, we are confident you will be pleased with the results.

**About DOLLARS ON THE NET®**

The challenges and opportunities your business presents need a payment solution that can answer both. For just pennies per transaction, DOLLARS ON THE NET offers unbeatable cost savings and security in one flexible package.

Thousands of merchants rely on Shift4's DOLLARS ON THE NET for fast, accurate, and secure transactions. An enterprise-wide solution, DOLLARS ON THE NET features the most advanced fraud controls, auditing tools, and true bank- and processor-neutrality. Get the best rates available, maintain operational integrity with multiple POS and PMS set-ups, and achieve the lowest breach profile possible with DOLLARS ON THE NET.

**About i4Go®**

i4Go is a browser-embedded application that protects cardholder data in "click-and-mortar" environments – e-commerce business environments with browser-based applications integrating both online (Web site) and/or onsite (kiosk, SaaS) technologies. i4Go safely and securely integrates into both card-present and card-not-present environments at the point of sale, saving the merchant the burden of storing cardholder data. Because no cardholder data is being stored, processed, or transmitted by the merchant's site or hosting provider, the scope of PCI is largely reduced.

**About Shift4®**

Shift4 is a company that not only understands the technology of payment processing, but also the credit card industry as a whole, including expanding security regulations, evolving transaction regulations, and the wide array of costs associated with each card type. As the leading payment gateway, we can offer you services and tools that no one else can, like security and assistance with PCI compliance, an outsourced solution for all your payment processing needs, help in navigating changing regulations and requirements, and a robust accounting application that can provide you with a real-time view of your expanding enterprise.

## Installing and Configuring the Shift4 Payment Module

### Requirements

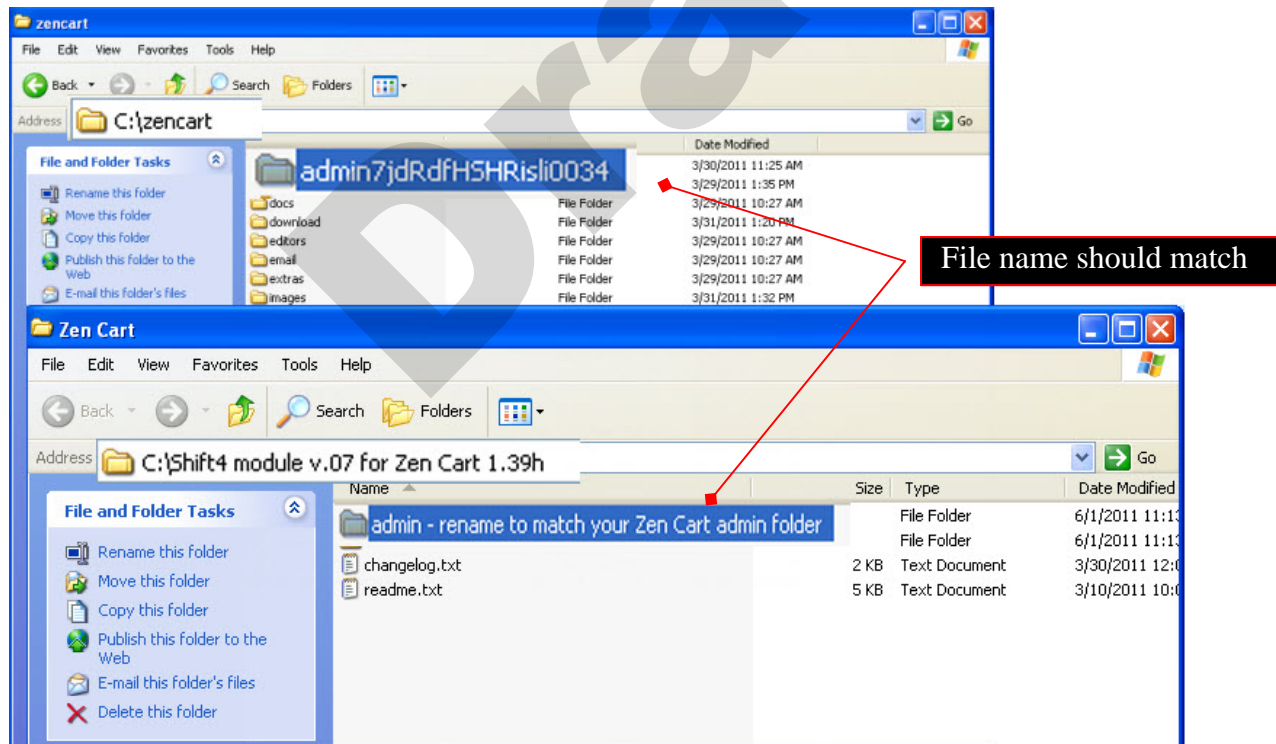
- A working installation of Zen Cart v1.3.9h with secure (https) checkout enabled
- PHP 5.3.x with cURL (libcurl) installed and enabled
- MySQL 5.x
- Apache 2.2
- A valid SSL certificate
- Shift4 Corporation's DOLLARS ON THE NET® and i4Go® accounts



**WARNING!** To make a change to the code will void the certification. Shift4 cannot be held responsible and is not liable for any cost or lack of productivity incurred should changes be made.

### Module Installation

1. Download [http://www.shift4.com/downloads/s4pm\\_zencart.zip](http://www.shift4.com/downloads/s4pm_zencart.zip), save the file on your computer and open it.
2. Rename the Shift4 module's *admin* folder to match the *admin* folder name in your Zen Cart installation.

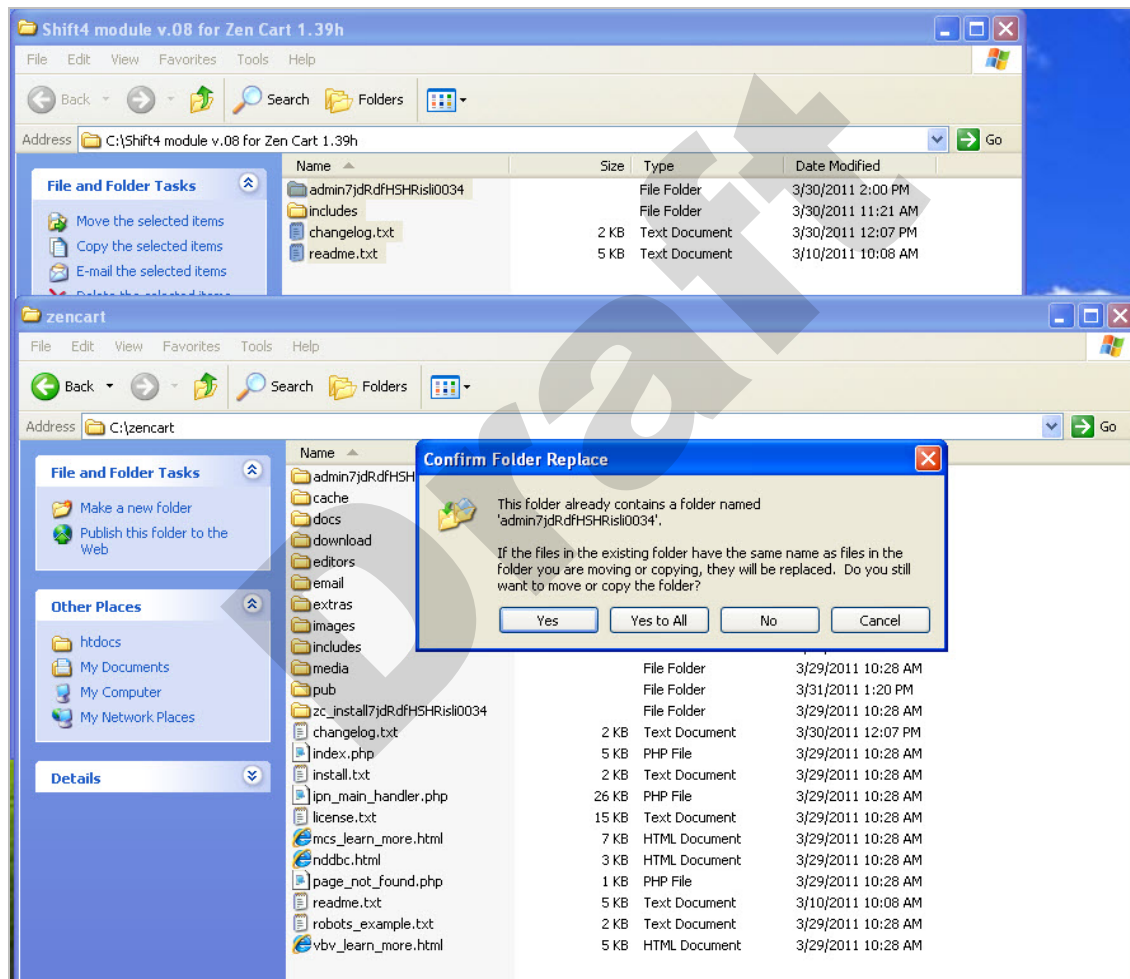


3. Create a backup of the Zen Cart files. We suggest creating a backup of the entire Zen Cart folder by doing a full copy and paste to a different folder location and name (e.g., *C:\Zen Cart Backup*).



**WARNING!** Make sure a backup of the Zen Cart files has been created before you proceed. The installation of the Shift4 payment module will add files and overwrite some of the existing Zen Cart files. The rest of the Zen Cart files and folders will remain in their current state and location. Refer to *Shift4readme.txt* for the list of added and modified files and folders.

4. Select all files and folders in the Shift4 module and copy to the root of the Zen Cart installation.



5. Confirm overwriting the Zen Cart files with the Shift4 module files.
6. Contact Shift4 at [http://www.shift4.com/contact\\_us.cfm](http://www.shift4.com/contact_us.cfm) to set up your accounts.

## Module Configuration

1. Log in to the Zen Cart administration site: <http://<your-site>.com/<name-of-admin-folder>>.
2. Select **Modules > Payment**.
3. From the list of modules, click **Shift4: Secure Payment Processing**.

NOTE: You have no payment modules activated. Please go to Modules->Payment to configure.

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Wed, 01 Jun 2011 14:25:22 -0700GMT [10.0.2.82]

Admin Home | Online Catalog | Support Site | Version | Logoff

Configuration | Catalog | Modules | Customers | Locations / Taxes | Localization | Reports | Tools | Gift Certificate/Coupons | Extras

### PAYMENT MODULES

Modules	Sort Order	Orders Status	Action
Authorize.net (3DP)	authorize.net		
Authorize.net (ADM)	authorize.net_adm		
Authorize.net - eCheck	authorize.net_echeck		
Cash on Delivery	cod		
The Zen Cart FREE Credit CARD	freeshopper		
FirstData/Linkpoint/InsuPay API	linkpoint_api		
Check/Money Order	moneyorder		
PayPal Website Payments Standard - 3PM	PayPal		
PayPal Website Payments Pro	PayPal		
PayPal Express Checkout	PayPal		
Shift4: Secure Payment Processing	Shift4		

Click Shift4 module

Click install

Shift4: Secure Payment Processing

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E-Commerce Engine Copyright © 2003-2011 Zen Cart™  
Zen Cart v1.3.9h/v1.3.9h

4. Click **install**.
  5. Click **edit** to configure settings.
- Note:** If you click **remove**, the module will be uninstalled and your settings will be lost.

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Wed, 17 Aug 2011 11:29:40 -0700GMT [10.0.2.82]

Admin Home | Online Catalog | Support Site | Version | Logoff

Configuration | Catalog | Modules | Customers | Locations / Taxes | Localization | Reports | Tools | Gift Certificate/Coupons | Extras

### PAYMENT MODULES

Modules	Sort Order	Orders Status	Action
Authorize.net (3DP)	authorize.net		
Authorize.net (ADM)	authorize.net_adm	0 Pending	
Authorize.net - eCheck	authorize.net_echeck		
Cash on Delivery	cod	0 default	
The Zen Cart FREE Credit CARD	freeshopper		
FirstData/Linkpoint/InsuPay API	linkpoint_api	0 Pending	
Check/Money Order	moneyorder		
PayPal Website Payments Standard - 3PM	PayPal		
PayPal Website Payments Pro	PayPal		
PayPal Express Checkout	PayPal	5 Processing	
Shift4: Secure Payment Processing (not configured)	Shift4	0 default	

Click edit

Shift4: Secure Payment Processing (not configured)

remove edit

Shift4: Secure Payment Processing

Enable Shift4 Module  
Enabled

Processing Mode  
Testing

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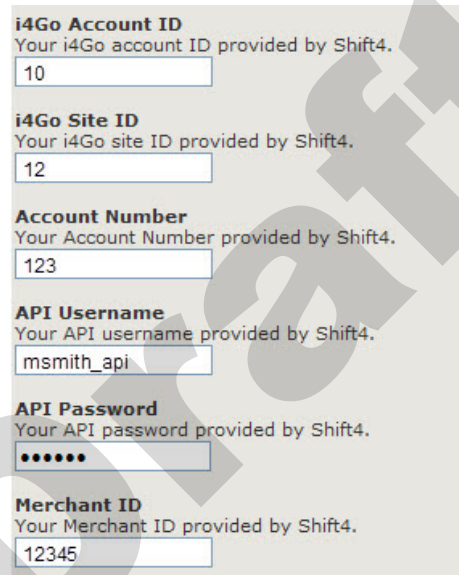
6. Select **Enabled** to enable Shift4 payment module.



7. Select your Processing Mode:
  - If you are ready to configure the module for **Live** mode, go to *Configuring the Shift4 Payment Module for Live Mode* section.
  - If you desire to test, select **Demo** and click **update**. It is not necessary to create a Shift4 account or configure settings when in Demo mode. Create demo orders and view them from the **Customers > Orders** page. Try various types of transactions like sale, settle, or refunds on the demo orders you created. The *Demo Trigger Values* section will help you create transactions for your desired responses.

## Configuring the Shift4 Payment Module for Live Mode

1. Change the Processing Mode to **Live**. You will need to obtain user accounts from Shift4.
2. Type the account information provided to configure the module.



**i4Go Account ID**  
Your i4Go account ID provided by Shift4.

**i4Go Site ID**  
Your i4Go site ID provided by Shift4.

**Account Number**  
Your Account Number provided by Shift4.

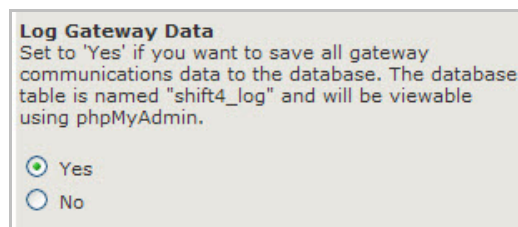
**API Username**  
Your API username provided by Shift4.

**API Password**  
Your API password provided by Shift4.

**Merchant ID**  
Your Merchant ID provided by Shift4.

Sample Account Credentials

3. Configure the remaining options to your desired module settings and click **update**.
4. Set the Log Gateway Data to **Yes** to log all gateway responses in the file, **Shift4.log**.



**Log Gateway Data**  
Set to 'Yes' if you want to save all gateway communications data to the database. The database table is named "shift4\_log" and will be viewable using phpMyAdmin.

☒ Yes  
☐ No

5. Click **update** when done.
6. Configure your i4Go settings (refer to *Configuring i4Go for Zen Cart* section for instructions).
7. Live transactions can be viewed at <http://www.dollaronthenet.net>.

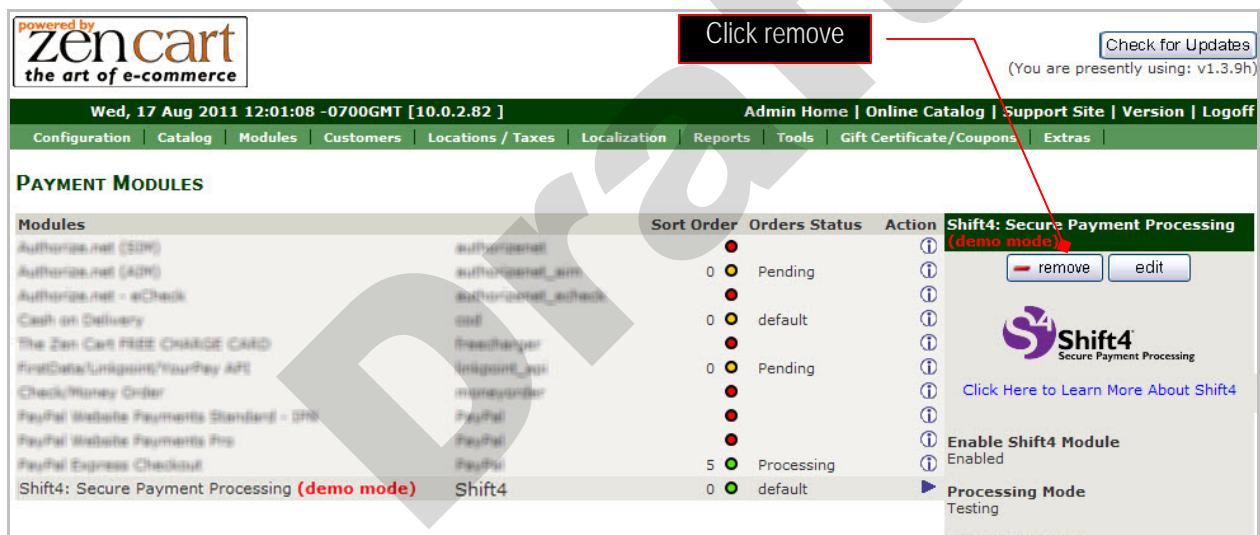
## Upgrading and Removing Shift4 Payment Module

### Module Upgrade

Shift4 encourage you to check out our download page on the Zen Cart site or go to <http://www.shift4.com> periodically for updates or upgrade releases most especially if you are planning to upgrade to a new Zen Cart version. As a precaution, we advise not to upgrade to a new Zen Cart version until Shift4 releases an updated module or confirms that the existing one works with Zen Cart's latest version.

### Uninstalling the Module

1. Log in to the Zen Cart administration site: <http://<your-site>.com/<name-of-admin-folder>>.
2. Select **Modules > Payment**.
3. From the list of modules, click **Shift4: Secure Payment Processing**.
4. Click **remove**. The module will be uninstalled and the settings will be lost. Database information and log files will not be removed.



The screenshot shows the Zen Cart administration interface. At the top, there's a header with the Zen Cart logo and navigation links. Below that, a green bar contains the date and time, and a row of navigation tabs including 'Configuration', 'Catalog', 'Modules', 'Customers', 'Locations / Taxes', 'Localization', 'Reports', 'Tools', 'Gift Certificate/Coupons', and 'Extras'. The 'Modules' tab is selected, leading to the 'PAYMENT MODULES' section. A table lists various payment modules. The 'Shift4: Secure Payment Processing (demo mode)' module is highlighted in green. To its right, there's a detailed view of the module, showing the Shift4 logo, a 'Click Here to Learn More About Shift4' link, and a section titled 'Enable Shift4 Module' with a status of 'Enabled'. Below this, there's a 'Processing Mode' section with a status of 'Testing'. A red box labeled 'Click remove' points to the 'remove' button in the 'Action' column of the module list.

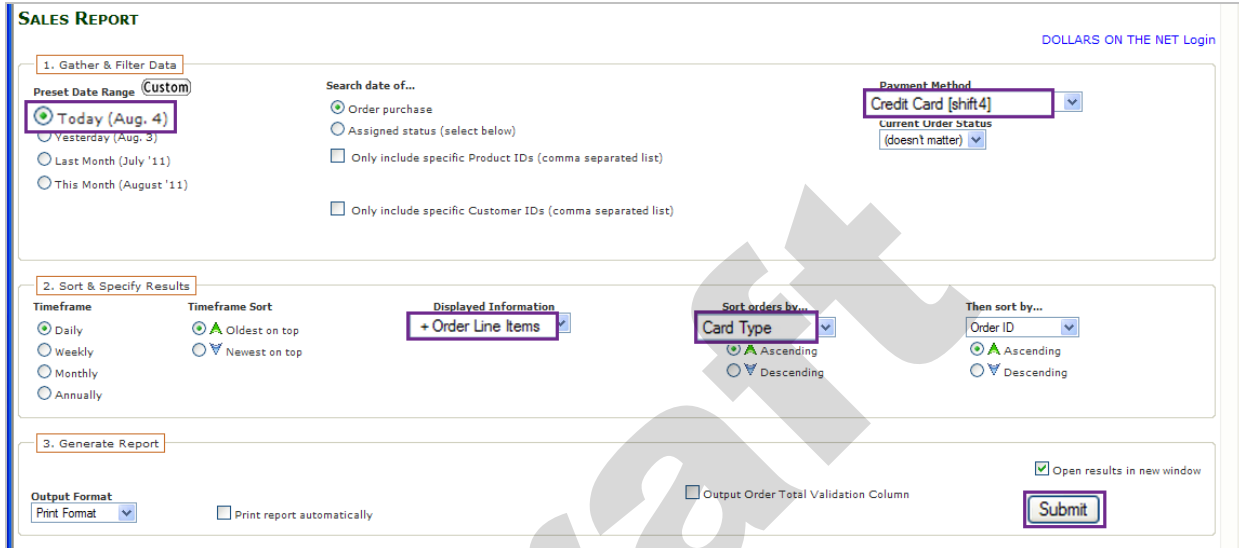
Modules	Sort Order	Orders Status	Action
Authorize.net (32P)	0	Pending	<a href="#">i</a>
Authorize.net (32P)	0	Pending	<a href="#">i</a>
Authorize.net - eCheck	0	default	<a href="#">i</a>
Cash on Delivery	0	default	<a href="#">i</a>
The Zen Cart FREE CHARGE CARD	0	Pending	<a href="#">i</a>
FirstData/Unigoint/YourPay API	0	Pending	<a href="#">i</a>
Check/Money Order	0	Pending	<a href="#">i</a>
PayPal Website Payments Standard - 3P	5	Processing	<a href="#">i</a>
PayPal Website Payments Pro	5	Processing	<a href="#">i</a>
PayPal Express Checkout	5	Processing	<a href="#">i</a>
Shift4: Secure Payment Processing (demo mode)	0	default	<a href="#">i</a>



## Reporting

These options are useful for daily auditing with Shift4's DOLLARS ON THE NET.

1. Select **Reports > Sales Report**.
2. Select your desired date(s).
3. Select **Credit Card [shift4]** from the Payment Method list.



4. Select the desired information and sorting type (if applicable).  
To sort by credit card type:
  - From Displayed Information, select **+Order Line Items**. Selecting this setting will display the Shift4 invoice number, last four digits of the card number, and card type for each order.
  - From Sort Orders by..., select **Credit Cart Type**.
 To get the daily statistics, select **Timeframe Statistics** from Displayed Information.
5. Select your output format and click **Submit**.



If timeouts occur anywhere in the transaction process, they will appear in a **Timeout Report**. Shift4 has powerful features that enable transactions to go through even when there are interruptions at various points. The Timeout Report allows the user to verify in DOLLARS ON THE NET if the transaction went through, and determine the status of those transactions and respond accordingly.

## Sample Sales Report:

SALES REPORT

08/01/2011 THRU 08/04/2011

Date of order creation

Daily timeframes sorted asc

Displaying + Order Line Items

Payment Method: Credit Card

Timeframe	Num Orders	Num Products	Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Total			
8-1-2011	2	2   Diff: 2	\$304.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$310.00			
Order ID	2 Customer	Num Products	Shift4 Invoice	Card #	Card Type	1 Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Order Total
466	cart, zen	1   --	0000000564	*****1111	Visa	\$4.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$10.00
467	cart, zen	1   --	0000000565	*****1111	Visa	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$300.00
Timeframe	Num Orders	Num Products	Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Total			
8-2-2011	8	21   Diff: 2	\$983.70	\$6.30	\$6.30	\$25.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$1,015.00			
Order ID	2 Customer	Num Products	Shift4 Invoice	Card #	Card Type	1 Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Order Total
468	cart, zen	1   --	0000000597	*****1111	Visa	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$300.00
470	cart, zen	6   (same)	0000000603	*****1111	Visa	\$27.90	\$2.10	\$2.10	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$35.00
471	cart, zen	1   --	0000000607	*****1111	Visa	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$300.00
472	cart, zen	1   --	0000000612	*****1111	Visa	\$4.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$10.00
473	cart, zen	1   --	0000000613	*****1111	Visa	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$300.00
474	cart, zen	1   --	0000000617	*****1111	Visa	\$4.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$10.00
475	cart, zen	9   (same)	0000000624	*****1111	Visa	\$41.85	\$3.15	\$3.15	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$50.00
476	cart, zen	1   --	0000000507	*****1111	Visa	\$4.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$10.00
Timeframe	Num Orders	Num Products	Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Total			
8-3-2011	-- NO ORDERS IN TIMEFRAME --												
Timeframe	Num Orders	Num Products	Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Total			
8-4-2011	3	3   Diff: 2	\$604.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$610.00			
Order ID	2 Customer	Num Products	Shift4 Invoice	Card #	Card Type	1 Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Order Total
477	cart, zen	1   --	0000000649	*****1111	Visa	\$4.65	\$0.35	\$0.35	\$5.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$10.00
478	cart, zen	1   --	0000000651	*****1111	Visa	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$300.00
479	cart, zen	1   --	0000000656	*****1111	Visa	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$300.00
Timeframe	Num Orders	Num Products	Goods Value	Goods Tax	Order Rec. Tax	Shipping	Discounts	Gift Cert. Sold	Gift Cert. Used	Total			
4 Timeframes	13	26	\$1,893.00	\$7.00	\$7.00	\$35.00	\$0.00   Qty: 0	\$0.00   Qty: 0	\$0.00   Qty: 0	\$1,935.00			

SHIFT4 ORDER TIMEOUTS

Date	Customer	Shift4 Invoice	Card #	Card Type	Order Total
8-1-2011 4:04 pm	zen cart	0000000579	*****1111	Visa	\$111.40
8-1-2011 12:40 pm	zen cart	0000000570	*****1111	Visa	\$202.67
8-2-2011 8:47 am	zen cart	49400083422	*****1111	Visa	\$111.40
8-2-2011 8:47 am	zen cart	96867543	*****1111	Visa	\$111.40
8-2-2011 8:48 am	zen cart	12348437800	*****1111	Visa	\$111.40
8-2-2011 8:49 am	zen cart	11111123476	*****1111	Visa	\$111.40
8-2-2011 10:22 am	cart, zen	0000124598	*****1111	Visa	\$111.40
8-2-2011 10:22 am	cart, zen	318200057	*****1111	Visa	\$111.40
8-4-2011 1:16 pm	cart, zen	0000000521	*****1119	Visa	\$112.00
8-4-2011 1:16 pm	cart, zen	0000000521	*****1119	Visa	\$112.00
Total					\$1206.47

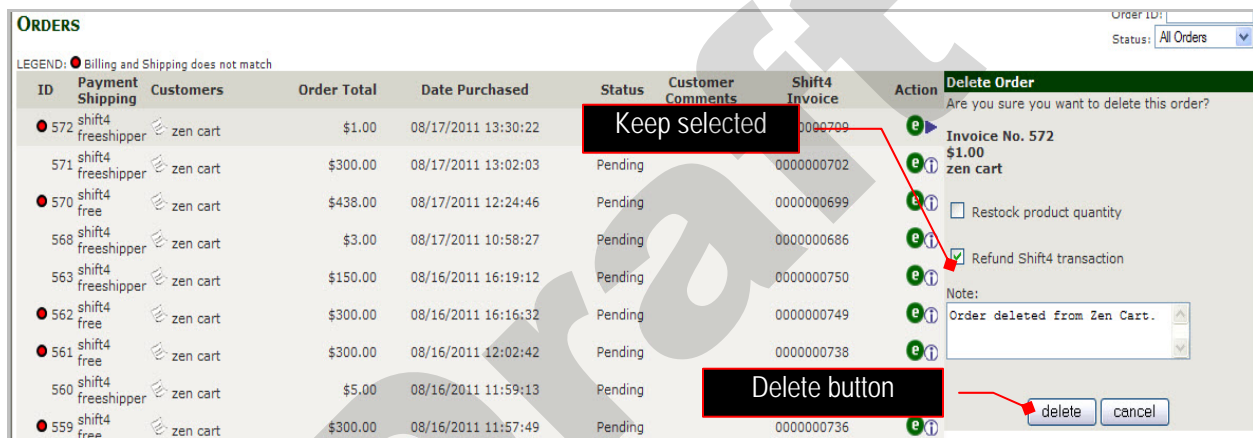
## Deleting an Order

To delete an order:

1. Select **Customers > Orders**.
2. Click the transaction to be deleted.
3. On the Delete Order pane, select the desired actions associated with the deletion.



Keep the **Refund Shift4** transaction box selected so that all the associated transactions will be refunded or voided. Zen Cart will determine if a refund or void will be made. If you clear the check box, any associated transaction will still exist in DOLLARS ON THE NET and will need to be manually handled within DOLLARS ON THE NET.



**ORDERS**

Order ID:  Status:

LEGEND: ● Billing and Shipping does not match

ID	Payment Shipping	Customers	Order Total	Date Purchased	Status	Customer Comments	Shift4 Invoice	Action
572	shift4 freeshipper	zen cart	\$1.00	08/17/2011 13:30:22			000000700	<input checked="" type="checkbox"/> Keep selected
571	shift4 freeshipper	zen cart	\$300.00	08/17/2011 13:02:03	Pending		000000702	<input type="checkbox"/>
570	shift4 free	zen cart	\$438.00	08/17/2011 12:24:46	Pending		000000699	<input type="checkbox"/>
568	shift4 freeshipper	zen cart	\$3.00	08/17/2011 10:58:27	Pending		000000686	<input type="checkbox"/>
563	shift4 freeshipper	zen cart	\$150.00	08/16/2011 16:19:12	Pending		000000750	<input type="checkbox"/>
562	shift4 free	zen cart	\$300.00	08/16/2011 16:16:32	Pending		000000749	<input type="checkbox"/>
561	shift4 free	zen cart	\$300.00	08/16/2011 12:02:42	Pending		000000738	<input type="checkbox"/>
560	shift4 freeshipper	zen cart	\$5.00	08/16/2011 11:59:13	Pending			<input type="checkbox"/>
559	shift4 free	zen cart	\$300.00	08/16/2011 11:57:49	Pending		000000736	<input type="checkbox"/>

**Delete Order**

Are you sure you want to delete this order?

Invoice No. 572  
\$1.00  
zen cart

☐ Restock product quantity

☒ Refund Shift4 transaction

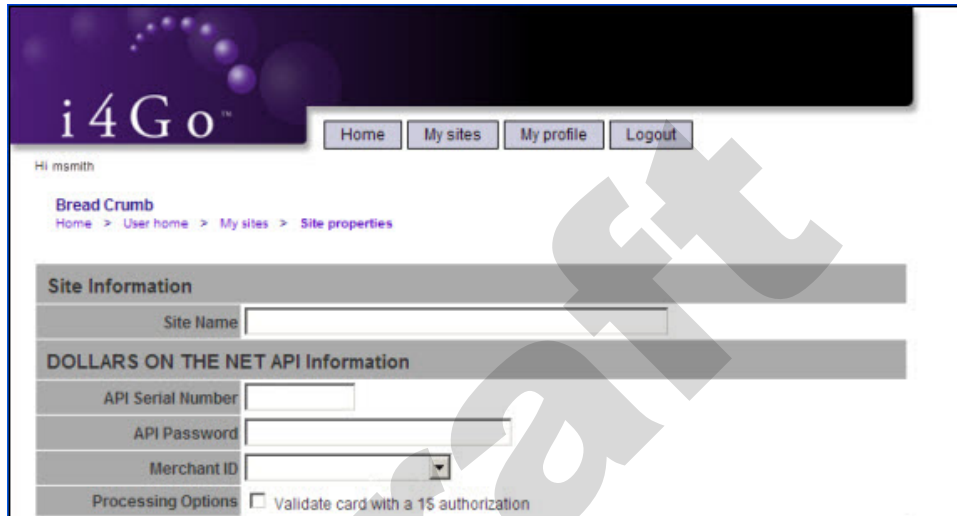
Note:  
Order deleted from Zen Cart.

4. Click delete.

## Configuring i4Go®

When a cardholder enters their card information into the Shift4 Payment module, their information is sent directly to i4Go, where it is tokenized so that your system will never see the real card number. This protects both the cardholder and the merchant. To configure i4Go for your site:

1. Log in to i4Go using the accounts provided to you by Shift4.
2. On the **Home** page, click **My sites**.
3. On the **My sites** page, click **Add a new site**.



The screenshot shows the i4Go user interface. At the top, there's a navigation bar with 'Home', 'My sites', 'My profile', and 'Logout'. Below this, a breadcrumb trail reads 'Home > User home > My sites > Site properties'. The main form is titled 'Site Information' and contains several sections: 'Site Name' with a text input field, 'DOLLARS ON THE NET API Information' with fields for 'API Serial Number', 'API Password', and 'Merchant ID' (a dropdown menu), and 'Processing Options' with a checkbox for 'Validate card with a 1\$ authorization'.

4. On the **Add site** page, add the following information:
  - DOLLARS ON THE NET API information
  - Site Return Information
  - Payment Types AcceptedDetails for adding the above information will be explained in the next section.
5. Click **Submit**.

### DOLLARS ON THE NET® API Information

The *DOLLARS ON THE NET API Information* section contains the information you must provide in order to synchronize your DOLLARS ON THE NET account information with the site you are adding.

**Note:** If you do not have your DOLLARS ON THE NET API information, contact Shift4 Customer Service at (702) 597-2480, option 2.

DOLLARS ON THE NET API Information	
API Serial Number	<input type="text"/>
API Password	<input type="password"/>
Merchant ID	<input type="text"/>
Processing Options	<input type="checkbox"/> Validate card with a 15 authorization

1. In the **API Serial Number** box, type your DOLLARS ON THE NET **Account Number**.
2. In the **API Password** box, type your password.
3. In the **Merchant ID** list, select the merchant ID.
4. Leave the **Validate card with \$1 authorization** box clear.

## Site Entry Information

**Note:** These fields should be left blank.

Site Entry Information	
Referrer	<input type="text"/>
Entry Password	<input type="password"/>

## Site Return Information

The *Site Return Information* section contains two sets of request responses, one for successful transactions and one for failed transactions. The URLs are unique for each merchant store. For example:

*http://<full-domain-name/path-to-storefront>/index.php?main\_page=checkout\_payment* where

*<full-domain-name>* is the domain name of your Zen Cart store

*<path-to-storefront >* is the path where Zen Cart is installed

## Successful Requests

Site Return Information	
Successful Requests	Success URL
	onLoad (javascript)
	Server-to-Server Post URL

- In the **Success URL** box, you should have the URL from your Zen Cart store
- Leave the **Use POST** check box clear
- Select the **Allow URL Override** check box

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External NDA

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- Leave the **onLoad (javascript)** box blank
- Leave the **Server-to-Server Post URL** box blank

## Failed Requests

Failed Requests	Failure URL	https://full-domain-name/path-to-storefront/index.php?main_page=checkout_payment
	onLoad (javascript)	<input type="checkbox"/> Use POST <input checked="" type="checkbox"/> Allow URL Override
	Server-to-Server Post URL	

- In the **Failure URL** box, you should have the URL from your Zen Cart store
- Do not select **Use POST**
- Select **Allow URL Override**
- Leave the **onLoad (javascript)** text box blank
- Leave the **Server-to-Server Post URL** text box blank

## Page Look & Feel and User Prompts

**Note:** Leave the defaults for these sections.

Page Look & Feel	
Company Logo	<input type="text"/> <input type="button" value="Browse..."/>
<small>Important Note: Some templates allow the logo to be virtually any size, other templates expect the logo to be a specific size. The logo size requirements as well as how and where the logo is displayed is dependent upon the template chosen.</small>	
Template	Purple to Black Thin i4Go Header w/logo on black
Color Scheme	Black on White
Body Width	
Success Message	Standard message
Failure Message	Standard message
User Prompts	
Cardholder Name	<input type="checkbox"/> Display <input type="checkbox"/> Require
Street Address	<input checked="" type="checkbox"/> Display <input checked="" type="checkbox"/> Require
Postal Code	<input checked="" type="checkbox"/> Display <input checked="" type="checkbox"/> Require
CVV2/CVC/CID	<input checked="" type="checkbox"/> Display <input checked="" type="checkbox"/> Require
Card Type	Prompt using drop-down
Expiration Date	<input checked="" type="radio"/> Free form <input type="radio"/> Drop down menus



## Payment Types Accepted

This section contains the list of commonly used credit, debit, and gift cards. Select **Yes** for each payment card type your store will accept for purchases.

Payment Types Accepted	
American Express <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Diners Club <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Discover <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
JCB <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
MasterCard <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Visa <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Standard Gift Card (including IT'S YOUR CARD) <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Non-Standard Gift Card <input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No

## Demo Trigger Values

Shift4's demo or test server simulates connectivity to a credit card processing network and returns processor-like responses to credit card transactions. The test host can be triggered for specific responses that will allow you, the merchant, developer, or site/store administrator to properly adjust the code or settings for errors and other failures.

The log information that contains the transaction responses can be seen on the database table **shift4\_log**. In order to see the log information on the Shift4 payment module panel, set the Log Gateway Data to **Yes** before creating demo order transactions.

<b>Log Gateway Data</b> Set to 'Yes' if you want to save all gateway communications data to the database. The database table is named "shift4_log" and will be viewable using phpMyAdmin.  <input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Debug Mode</b> Enabling debug mode logs information about each failed transaction in a separate file in the Cache folder and can be emailed to the store owner. These files can be deleted manually, or in the Store Manager page (Tools > Store Manager: 'Cleanup Debug Log Files')  <input type="radio"/> Off <input checked="" type="radio"/> Log File <input type="radio"/> Log and Email

Desired Response	Specified Values
Authorized	Transaction amount <= \$500.00
Declined	Transaction amount is > \$500.00
Transaction delay	<p>Transaction amount is \$111.xx where xx is the number of seconds the transaction response will be delayed</p> <p>Example: \$111.70 = delays the response for 70 seconds</p> <p>Transaction amount is \$112.xx where xx is the number of seconds the transaction response will be complete after a timeout from:</p> <ul style="list-style-type: none"> <li>• Processor – 112.xx</li> <li>• Referral – 511.xx</li> <li>• Decline – 1111.xx</li> </ul> <p><b>Note:</b> Zen Cart will re-transmit the request only once if no response is returned by Shift4 after 30 seconds. If there is no response, Zen Cart displays a connection error with the payment gateway.</p>
Address match only	<p>Set Enforce Address Validation to <b>Enforce</b></p> <p>Billing Street Address or Zip Code starts with <b>65</b></p>
No address or zip match	<p>Set Enforce Address Validation to <b>Enforce</b></p> <p>Billing street address or Zip Code starts with <b>78</b></p>
Address unavailable	<p>Set Enforce Address Validation to <b>Enforce</b></p> <p>Billing Street Address or Zip Code starts with <b>85</b></p>
Match	CVV2 field contains <b>333</b> or <b>3333</b>
No match	<p>CVV2 field contains any of the following: 444, 4444, 555, 5555, 666, 6666, 777, 7777</p> <p>All other values generate a random response</p>

If you were able to send these transactions without receiving any warnings or errors, the demo testing was successful.

## Troubleshooting

*An SQL error displayed when I clicked the **install** button.*

This is most likely caused by a problem with the database. The Shift4 module uses Zen Cart's existing database settings. Re-copy the Shift4 module's files to your Zen Cart installation folder.

*In the Order Details page, the **settle/refund** forms are missing.*

The Shift4 payment module is not installed. Click **install** and select **Enable** to activate Shift4 payment module.

*In the Order Details page, the **settle/refund** forms are disabled.*

Either the transaction has been voided or the current mode of the payment module doesn't match with that of the transaction when it was made (e.g., current mode is in *live* and the transaction was made in *demo* mode). In cases like this, a warning message is displayed on the upper part of the Order Details page. Change the Shift4 module's processing mode accordingly.

*In the Order Details page the following message was displayed: "There was an error getting the transaction status from Shift4."*

This is caused by any of the following: incorrect module settings, Internet connectivity problem, or there is a problem with Shift4 servers. Verify that you have configured your module settings correctly. If your settings are correct, try checking your Internet connectivity. If everything's working on your side, contact Shift4 Support at (702) 597-2480, option 2.

*In the Order Details page, one of the transaction functions (**settle** or **refund**) fails.*

This is caused by any of the following: incorrect module settings, Internet connectivity problem, or there is a problem with Shift4 servers. Verify that you have configured your module settings correctly. If your settings are correct, try checking your Internet connectivity. If everything's working on your side, contact Shift4 Support at 702.597.2480, option 2.

*The credit card form is not in the Payment page.*

The Shift4 payment module is either not installed or not enabled. Click **install** and select **Enable** to activate the Shift4 payment module.

***While checking out, the following message was displayed: “There was a problem communicating with the credit card processor.”***

This is caused by any of the following: incorrect module settings, Internet connectivity problem, an issue with your setup at Shift4, an unforeseen issue at Shift4, or cURL is disabled on the Web server hosting Zen Cart. Verify that you have configured your module settings correctly. If your settings are correct, try checking you Internet connectivity. If everything's working on your side, contact Shift4 Support at 702.597.2480, option 2.

***While checking out, the shopper was taken to the i4Go page.***

This is caused by conflicts with your i4Go settings. Make sure that your i4Go settings are properly configured.

***While doing some testing in demo mode, all my transactions are declined even though I followed the trigger values for returning successful transactions.***

After submitting payment, look at the confirmation page and take note of the credit card number being displayed. If the credit card number shows a value of \*\*\*\*\*0000, then the checkout process is not submitting the card information to i4Go. Most likely, the Shift4 module file:

*includes/templates/template\_default/templates/tpl\_checkout\_payment\_default.php*, which determines where the payment form is submitted, was overwritten. Here's what you can do:

1. Create a backup of your files and re-install the Shift4 Payment module, or just re-install the file: *tpl\_checkout\_payment\_default.php*.
2. If you made some coding customization in the said file, merge your version with the Shift4 version of the file. The Shift4 version contains indications which sections should not be overwritten.

***Sales Report numbers generated from the Zen Cart Sales Report feature do not match with those from the DOLLARS ON THE NET.***

Delete demo transactions from the Delete Order page or ensure that there are no demo transactions included in your chosen report's date range.

***In the Sales Report page, there is no Shift4 option under the Payment Method list.***

The Shift4 option will not display under the Payment Method list until a transaction has been processed using the Shift4 module.

***A page does not fully load or is not loading at all.***

Check the **cache** folder and read the latest log files to determine what file caused the error. If the problem involves a Shift4 module file, call Customer Support at 702.597.2480, option 2.

*More solutions to problems not specified above:*

- If you install Zen Cart upgrades or other payment modules after installing Shift4 module, ensure that the Shift4 module files were not overwritten. If they were, you will need to re-install the Shift4 module.
- If you made any modifications to the Shift4 module's code, undo the changes or re-install the payment module.
- Determine the cause of the problem by uninstalling the Shift4 payment module and verifying everything works normally without the Shift4 payment module.
- If all else fails, re-install the Shift4 payment module.

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