Card payment Redsys
(Refunds, click to pay…)

Introduction

This tutorial will guide to you to install and configure the Card payment Redsys module.

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How to install the module

The installation of the module is very easy, once you have downloaded the .zip from the Addons account who purchased the module (from the Downloads section), it can be done by 2 different ways:

- From Backoffice:

1. Going to the “Modules” section and selecting “Add new module”
2. Select the .zip file downloaded from Addons
3. Click in the “Add” button
4. Search the module in the modules list and click in the “Install” button

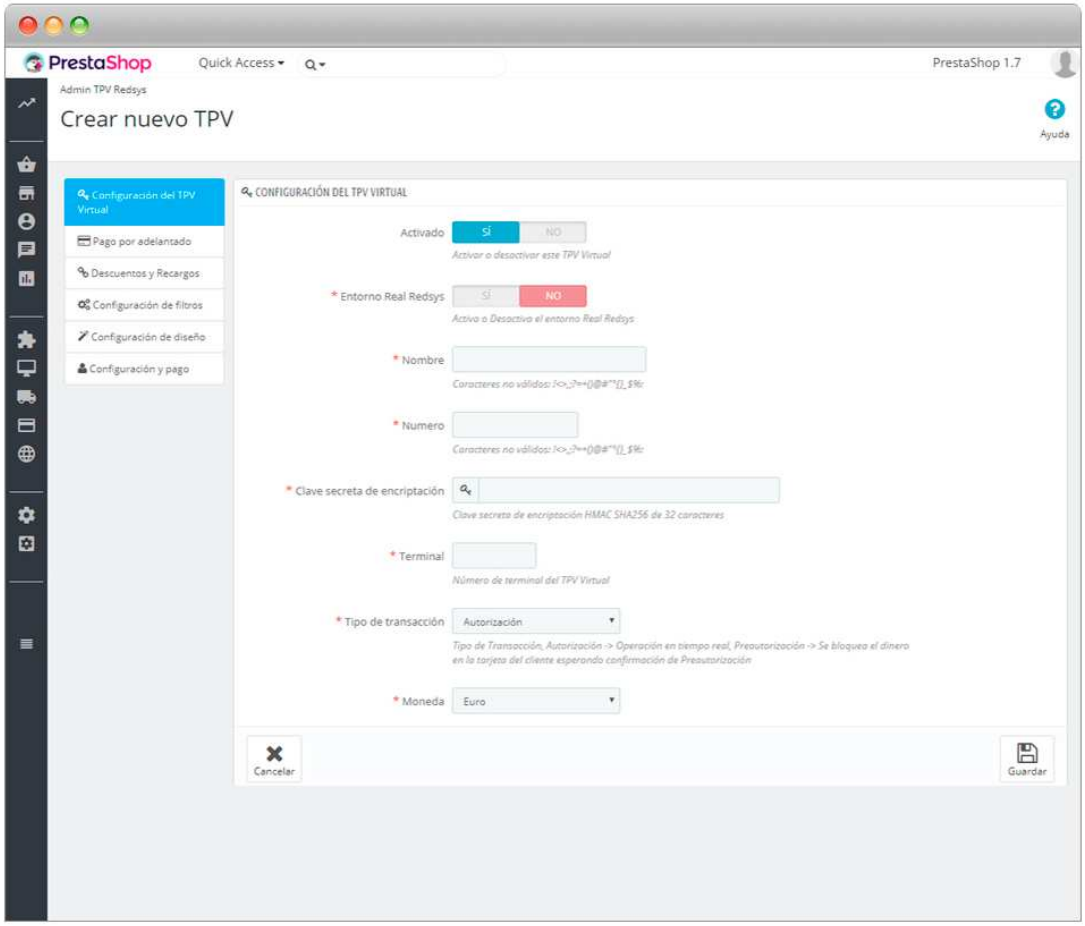
- By FTP:

1. Descomprime el fichero .zip descargado desde Addons
2. sube la carpeta "redsys" en la ruta "/modules" de tu tienda
3. Busca el módulo en el listado y haz click en "Instalar"

How to configure the mdoule

Basic configuration

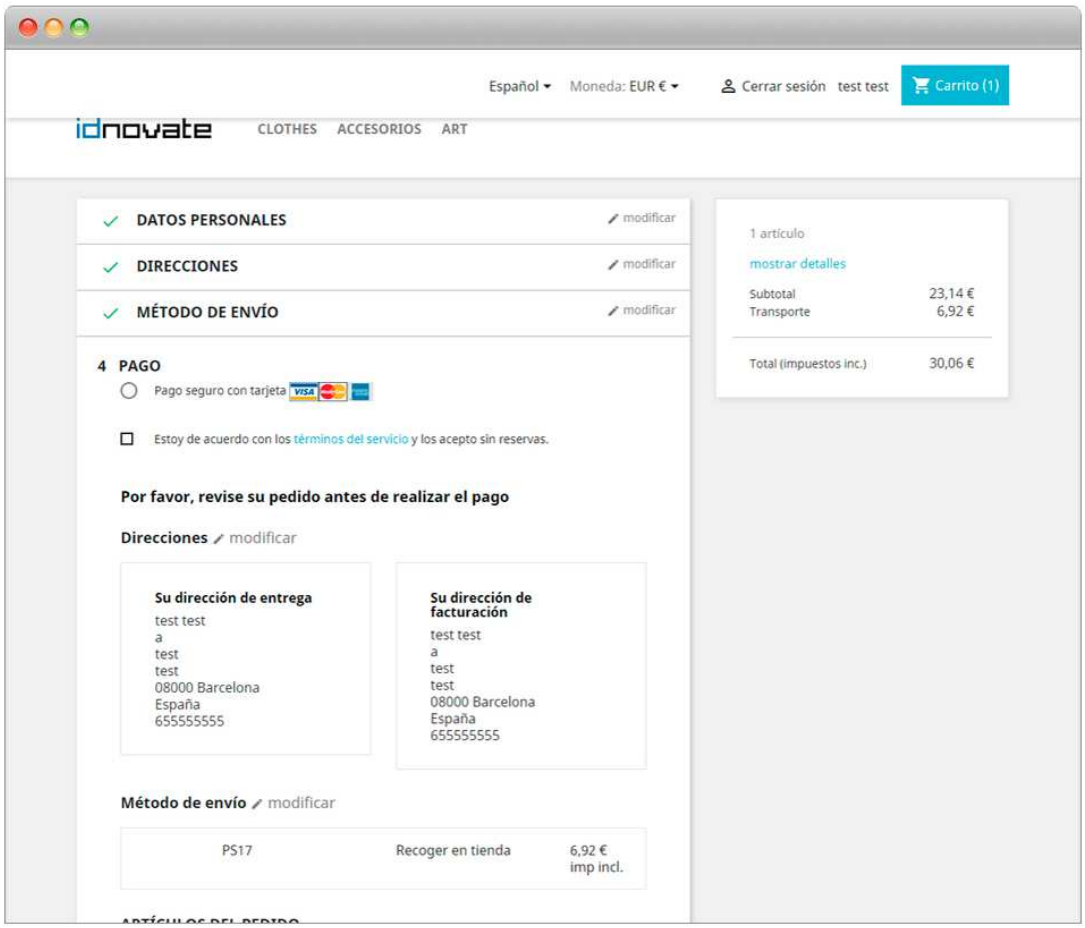
The basic module configuration requires the configuration information from the Redsys virtual POS hired with your bank. When you go to the module configuration, you can add the Virtual POS configuration, click in the “New” button in the top right position in the configuration page.



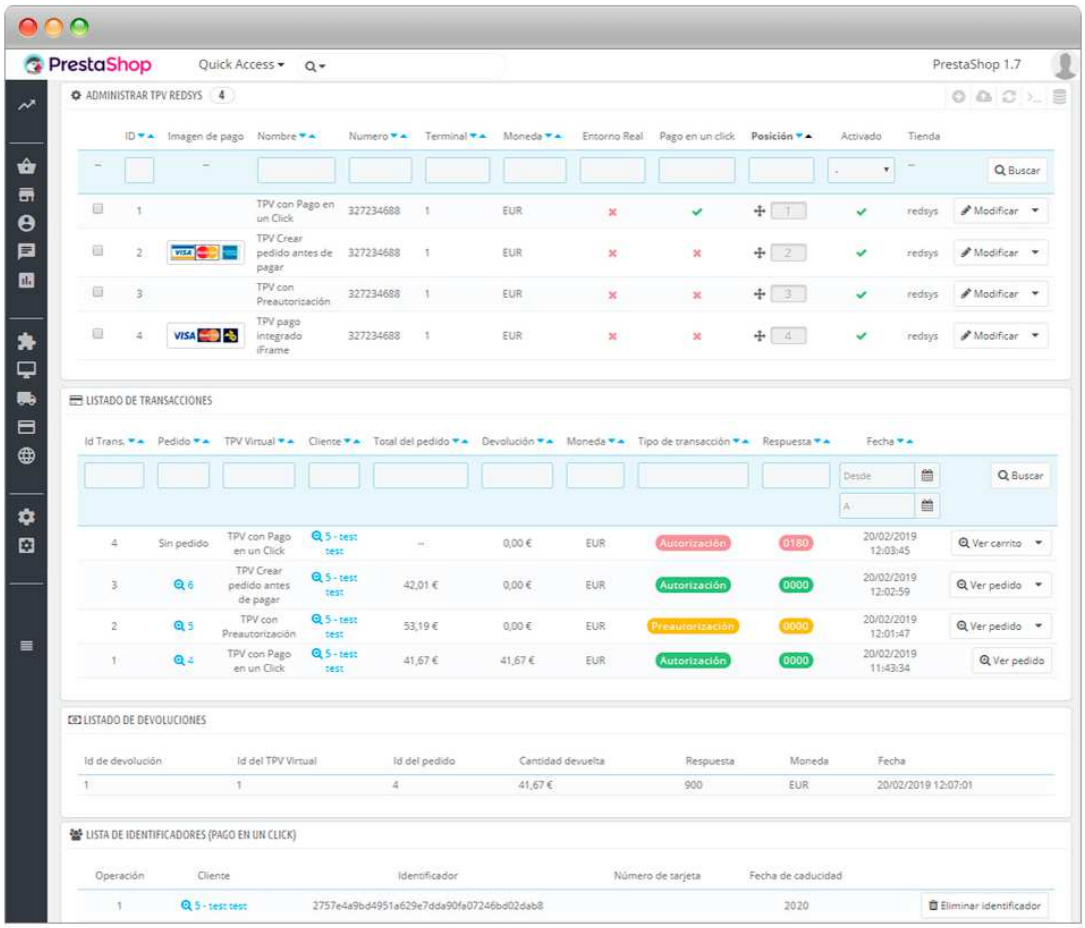
Insert the information sent from your bank:

- Name
- Number (commerce code)
- Secret encryption key (32 characters key)
- Terminal
- Transaction type (Authorization is the usual payment type, Preauthorization blocks the amount until the preauthorization confirmation is sent)
- Currency (the currency which the Virtual POS has been created

Once this information has been added, the card payment method is ready to use, in the Checkout you will see the method (see screenshot):

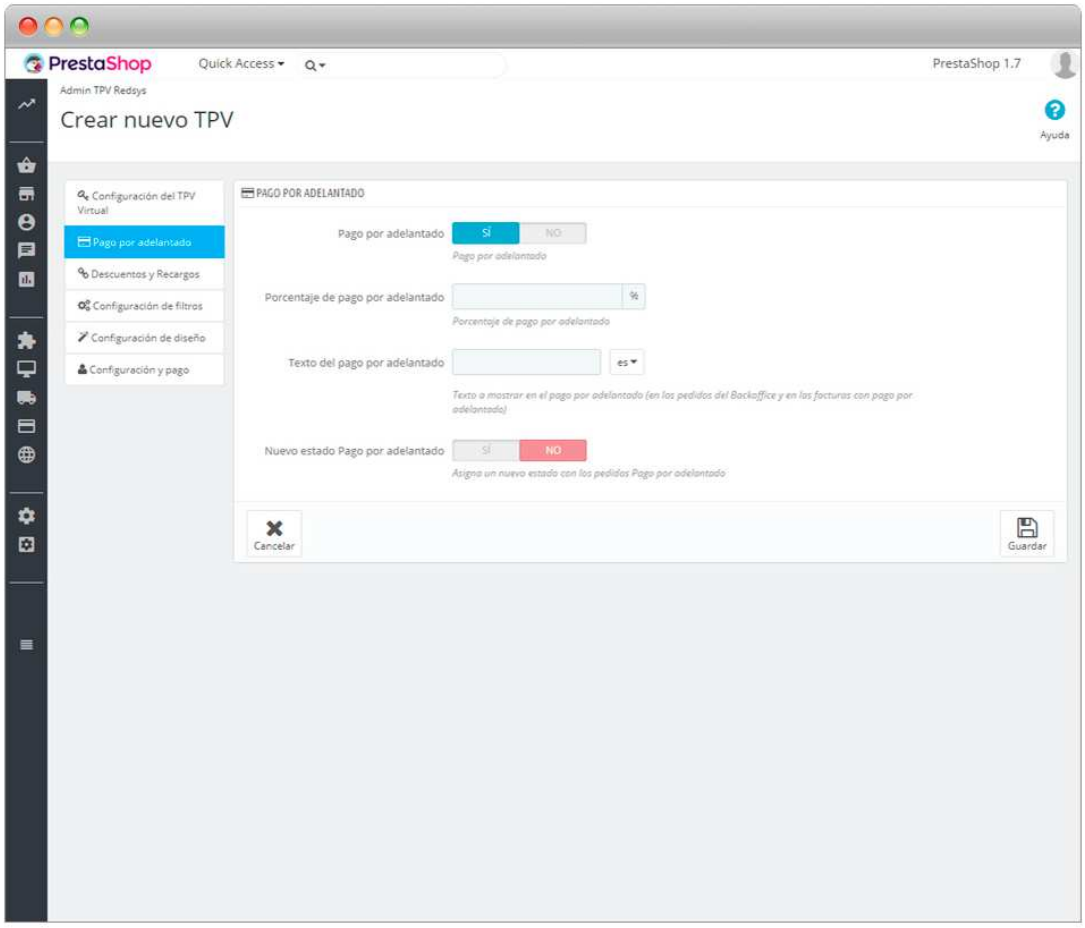


In the module configuration, you will see the list of the Virtual POS created, also you can see the transactions list, the refunds list and the click to pay identifiers list.



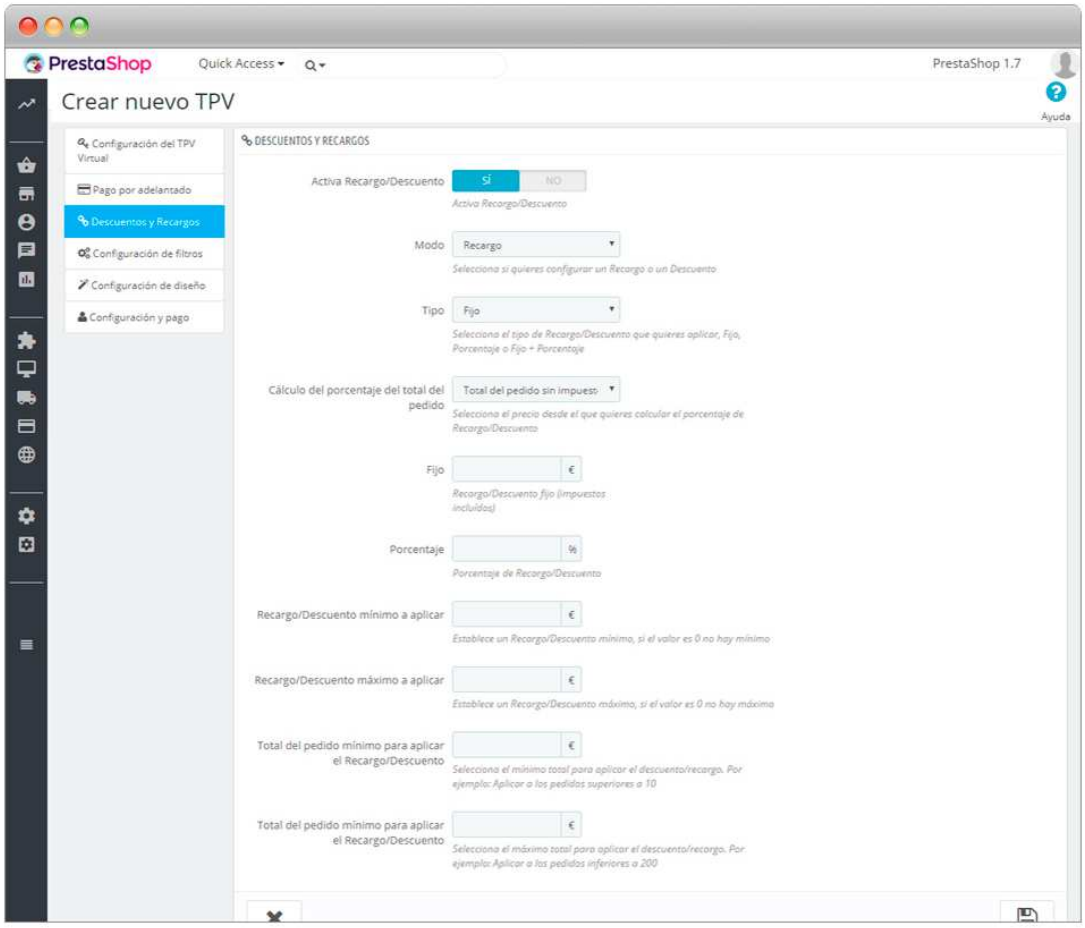
Advanced payment

Enabling the advanced payment you can configure a percentage that will be send to Redsys to make the payment and the rest of the order amount will be pending (it will be managed with other payment methods like Bankwire or Cash on delivery for example). Very useful for products that needs a previous payment to reserve it and pay the rest when it's available.



Discounts and fees

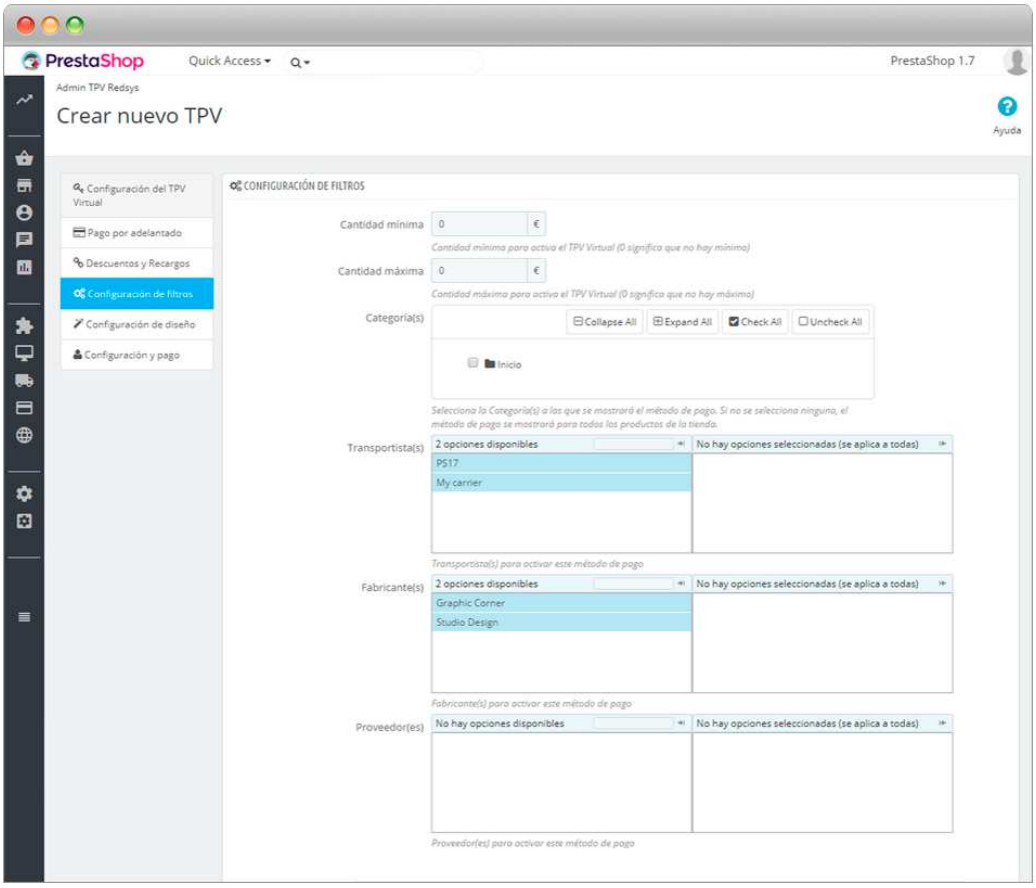
Apply discounts and/or fees for the use of the card payment method that provides the module. You can configure the discount and the fees by percentage from the order total (with or without taxes) or if you prefer, you can define a fixed amount of discount and fee.
This new item will be displayed in the totals summary (cart and checkout), in the order and in the invoice.

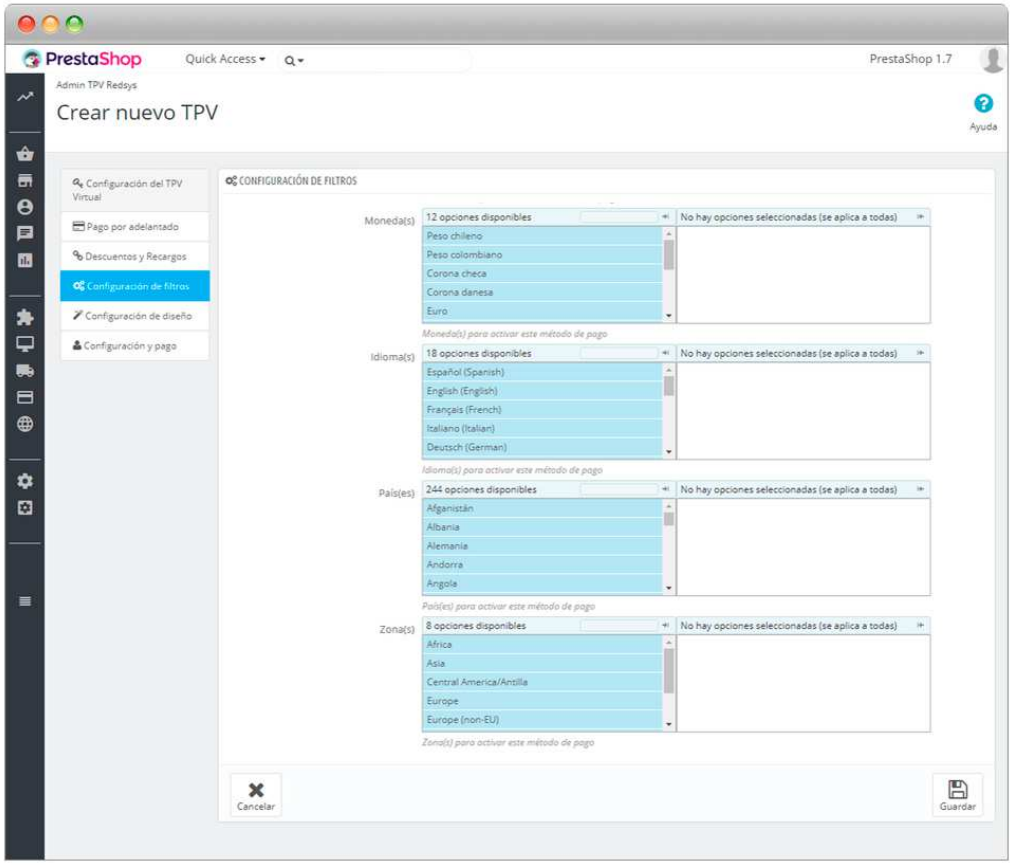


Filters and conditions

You can configure filters and conditions to show or hide the card payment method, for example:

- Show the card payment method only for an specific carrier
- Hide the card payment method to an specific country or countries





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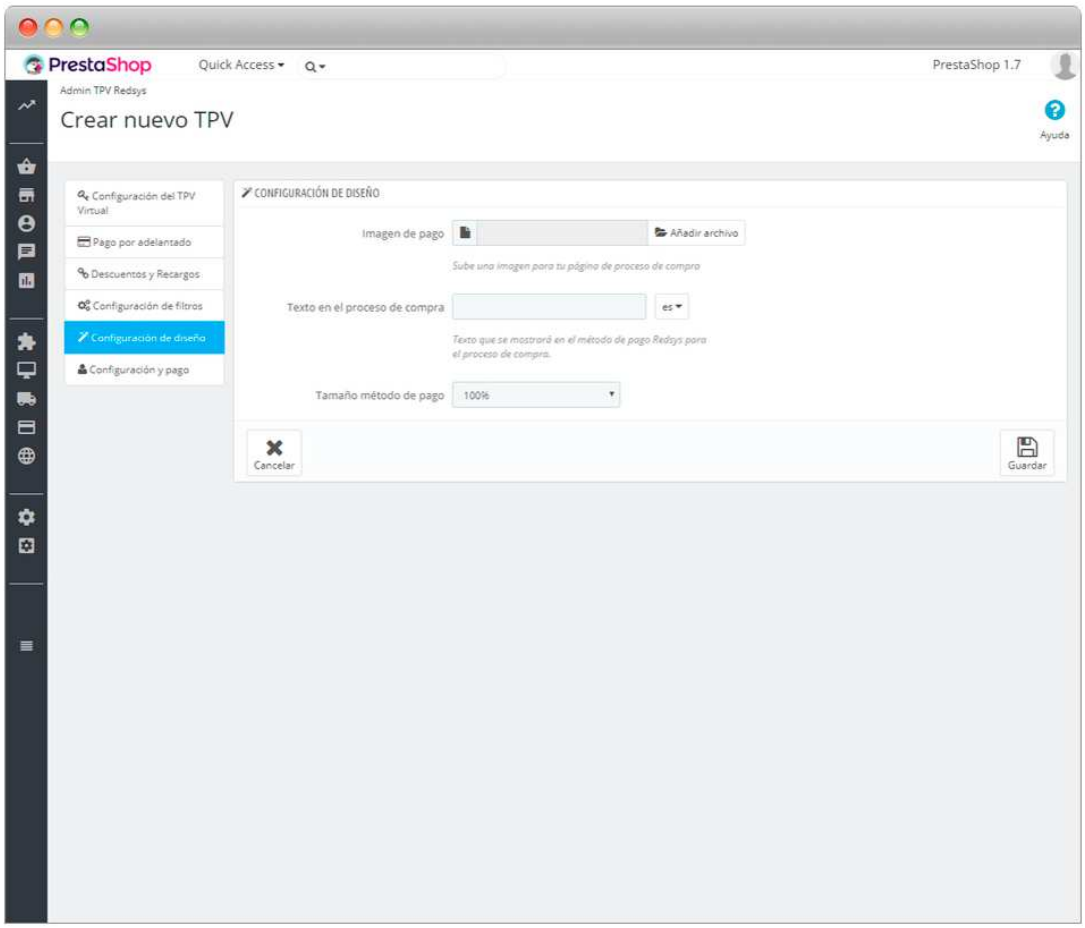
Design

In the design tab you can define the checkout text, the size and the logo for the payment method.

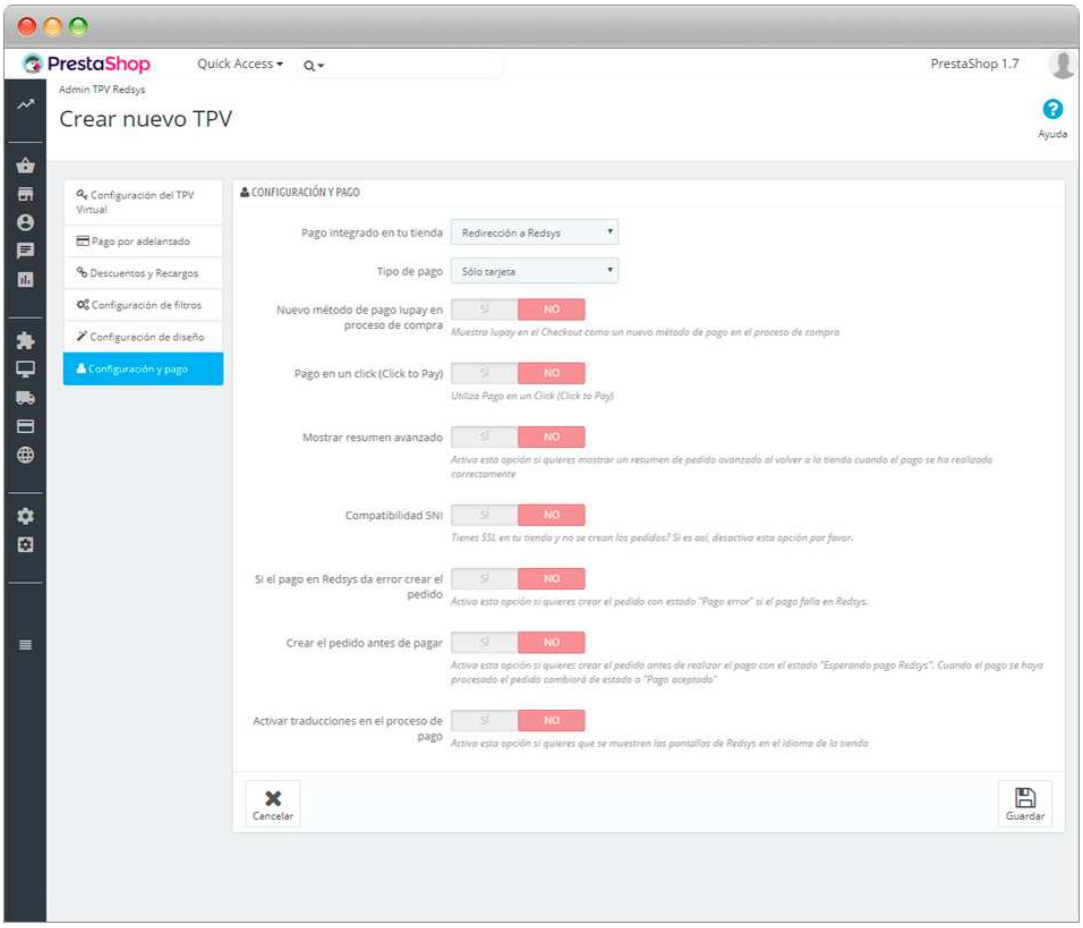


Payment options configuration

In the last tab of the module configuration you will have the payment configuration options, the featured options are:

- Integrated payment option: You can select if you want to redirect to Redsys to make the payment or show the payment gateway inside of an iFrame in your own store.
- Click to Pay: the module has the Click to Pay feature to allows to the customer to save and use again the card information for the next purchases in the store. In the response page, the module show a popup and the customer decide if they want to save the card or not.
- Create the order before payment: The module has a very practice feature to create the order in the store before the payment. It means that you will not have the problems anymore with the products stock (when 2 or more customers go to the payment gateway with the same low stock product in the cart). When the order is created before the payment, a new state “Waiting

Redsys payment” is assigned to this order, when the payment process ends, this state change to “Payment accepted” or “Payment error” depending on the final result of the operation.



Practical cases and most common errors

Payment is successful but the order is not created

1. If the store works by HTTPS, you have to try activating the "SNI Compatibility" option in the "Settings and payment" tab. If it was activated, it is necessary to try disabling it.

2. The store must be accessible from the internet (it can't be in maintenance or have an active .htpasswd)

3. Checking the "Notifications" of the control panel of Redsys will be able to see if there is any additional error.

Real: https://canales.redsys.es
Test: https://sis-t.redsys.es:25443/canales/

The Virtual POS is configured but the payment method doesn't appear in the Checkout

1. Review of the filters activated in the configuration, it's possible that it's filtered and doesn't appear

2. Review of the payment configuration of PrestaShop, it may be necessary to activate the module for any carrier, currency or country.

When you go to make the payment, an error appears

This error can be caused by several reasons (sometimes the error code isn't displayed) so we should verify that:

1. The number of commerce and the terminal sent are correct, they exist in the environment (Test or Real)

2. The secret code entered is 32 characters (Recommendation: access to the Redsys control panel, check the key in the options of the commerce, copy and paste it into the configuration of the module, avoiding problems when writing it by some confusing character) .

3. If the option "One click payment" is activated, it is necessary that this functionality is also activated in the Virtual POS (in Redsys), if not, this error may appear to pay. In Test, all Virtual TPVs have it activated, when passing to Real it is when it can appear, you should try disabling the option in the module and see if that is the reason.

The click to pay Popup doesn't appear when the payment is finished

1. There's a Javascript error on the PrestaShop order confirmation page

2. The Virtual POS is not sending the parameters in the URLs, it's necessary to access to the configuration in Redsys (canales.redsys.es) and verify that "Send parameters in the URLs" is set to YES.