

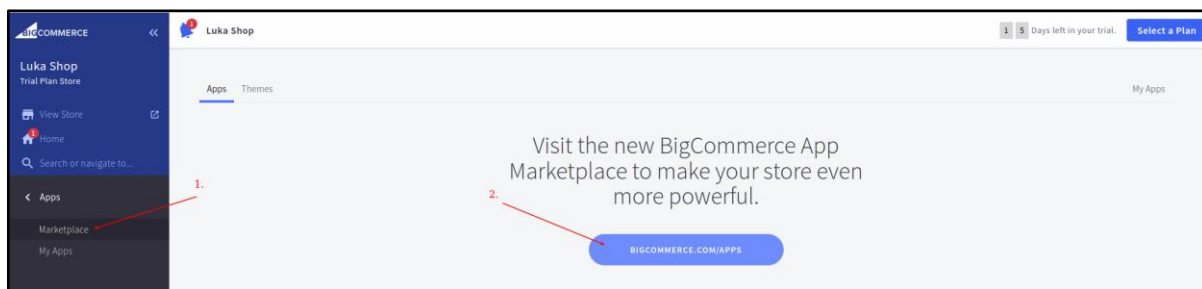
# User manual

## Pointspay - BigCommerce application

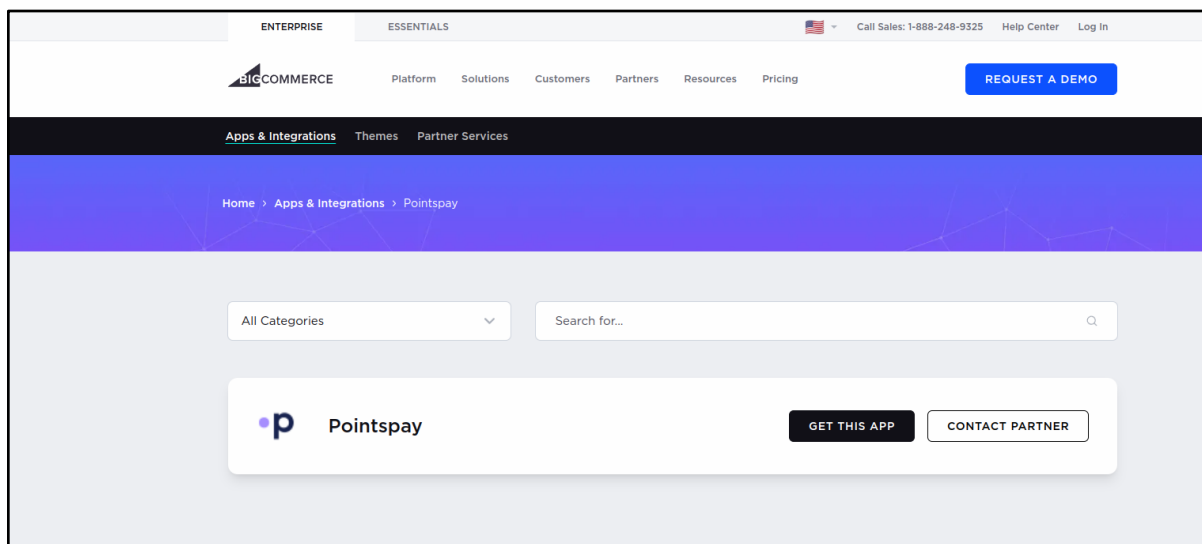
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## Application installation

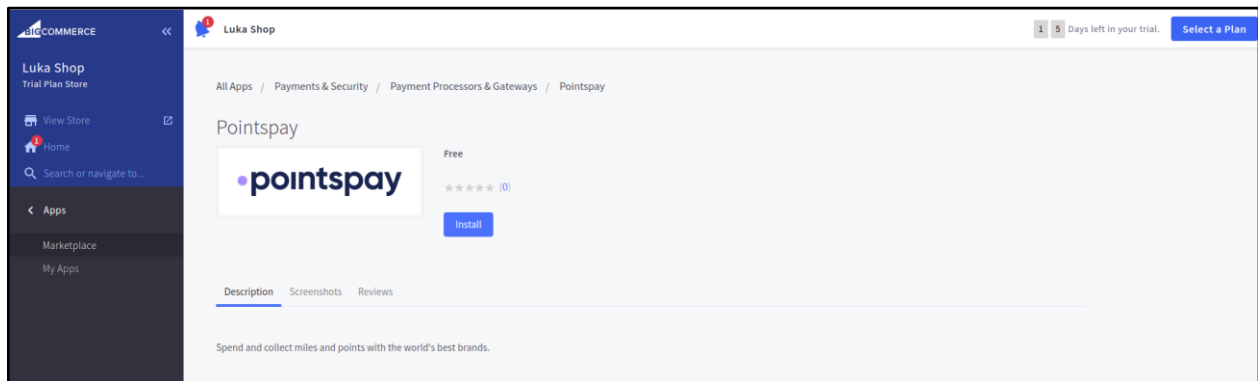
By going to **Apps > Marketplace**, merchant goes on the [BigCommerce marketplace](#) where he/she can search for a Pointspay application.



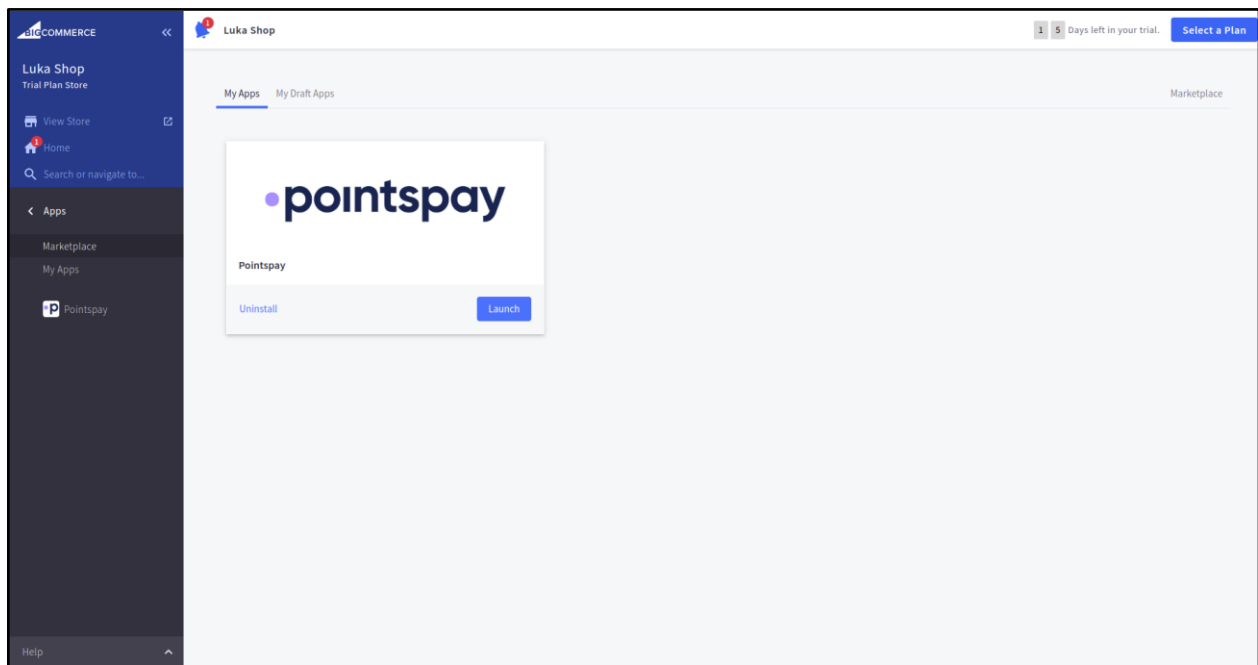
Then, merchants should be able to search and then install the Pointspay integration as a BigCommerce application from the BigCommerce marketplace.



When merchant click on “*Get this app*” button, he/she should be redirected to the marketplace app page:



When the app is installed, its configuration page should be displayed to a merchant and the menu item should appear in *Apps* section.



## Configuration page

The configuration page can be opened from the *My Apps* page by clicking “*Launch*” button for the Pointspay application, but also from side menu in the *Apps* section by clicking Pointspay menu item.

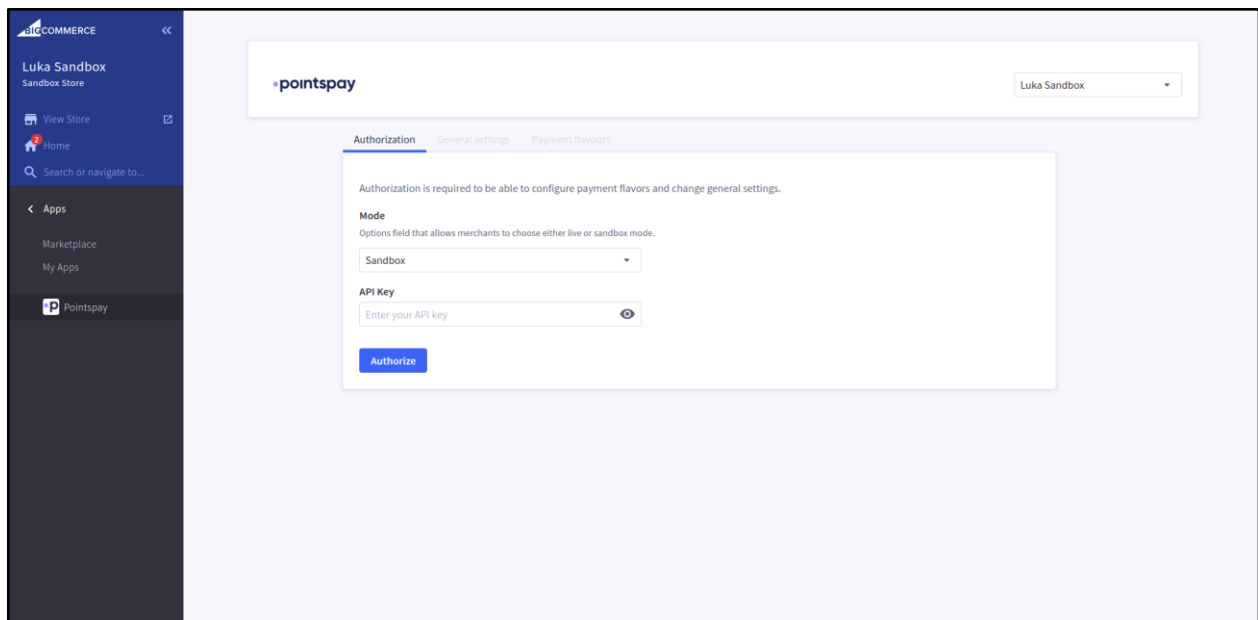
Application’s configuration page has three tabs:

- Authorization - Authorization is required to be able to configure payment flavors and change general setting
- *General settings* - Settings common to all payment flavors and order status mapping
- Payment flavours - Connection and other settings for each payment flavor

If the merchant is not authorized, he/she only has access to the *Authorization* tab on the page, while the remaining two tabs are unavailable.

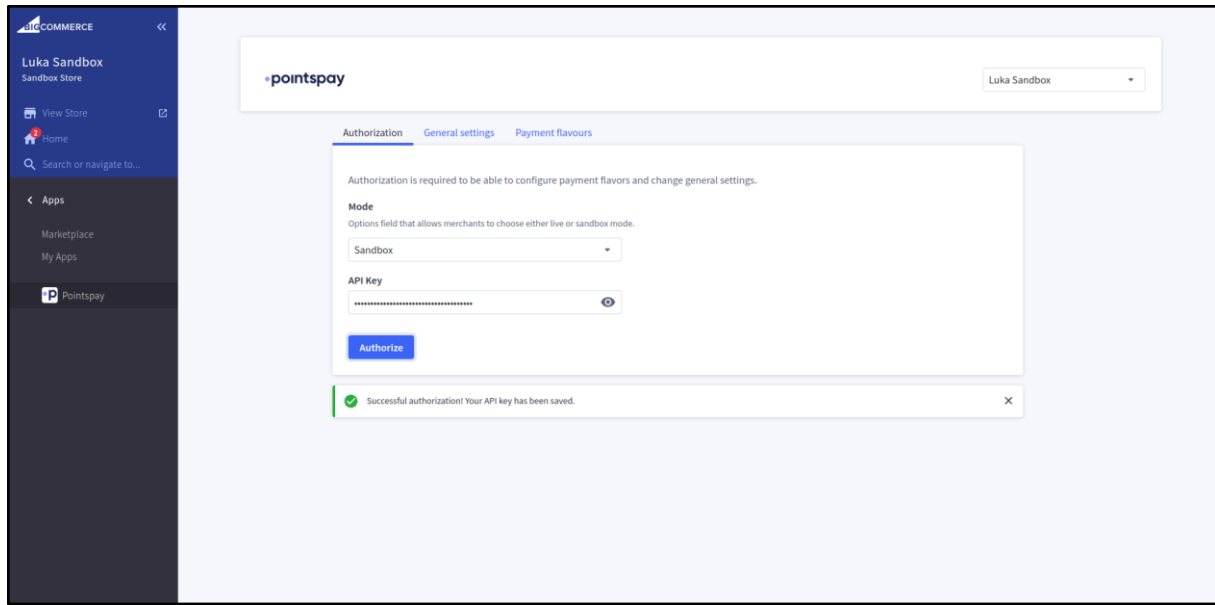
## Authorization

The merchant needs to select the environment and enter the API key to fetch Pointspay payment methods and configure them.



The screenshot shows the Pointspay configuration interface within the Luka Sandbox environment. On the left is a dark blue sidebar with the 'Luka Sandbox' header and navigation links: 'View Store', 'Home', 'Search or navigate to...', 'Apps', 'Marketplace', 'My Apps', and 'Pointspay'. The main content area has a light blue background. At the top, there's a 'pointspay' logo and a dropdown menu set to 'Luka Sandbox'. Below this are three tabs: 'Authorization' (active), 'General settings', and 'Payment flavours'. The 'Authorization' tab contains a message: 'Authorization is required to be able to configure payment flavors and change general settings.' It features a 'Mode' section with a dropdown menu set to 'Sandbox' and a description: 'Options field that allows merchants to choose either live or sandbox mode.' Below this is an 'API Key' section with a text input field containing 'Enter your API key' and an eye icon for toggling visibility. At the bottom of the form is a blue 'Authorize' button.

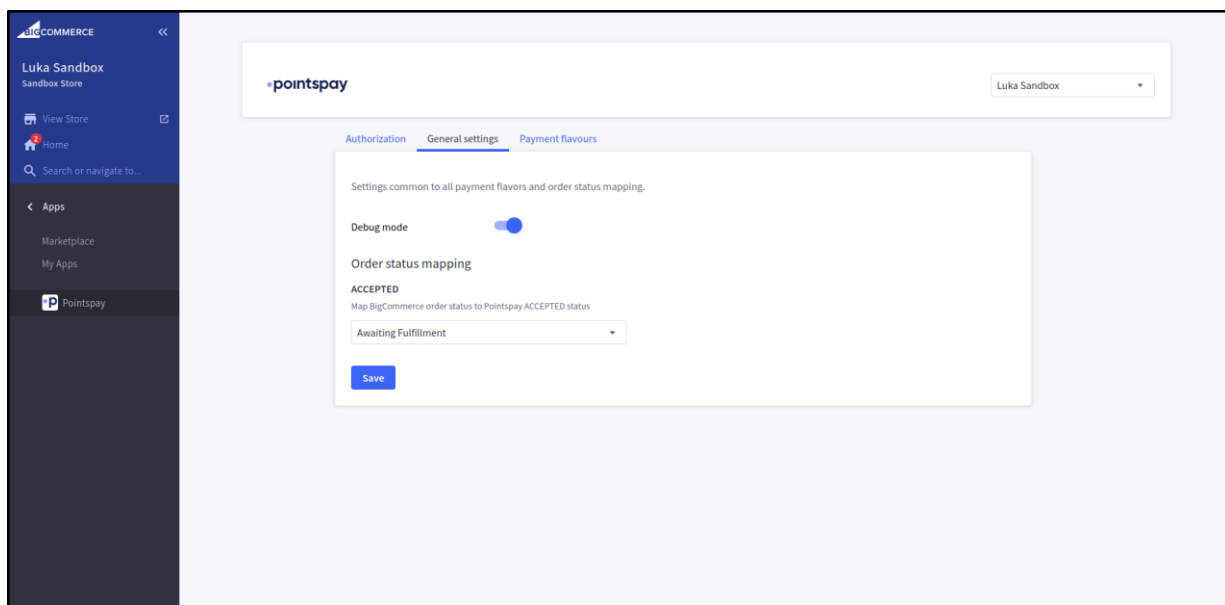
If the API key is valid and the authorization is successful, the merchant will see a message confirming successful authorization. Two additional tabs (*General settings* and *Payment flavours*) become available on the configuration page.



## General settings

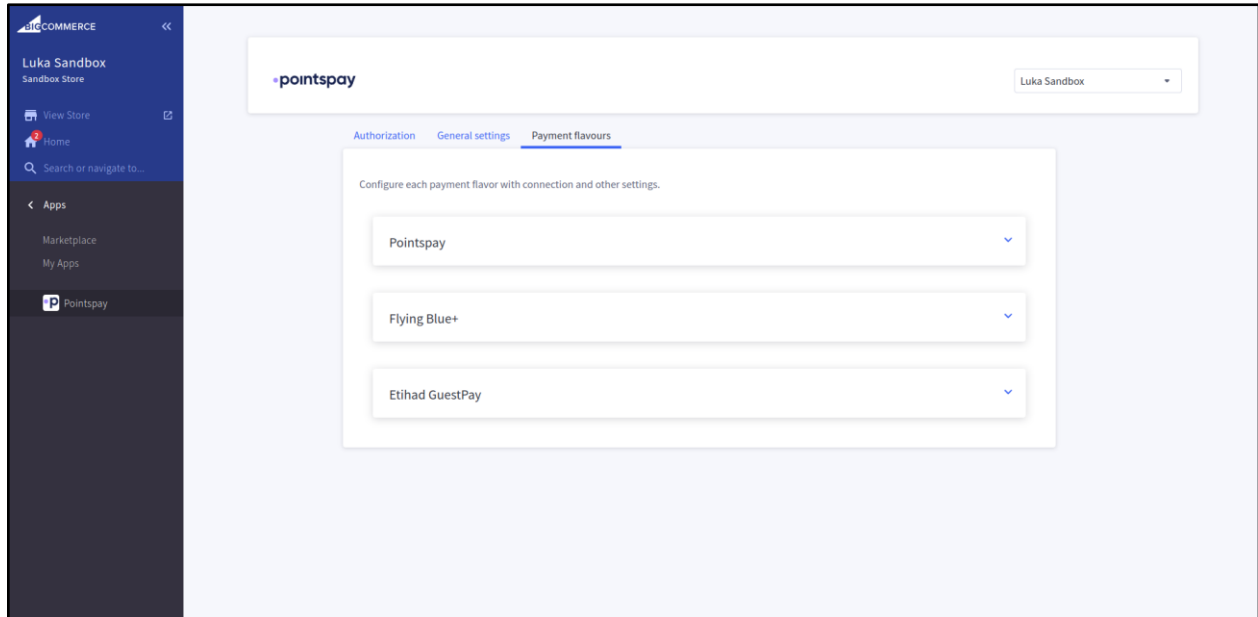
The general settings tab contains options common to all Pointspay payment methods. In this form, the merchant can choose to enable or disable Debug mode, which logs to the server every request and response to the Pointspay API if debug mode is enabled.

The other option allows the merchant to define the order status that should be assigned to the BigCommerce order when the order is placed using a Pointspay payment method. The list of order statuses in BigCommerce is fixed, but the merchant can change order status labels by navigating to “*Orders → Order Statuses*”. However, all available statuses are listed with the default status being “*Awaiting fulfillment*”.

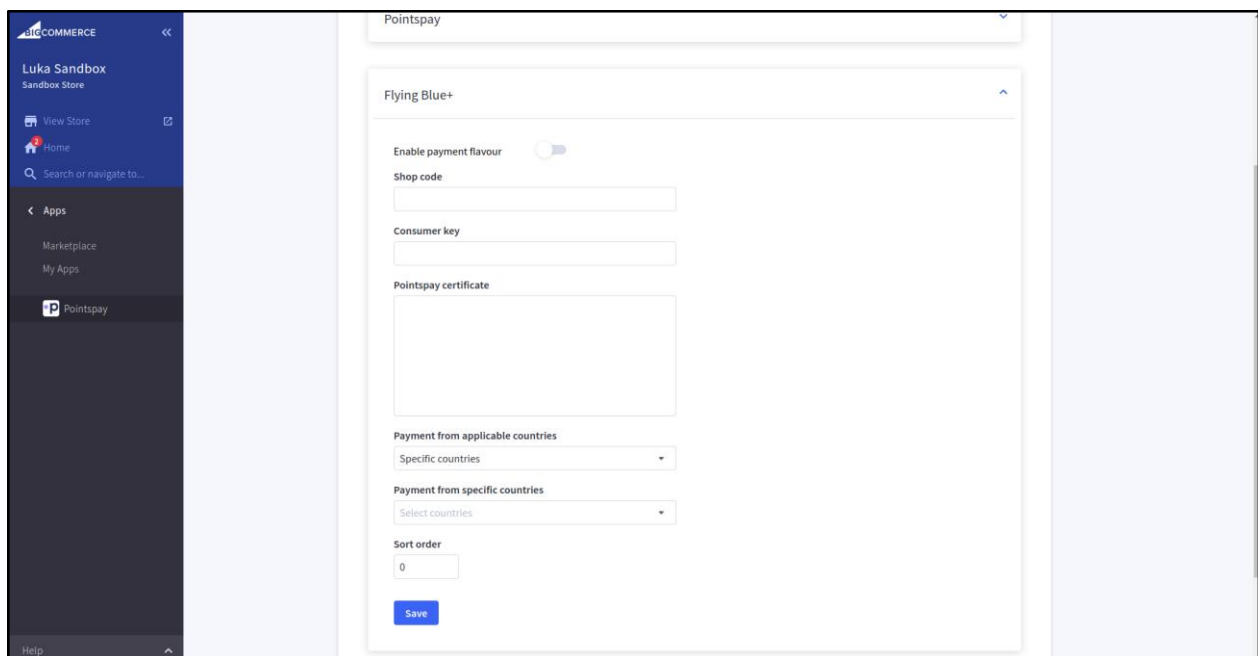


## Payment flavours

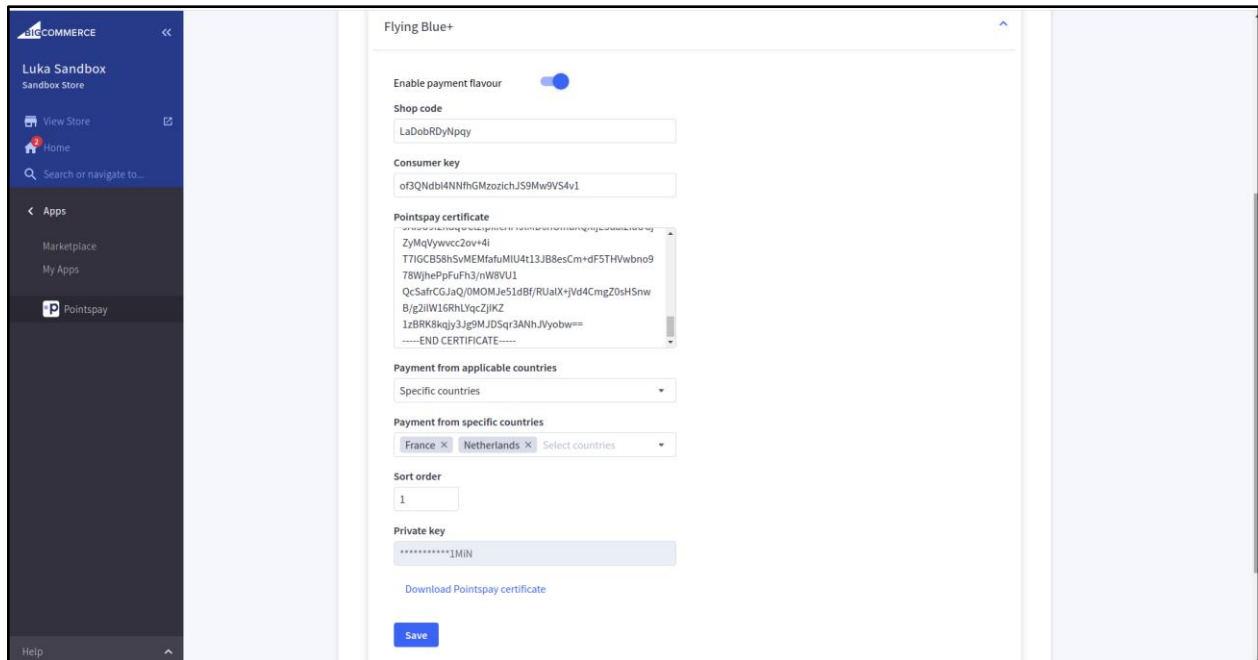
In the payment flavours tab, the retrieved available methods are displayed as items, where each payment flavour can be individually configured.



The merchant can enable or disable a method, select countries in which the method will be available, and set a sort order number to define the order in which the payment methods appear at checkout. To configure the method, a merchant must enter the shop code used for payment requests, along with the consumer key and the Pointspay certificate.



After the credentials are saved, integration will generate a certificate public/private key pair and show the private key as a read-only field, with only the last four characters displayed to the user.



Finally, merchants can download the **.cer** certificate file to share with the Pointspay team and process payment requests from the BigCommerce.

## Checkout

Each enabled Pointspay payment flavor will be displayed as a standard payment method offered in the BigCommerce checkout during the payment step of the checkout process.

A payment method appears at checkout if it is enabled on the configuration page and if the customer's billing address country is among the countries where the flavour is available. Pointspay payment methods are displayed in the order defined by the Sort order values in the flavours configurations.

If the customer has other payment methods available besides the Pointspay payment methods (such as Cash on Delivery), those will be listed before the Pointspay methods. Pointspay payment methods appearing afterward in the order defined on the configuration page.

Customer

test@gmail.com

Sign Out

Shipping

Test Testic

Logeecom FR 0109758351

Test street 111

Paris, Ain, 75015 / France

Edit

Billing

Test Testic

Logeecom FR 0109758351

Test street 111

Paris, Ain, 75015 / France

Edit

Payment

☐ Cash on Delivery

☐ Etihad GuestPay

☒ Flying Blue+

PLACE ORDER

Order Summary

Edit Cart

1 Item

1 x [Sample] Smith

Journal 13

\$25.00

Subtotal

\$25.00

Shipping

Free

Tax

\$0.00

Coupon/Gift Certificate

Total (EUR)

\$25.00

After the customer selects a Pointspay payment flavor and submits an order, the integration will redirect the customer to the payment page, where she/he can finalize or cancel the payment.

In case the payment is successful, the customer is redirected to the *Thank You* page.

Demo Shop

Thank you TestName!

Your order number is 113

An email will be sent containing information about your purchase. If you have any questions about your purchase, email us at [demo.shop@gmail.com](mailto:demo.shop@gmail.com).

CONTINUE SHOPPING »

Order Summary

Print

1 Item

1 x [Sample] Tiered

Wire Basket

\$119.95

Subtotal

\$119.95

Shipping

Free

Tax

\$0.00

Total (EUR)

\$119.95

In case of a payment error or cancellation on the payment page, the customer is redirected back to the payment step of the checkout page. Also, a customer is shown a message why he was returned to checkout page.

**Billing**

Test Testis  
Loggescort FR 000758351  
Test street 01  
Paris, Ain, 75015 / France

Edit

Total (EUR)**\$25.00**

**Payment**


☒ Test payment provider

Credit Card Number


Name on Card

☐ Cash on Delivery

☐ Etihad GuestPay



☐ Flying Blue+



PLACE ORDER

**Your payment has been canceled.**  
Try again or choose a different payment method.

Ok

## Refund

Merchant can refund a paid order by clicking on the Refund menu item on the selected order on the order details page. Then, merchant has several refund options:

1. Refund individual items: In this way, a merchant needs to manually choose refund quantity for each item
2. Refund entire order/Refund all remaining items: In this way, the merchant will refund all (remaining) items
3. Refund specific order amount: In this way, the merchant could enter the refund amount, without associating the refund with a specific order item.



Luka Sandbox

Sandbox Store

View Store

Home

Search or navigate to...

Orders

View

Add

Search

Export

Draft Orders

Shipments

Tracking Numbers

Gift Certificates

Help

Test Testic

test@gmail.com

0109758351

Billing address

Test Testic

Logecom FR

Test street 111

Paris, 75015

France

Refund rate (last 365 days)

8 orders

4 refunded

50% refund rate

Order summary

\$119.95

AWAITING FULFILLMENT

Order date 31st Oct 2024

Shipping

Tax

Tax Provider

\$0.00

\$0.00

Basic Tax

Payment provider

Order source

Flying Blue+ Checkout API

Refundable items

Refund individual items

Refund entire order

Apply an order level refund

Item	SKU	Quantity ordered	Unit price	Units to refund	Refund item total
[Sample] Tiered Wire Basket	TWB	1	\$119.95	1	\$119.95
Shipping cost	-	-	\$0.00	-	\$0.00
Test Testic, Logecom FR, Test street 111, Paris, 75015, France					

Cancel

Continue

When merchant clicks on the *Continue* button, a next page opens that he/she chooses refund method and gives optional refund reason.

BigCommerce

Luka Sandbox

Sandbox Store

View Store

Home

Search or navigate to...

Orders

View

Add

Search

Export

Draft Orders

Shipments

Tracking Numbers

Gift Certificates

Help

Confirm refund (order 113)

If you're unable to refund an order, you will need to log into your payment gateway's dashboard to process the refund. [Learn More](#)

Refund summary

Item	SKU	Quantity ordered	Unit price	Units to refund	Refund item total
[Sample] Tiered Wire Basket	TWB	1	\$119.95	1	\$119.95
Refund subtotal					\$119.95
Tax refund					\$0.00
Refund total					\$119.95 <a href="#">Override</a>

Refund method

Select one of the methods below to complete your refund

☐ Store Credit: \$119.95  
This amount will be credited to customer's account.

☒ Refund customer through third party provider: \$119.95  
Refund processed external to BigCommerce

Cancel

Confirm Refund

The Pointspay application handles only methods that don't have Store Credit method and in that case try to create refund on the Pointspay. This is because, in the case of a Store Credit refund, the order is refunded, but the payment is not since the customer receives credits that can be used as a discount in a future purchase.

## Rejecting refund

Since it is not possible to reject a refund action or delete a created refund on the BigCommerce if the refund is not possible or not successful on the Pointspay side, in that case application logs a warning that the change was declined and the reason, if available.

Apart from the logs on the server, the merchant can see that refund is declined and the reason on the order details page as order comments section. Despite an order comment, the status of the order itself is still refund (or partial refund) as if refund request passed successfully.

The screenshot shows the BigCommerce order details page for order 105, which is 'Partially Refunded'. The order total is \$327.00. The page includes sections for Billing, Shipping, and a summary table. A red box highlights a comment in the order comments section stating: 'Pointspay status: Refund rejected. Pointspay reference number: 94d2d47448ae4ff3bd1c8ac75956e134. Refund failed on Pointspay/ Reason: Pointspay rejected refund due to exceeding the request amount limit'.

Item	Amount
Subtotal	\$327.00
Shipping	\$0.00
Tax	\$0.00
<b>GRAND TOTAL</b>	<b>\$327.00</b>
Refunded	-\$109.00

## Application uninstallation

If the merchant wants to uninstall the application, he/she needs to find apps among *My Apps* application or on the BigCommerce marketplace. Then, merchant should click on the “*Uninstall*” button. Uninstall action removes all configuration and other data for this merchant from the database.

The screenshot shows the BigCommerce 'My Apps' interface. The 'Pointspay' app is listed under 'Payments & Security' and 'Payment Processors & Gateways'. It is a free app with 0 reviews. The 'Uninstall' button is visible next to the 'Launch' button.

Pointspay

Free

★★★★★ (0) Review this app

Launch Uninstall