

# Paysafe Checkout: WooCommerce

**Merchant Guide** 

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# Introduction

With Paysafe's global expertise in payments, we're the ideal partner for WooCommerce merchants looking to transform everyday transactions into exceptional customer experiences.

The Paysafe Checkout allows you to accept payments via credit and debit cards, Apple Pay, Skrill and Neteller Wallets, Paysafecard and Paysafecash.

- Global coverage, transact worldwide and grow your business
- · Quick and easy sign-up for a merchant account
- White-labeling functionality and customization that gives you the power to build your own checkout experience
- Built-in fraud protection
- Fully PCI compliant checkout solution
- · Full and partial refunds supported
- Saved cards in Customer Vault
- Tokenization

# **Features**

#### Card payments

The Paysafe Payments API supports Cards as a Payment Instrument. You can process credit cards, and debit cards and save or tokenize them on a Customer Profile to charge customers later.

The Payments cater to the following needs for cards:

- Payment Instrument: Credit cards, Debit cards
- Cards Supported: Visa, Visa Debit, Visa Electron, Visa Prepaid, American Express, Mastercard, Mastercard Debit (Maestro), Mastercard Prepaid, Discover.
- Transaction types: Payments, Refunds
- Payment authentication: Dynamic 3D Secure 2 (ready for Strong Customer Authentication)

## Popular APMs

- Neteller
- Skrill
- Paysafecash
- Paysafecard

## Canceling the Payment

Payment can be canceled in two ways by changing the order status to Canceled.

The first case is when the payment is only authorized, in which a Void transaction is issued to cancel the authorization.

The second case is canceling the settlement for authorized and captured transactions that have not yet been settled in the payment gateway.

#### Refunds

The extension supports automatic refunds, meaning refunds can be processed directly in WooCommerce without the need to access the merchant portal.

#### Card Payment with Settlement

By default, the extension is configured to authorize and capture payments simultaneously.

#### Card Payment with Delayed Settlement

It is also possible to authorize payments and perform a manual capture later. Learn more about these two transaction methods here.

#### Capture an Authorized Payment

Manual capture is supported through the extension by simply changing the order status.

#### Saving Card Details during Checkout

The extension supports saving payment details for future use. Customers who choose to save their payment details can use them for future purchases, requiring only CVV confirmation for such transactions.

# Post-Purchase Payment for an Order

Customer can complete payment for an order if the initial payment attempt was unsuccessful.

# **Installing and Configuring Extension**

Follow the instructions below to install the Paysafe Checkout extension:

#### 1. Download the extension

- Download the extension from the official Paysafe GitHub account <u>here</u>.
- Click the Code menu and select Download ZIP to download the extension in ZIP format.

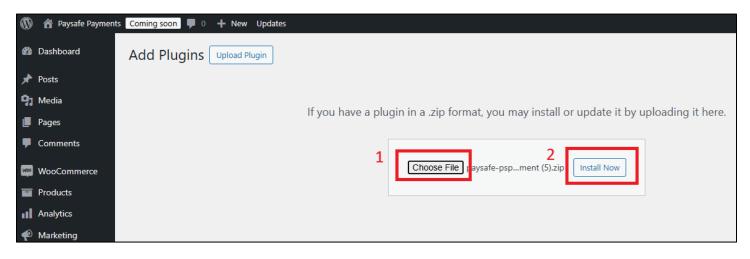
#### 2. Upload and install the plugin

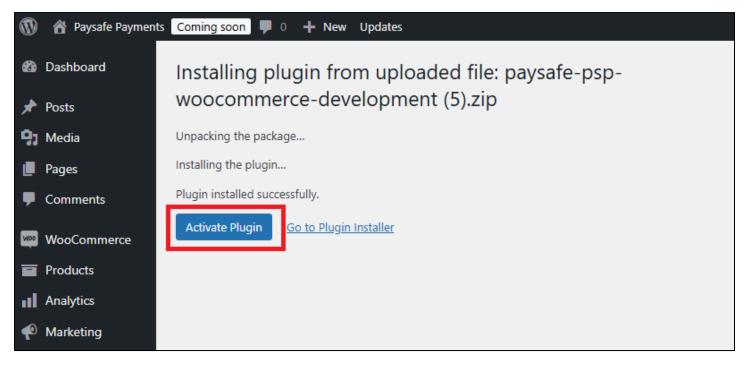
- In the WordPress admin dashboard, go to the Plugins menu and click Add New Plugin.
- Click the Upload Plugin button, then select Choose File and locate the ZIP file you just downloaded from GitHub.
- Click Install Now. On the next screen, click Activate Plugin.
- The Paysafe Payment plugin should now appear in the list of installed plugins.

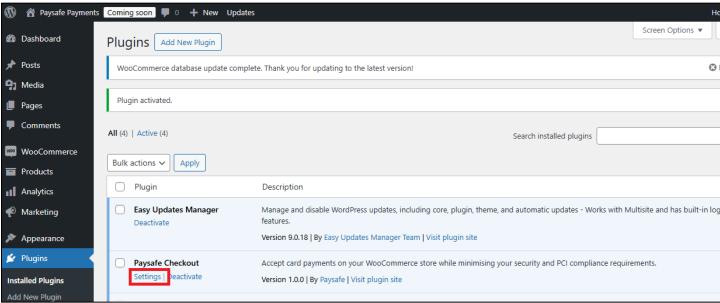
#### 3. Access and configure the settings

- Click Settings to begin configuring the plugin.
- Alternatively, you can access the plugin under the WooCommerce menu: go to
  the Settings page and click the Payments tab. From there, you can adjust the plugin
  settings, change the order, enable/disable it, or complete the configuration.

Once installed, your Paysafe Checkout extension will be ready for setup.







# Setting Up the Extension

Follow the instructions below to create a new Paysafe test account:

#### 1. Create a test account

- a. Use this link to create your test account and fill in all required details.
- b. Important: Your email address must be a business email. Emails from public domains like Gmail may not be accepted.

#### 2. Login

- a. Once your test account is created, you'll receive an email with a login link.
- b. Use the username and password you set during account creation to log in.

#### 3. Get your API Keys

- a. Navigate to "Developer" > "API KEY" to get your API keys.
- b. You'll need both the Public API Key and the Private/Secret API key
- c. To get your Secret Key, you need to reauthenticate with the password (highlighted in the image below)
- d. Copy both Public and Secret Keys (highlighted in the second image below)

#### 4. Enter API Keys in Paysafe Checkout Extension

- a. Enter both API keys under the Test Environment Credentials section in the extension settings (highlighted in the third image below).
- b. Make sure to input the key for both the private and public keys (Single-Use Token).

## 5. Save the Settings

a. After saving the details, if the API keys are correctly entered, a Payment Methods section will appear at the bottom of the Settings page.

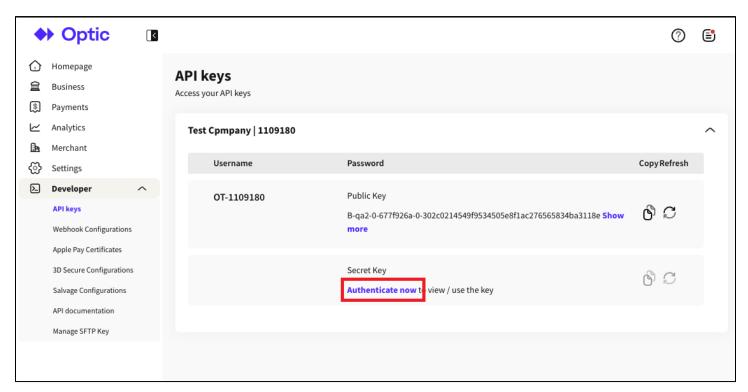
#### 6. Configure Payment Methods

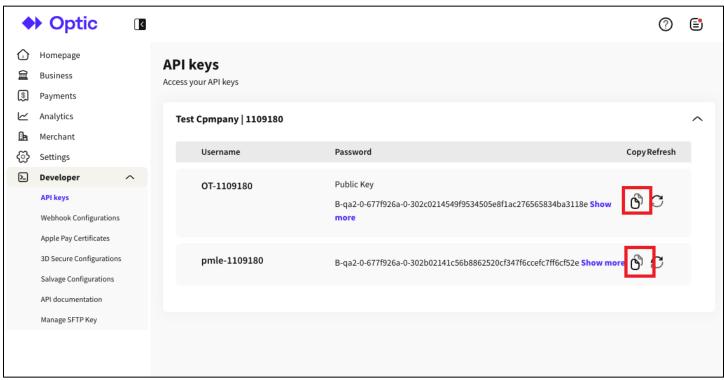
- a. Configure the Credit Cards/Card Payments method.
- b. If you have multiple accounts for the same currency, select the account you wish to use for processing transactions.

Note: If you are using **Netbanx Portal**, the procedure is very similar. You can find your keys under "Settings->API keys". Each time you create or update an API key, a security token will be sent to your email, which you'll need to enter.

If you follow these steps correctly, your test account should be fully set up and ready for use.

Detailed steps and more information about the test instructions can be found <u>here</u>.







Settings		Activity	Finish setup
Test Environment Credentials			
Configure your Test Environment crede	entials.		
Private API key	Private API key token provided by Paysafe. Do not share your private API key. It should not be used for client-server communication.	unication,	only for
Public API key	Public API key token provided by Paysafe. Public API key used for integration with Paysafe Checkout. This key is accessible visible in data traffic between Paysafe Payments and Paysafe Checkout. Do not use this key for connecting to the Paysafe Payments and Pay		
Live Environment Credentials  Configure your Live Environment crede	entials.		
Private API key	Private API key token provided by Paysafe. Do not share your private API key. It should not be used for client-server commsecure backend-backend communication.	unication,	only for
Public API key	Public API key token provided by Paysafe. Public API key used for integration with Paysafe Checkout. This key is accessible visible in data traffic between Paysafe Payments and Paysafe Checkout. Do not use this key for connecting to the Paysafe Payments and Paysafe Checkout.		

# **Quick Start Guide**

#### Start a Payment

- Go to your store and add an item to your cart.
- Proceed to checkout and enter the required details, such as email and shipping/billing address.
- Select Paysafe Checkout as the payment method.
- If you've chosen Test Mode, test card details will be displayed. Copy the card number and click the Pay button.

#### Complete the Payment

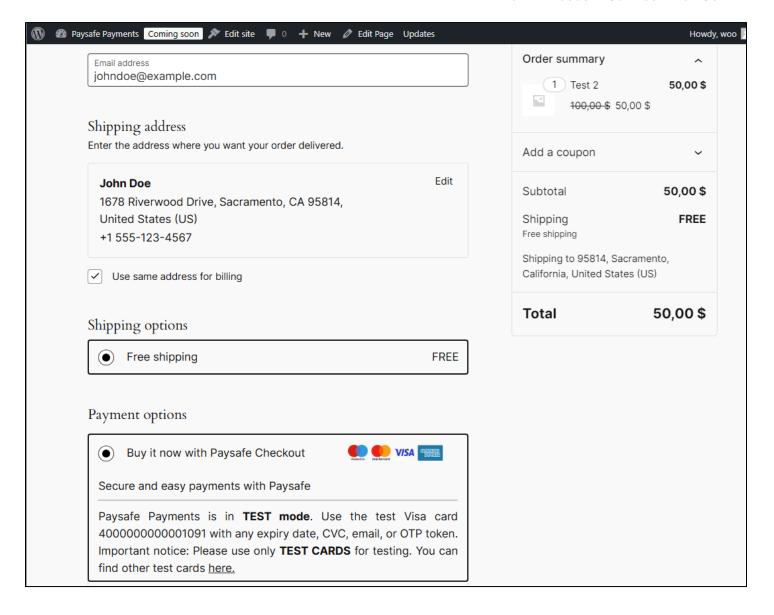
- The Paysafe Checkout payment form will open.
- o Enter the card details and click Pay.
- If you want Paysafe to securely save your card for future payments, select "Save this card for future transactions."
- The 3DS simulator will appear, and upon successful payment, you will receive a confirmation message.

#### Order Confirmation

 Close the payment confirmation, and the system will display a successful order message.

#### Next Steps

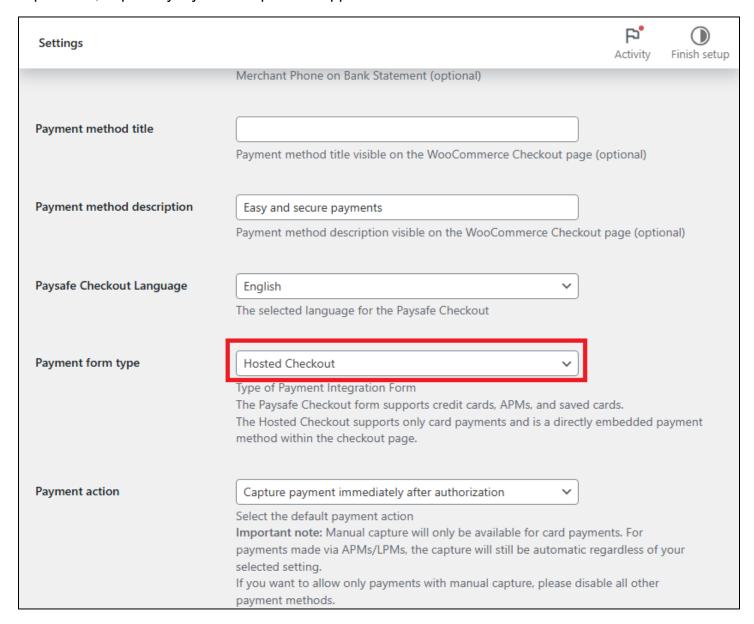
o Now you can review your order and test additional features, such as refunds.



# Setting Up a Payment Integration Type

By default, the offsite/redirect **Paysafe Checkout** method is selected. This method supports card payments, as well as saved cards and various Alternative Payment Methods (APMs). Choose this option if you plan to support either of those features.

The second option is **Hosted Payment**. With this method, the customer pays for the order directly on the checkout page, without any redirection or modal window. Select this option for a better user experience, especially if you don't plan to support saved cards or APMs.

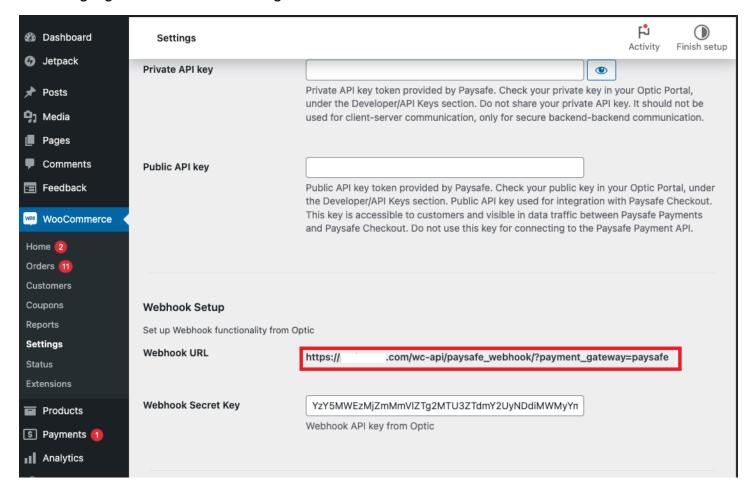


Shipping options	
Free shipping	REE
Payment options	
Credit/Debit Cards VISA VISA	
Easy and secure payments	
Paysafe Checkout is in TEST MODE. Use the test Visa card 4000000000001091 with a expiry date, CVC, email, or OTP token. Important notice: Please use only TEST CARDS testing. You can find other test cards <a href="https://example.com/here/bessel/card/">here</a> .  Card Number	
Card number	
Expiry Date	
MM/YY	
cvv	
CVV	

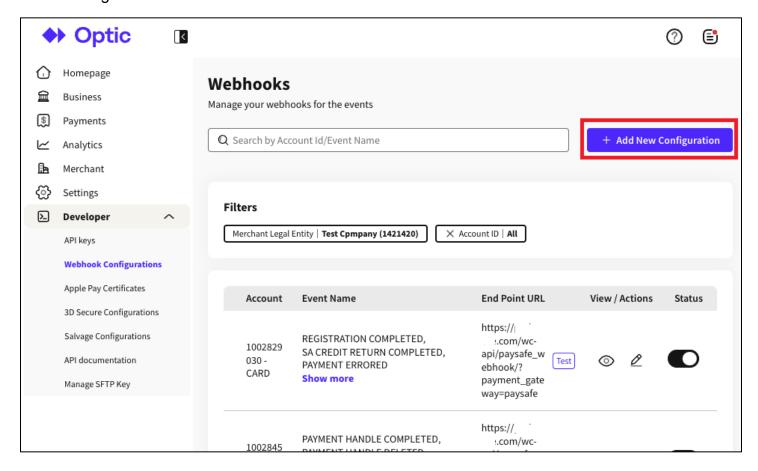
# Set up the additional payment methods (LPMs)

Follow the steps below to add support for Alternative Payment Methods (APMs):

1. On the WooCommerce Paysafe Checkout settings page, copy the webhook URL from the highlighted section in the image below.



2. In the Optic Portal, navigate to Developer → Webhook Configurations and add a new configuration.

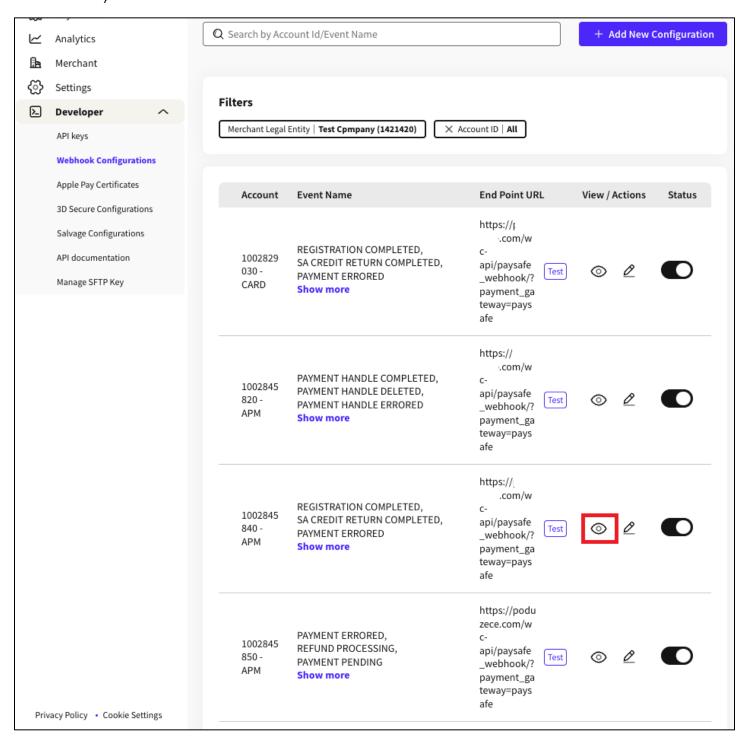


- 3. Select the APM for which you want to add webhook configuration (marked as 1 in the image below).
  - **Note:** You can find the corresponding Account IDs (FMAs) on the WooCommerce Paysafe Checkout Settings page, under the Payment Methods section.
- 4. Paste the webhook URL copied in step 1 into the designated field (marked as 2 in the image below).
- 5. Select the appropriate Environment (marked as 3 in the image below).
- 6. Click Test Connectivity (marked as 4 in the image below). If the connection is successful, a green checkmark will appear (marked as 5 in the image below).
- 7. In the Events section, select the following main categories (including all related events): Payment Handle, Authorization, Settlement, Refund (marked as 6 in the image below).
- 8. Generate an HMAC key (marked as 7 in the image below).
  - **Important:** If you plan to use more than one APM, you **must use the same HMAC key**. Each time you create a webhook for an additional APM, instead of generating a new HMAC key, enter the same one that was generated for the first configuration.
- 9. Click Create Webhook (marked as 8 in the image below).
- 10. You will receive a confirmation message that the webhook was successfully created.
- 11. Repeat this process for each APM you want to support (steps 2-10).

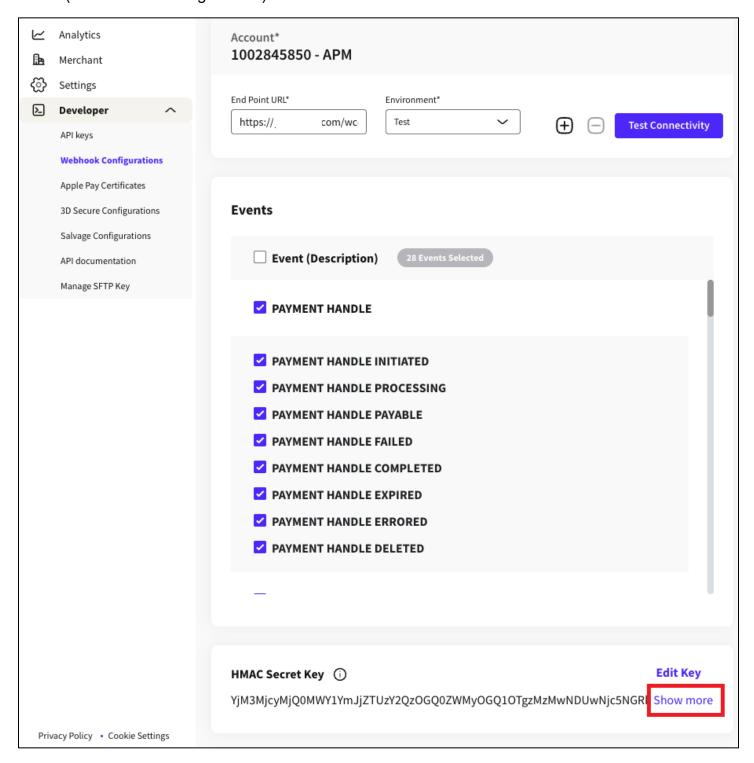




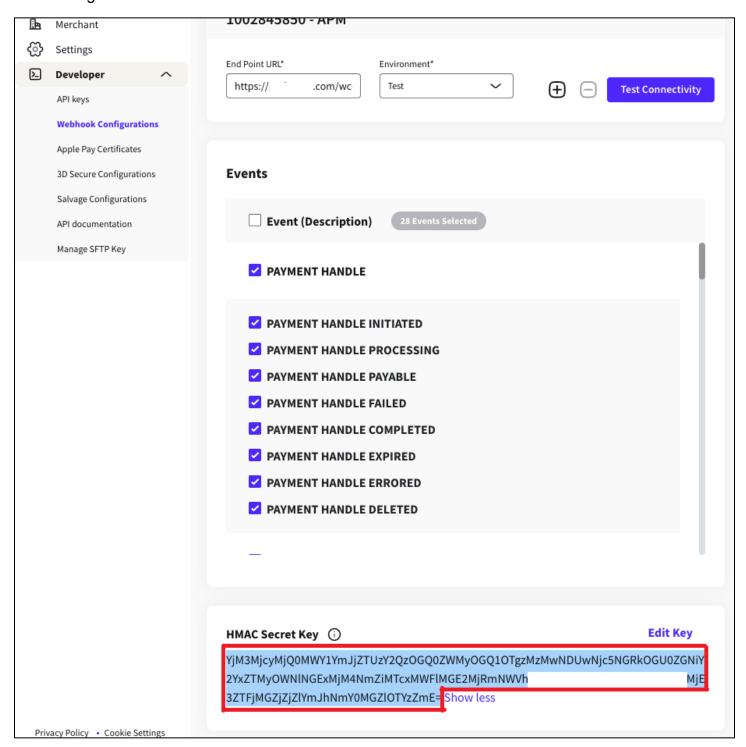
12. Open the newly created webhook configuration by clicking the view icon (marked in the image below).



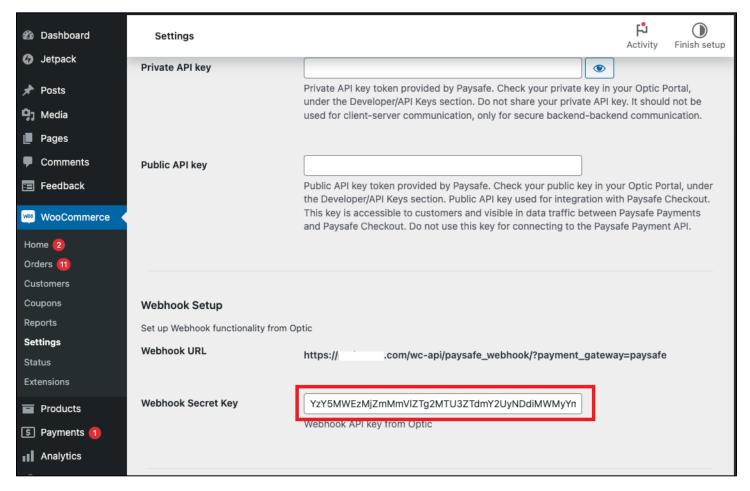
13. Scroll to the bottom of the screen and, in the "HMAC Secret Key" section, click "Show more" (marked in the image below).



14. Copy the entire HMAC key (highlight the key text, right-click, and select Copy) as shown in the image below.



- 15. Finally, go back to the WooCommerce Paysafe Checkout settings page and paste the HMAC key.
- 16. Save changes.



17. Select the appropriate payment methods and their corresponding accounts, then save the changes again.

Settings			
Payment Methods			
Select payment methods you want to enable or disable.			
Card payments	✓ Check to enable the payment method		
	Account ID (FMA): 1002738450		
Apple Pay	Check to enable the payment method		
	Enable this payment method in your merchant dashboard		
Skrill	✓ Check to enable the payment method		
	Account ID (FMA): 1002841020		
Neteller	✓ Check to enable the payment method		
	Account ID (FMA): 1002841030		
PaysafeCard	✓ Check to enable the payment method		
	Account ID (FMA): 1002798520		
PaysafeCash	✓ Check to enable the payment method		
	Account ID (FMA): 1002801300		
Save changes			

# Step-by-Step Guide

The following scenarios demonstrate different ways merchants can use the Paysafe Checkout Plugin.

# Scenario 1: One-off Card Payment with Auth and Settlement

This is a typical scenario merchants may use to provide immediate delivery of the order without delayed payment capture.

#### 1. Set Payment Action:

 On the Settings page, ensure that the selected Payment Action is "Settle payment after authorization (CAPTURE)".

#### 2. Visit the Store:

• In the WordPress admin, use the top dropdown menu below your WordPress site/store name to select "Visit Store".

#### 3. Add Item to Cart:

In the store, add an item to the cart, proceed to the cart, and click "Go to checkout".

#### 4. Check for Paysafe Payment Method:

- On the WooCommerce Checkout page, the **Paysafe Checkout** method should appear.
- If you don't see it, verify that the extension is enabled, Test Mode is active, and other settings are configured correctly.

#### 5. Make a Payment:

- Select the Paysafe payment method, copy a test card number, and click "Place Order".
- In the Paysafe Checkout form, paste the test card number, enter any Cardholder Name, an expiration date that is still valid, and any CVV.
- Click "Proceed to Pay" to complete the payment.

# Scenario 2: Card Payment with Authorization Only

This is a typical scenario where the merchant obtains authorization for an initial purchase amount and captures payment at a later stage, for example, after the order is fulfilled.

# 1. Set Payment Action:

• On the **Settings** page, ensure that the selected Payment Action is "Authorization only".

#### 2. Visit the Store:

 In the WordPress admin, use the top dropdown menu below your WordPress site/store name to select "Visit Store".

#### 3. Add Item to Cart:

• In the store, add an item to the cart, proceed to the cart, and click "Go to checkout".

#### 4. Check for Paysafe Payment Method:

- On the WooCommerce Checkout page, the **Paysafe Checkout** method should appear.
- If it doesn't, verify that the extension is enabled, **Test Mode** is active, and other settings are correctly configured.

#### 5. Make a Payment:

- Select the Paysafe payment method, copy a test card number, and click "Place Order".
- On the Paysafe Checkout form, paste the test card number, enter any Cardholder Name, a valid expiration date, and any CVV.
- Click "Proceed to Pay" to complete the payment.

#### 6. Review Order Status:

- After a successful transaction, visit the WooCommerce Orders page and open the order you just created.
- The order should have a status of "On Hold", indicating that the order is not fulfilled and only the payment authorization has been completed.

# Scenario 3: Card Payment for Returning Customer

This scenario demonstrates how a customer can save their card details for future purchases. The information is securely stored on the Paysafe infrastructure.

# 1. Initiate Payment:

 Start a payment as explained in the previous scenarios. After clicking "Place Order" on the WooCommerce Checkout page, the Paysafe Checkout form will open. Fill in the payment details.

#### 2. Save Card Details:

• This time, select the "Save this card details for future transactions" option and click "Proceed to Pay" to complete the payment.

#### 3. Card Details Saved:

• If the transaction is successful, a customer profile is created on the Paysafe infrastructure, and the card details are securely saved.

#### 4. New Purchase:

Start a new purchase. This time, in the Paysafe Checkout form, you should see your
previously saved card. Simply enter the CVV to complete the payment without re-entering
your card details.

# Scenario 4: Canceling an Order with Authorized Payment (Void)

This scenario demonstrates how to cancel an order with an authorized payment, resulting in a Void transaction.

#### 1. Create a New Order:

Follow the steps in Scenario 2 to create a new order with an authorized payment.

#### 2. Access the Created Order:

Open the created order, which should be in the "On Hold" status.

#### 3. Cancel the Order:

- Change the order status to "Canceled".
- Since the payment is only authorized, the extension will automatically create a Void transaction and update the order status to "Canceled".

#### 4. Verify Void Transaction:

 Check the Order Notes section of the order. There should be a message confirming the successful cancellation of the authorization.

# Scenario 5: Canceling an Order with Auth and Settlement (Cancel Settlement)

This scenario demonstrates how to cancel an order where the payment includes authorization and settlement, but the settlement has not yet been processed.

#### 1. Create a New Order:

• Follow the steps in **Scenario 1** to create a new order with authorization and settlement.

#### 2. Access the Created Order:

Open the created order, which should be in the "Processing" status.

#### 3. Cancel the Order:

- Change the order status to "Canceled".
- Since the payment includes a settlement but it hasn't been processed yet, the extension
  will automatically create a Cancel Settlement transaction and update the order status
  to "Canceled".

#### 4. Verify Cancellation:

 Check the Order Notes section of the order. There should be a message confirming the successful cancellation of the settlement.

# Scenario 6: Refunding an Order (Refund)

This scenario demonstrates how to refund an order after the settlement has been processed.

#### 1. Create a New Order:

- Follow the steps in Scenario 1 to create a new order with authorization and settlement.
- Wait for some time until the settlement is processed. This usually happens overnight, so it's best to continue the test the following day.

#### 2. Access the Created Order:

- Open the created order, which should now be in the "Processing" status.
- Click the **Refund** button.

#### 3. Perform the Refund:

- Enter a partial or full payment amount.
- Then, click **Refund via Paysafe**.

### 4. Verify Refund:

- Since the payment is settled, the extension will automatically create a **Refund** transaction and update the order status to **"Refunded"**.
- Check the Order Notes section of the order for a message confirming the successful refund

#### 5. Partial Refunds:

• If you issued a partial refund, it is possible to refund the order in multiple steps, as long as the refund amount is equal or less than the remaining amount.

# Scenario 7: Capture Payment for an Order with Authorized Payment

This scenario demonstrates how to capture payment for an order where the payment was authorized but not yet settled.

#### 1. Create a New Order:

Follow the steps in Scenario 2 to create a new order with an authorized payment.

#### 2. Access the Created Order:

• Open the order you just created, which should be in the "On Hold" status.

#### 3. Capture the Payment:

Change the order status from "On Hold" to "Processing".

#### 4. Verify Settlement:

- In this case, since the payment was only authorized, the extension will automatically create a **Settlement** transaction and update the order status to **"Processing"**.
- Check the Order Notes section of the order for a message confirming the successful settlement.

# Scenario 8: Post-Purchase Payment for an Order

This scenario demonstrates how a customer can complete payment for an order if the initial payment attempt was unsuccessful.

#### 1. Access Unpaid Orders:

- The customer should navigate to **My Account** → **Orders** and select the order that was not successfully paid.
- Unpaid orders will have a "Pay" button under the "Actions" section of the order.

## 2. Initiate Payment:

- The customer clicks the "Pay" button and is taken to the order page.
- On the order page, the customer clicks "Pay for order". The Paysafe extension should automatically be selected as the payment method.