

# Installation Manual for First Cash Solution Shopware

This manual describes the installation and usage of the First Cash Solution extension for Shopware.

**Release Date:** Wed, 28 Oct 2020 02:29:25 +0100  
**Version:** 1.0.96

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# Table of Contents

|          |                                                                           |           |
|----------|---------------------------------------------------------------------------|-----------|
| <b>1</b> | <b>Introduction .....</b>                                                 | <b>5</b>  |
| 1.1      | Process of the Installation .....                                         | 5         |
| <b>2</b> | <b>Configuration of the Payment Module and the Server .....</b>           | <b>7</b>  |
| 2.1      | Configuration of the Payment Module .....                                 | 7         |
| <b>3</b> | <b>Module Installation and Update in the Shopware Shop .....</b>          | <b>8</b>  |
| 3.1      | Installation .....                                                        | 8         |
| 3.2      | Updates and Upgrades .....                                                | 8         |
| 3.2.1    | Update Checklist .....                                                    | 8         |
| 3.2.2    | Update Instructions .....                                                 | 9         |
| 3.2.3    | Updated Plugin from the FCSolutionCw to the CwbFCSolutionCw Version. .... | 10        |
| <b>4</b> | <b>Module Configuration in the Shopware Shop .....</b>                    | <b>11</b> |
| 4.1      | Configuration of the Main Module .....                                    | 11        |
| 4.2      | Configuration of the Payment Method .....                                 | 11        |
| 4.3      | Assigning the Payment Method to the Shipping Costs .....                  | 12        |
| 4.4      | Shop ID .....                                                             | 13        |
| 4.5      | Order Prefix .....                                                        | 14        |
| 4.6      | Selecting the Authorisation Method .....                                  | 15        |
| 4.7      | Direct Capturing of Transactions .....                                    | 15        |
| 4.8      | Uncertain Status Status .....                                             | 15        |
| 4.9      | Optional: Validation .....                                                | 15        |
| 4.10     | Multi-Shop Set-Up .....                                                   | 16        |
| 4.10.1   | Usage of the Integrated Multishop Functionality of Shopware .....         | 17        |
| <b>5</b> | <b>Settings / Configuration of Payment Methods .....</b>                  | <b>18</b> |
| 5.1      | General Information About the Payment Methods .....                       | 18        |
| 5.2      | Information on Payment Status .....                                       | 18        |
| 5.2.1    | Order status "pending" / imminent payment (or similar) .....              | 18        |
| 5.2.2    | Order status "cancelled" .....                                            | 18        |
| 5.3      | Payment Methods .....                                                     | 19        |
| 5.4      | MasterPass Integration: What to keep in mind .....                        | 19        |
| 5.4.1    | Integration Possibilities for MasterPass .....                            | 19        |
| 5.4.2    | Checkout: MasterPass Learn More Button .....                              | 20        |
| 5.4.3    | Additional information .....                                              | 21        |

|           |                                                                 |           |
|-----------|-----------------------------------------------------------------|-----------|
| <b>6</b>  | <b>The Module in Action</b> .....                               | <b>22</b> |
| 6.1       | Capturing / Canceling of Orders .....                           | 22        |
| 6.1.1     | Capturing Orders .....                                          | 22        |
| 6.1.2     | Cancellation .....                                              | 22        |
| 6.2       | Useful Transaction Information on the Order .....               | 23        |
| 6.3       | Using invoice details of a processor .....                      | 23        |
| 6.3.1     | Shopware Order confirmation (E-Mail) .....                      | 23        |
| 6.3.2     | Shopware Invoice (PDF) .....                                    | 24        |
| 6.3.3     | Shopware-Backend (Transaction details) .....                    | 24        |
| 6.3.4     | Shopware Success-Page .....                                     | 24        |
| 6.4       | Refunds .....                                                   | 25        |
| 6.5       | Usage Abo Commerce / Recurring Payments .....                   | 27        |
| 6.6       | Usage of the Alias Managers / Token Solution .....              | 27        |
| <b>7</b>  | <b>Getting the Credit Card Data via Shopware REST API</b> ..... | <b>29</b> |
| <b>8</b>  | <b>Set-up a cron job to activate the timed operations</b> ..... | <b>30</b> |
| <b>9</b>  | <b>Testing</b> .....                                            | <b>31</b> |
| 9.1       | Test Data .....                                                 | 31        |
| 9.2       | Testing - First Cash Solution Simulation Mode .....             | 34        |
| <b>10</b> | <b>Errors and their Solutions</b> .....                         | <b>35</b> |
| 10.1      | The Referrer URL appears in my Analytics Tool .....             | 35        |
| <b>11</b> | <b>Compatibility with Third-Party Plugins</b> .....             | <b>36</b> |
| 11.1      | Birthday and gender in Shopware .....                           | 36        |
| <b>12</b> | <b>Error Logging</b> .....                                      | <b>37</b> |
| 12.1      | Log Levels .....                                                | 37        |
| 12.2      | Log Location .....                                              | 37        |
| <b>13</b> | <b>Advanced Information</b> .....                               | <b>38</b> |
| 13.1      | Transaction Object .....                                        | 38        |

# 1 Introduction

This manual explains the installation, configuration and usage of the payment module for Shopware and First Cash Solution.

Before beginning with the installation, please make sure that you are in possession of all necessary data:

- You should have received a Merchant ID from First Cash Solution for the test account. Furthermore, you have received the corresponding user name and password
- Encryption password and HMAC-Key
- An Analytics Password which you require for logging into First Cash Solution Analytics
- Shopware payment module by [sellxed.com/shop](https://sellxed.com/shop)
- Access data to your server and shop

In case you don't yet have a contract with First Cash Solution, you can gladly acquire it directly through us.

## 1.1 Process of the Installation

In this document you will find all information important for the installation of the module. It is important that you strictly follow the check-list. Only by doing so, can a secure usage in correspondence with all security regulations be guaranteed.

1. Basic configuration of the server including the setting up of the notify script
2. Configuration of the basic settings of the payment module
3. Configuration of the payment methods
4. Carrying out of a test purchase with the attached [test data](#) at the end of this document
5. If the test was successful, your account can be activated

## Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed informations on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: <http://www.sellxed.com/support>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <http://www.sellxed.com/shop/de/integration-und-installation.html>

## .htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial; otherwise the payment feedback of First Cash Solution might not get through to the shop.

## 2 Configuration of the Payment Module and the Server

In order to perform the configuration of the [main module](#) of Shopware, the following information is necessary. You should have received the information from First Cash Solution.

- First Cash Solution Live Merchant ID
- First Cash Solution Live Encryption Key
- First Cash Solution Live Signature Passphrase

Enter the credentials directly inside the configuration of the [main module](#). After you performed some test payments, you can switch between Live Mode and Test Mode.

### 2.1 Configuration of the Payment Module

For the usage of the gateway in your shop, fill in all received access data at its corresponding place in the [main module](#) and in the [payment methods](#).

#### Hidden Mode

Please Note if you use hidden this poses additional PCI requirements to your shop that have to be met. Get in touch with First Cash Solution to get additional information.

Also if you use Hidden in your Module please advise First Cash Solution that they are able to configure your paynow settings accordingly.

## 3 Module Installation and Update in the Shopware Shop

### 3.1 Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the [sellxed shop](#) (Menu "My Downloads Downloads"). In order to download the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shops version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If thats the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

### 3.2 Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module. More information regarding the subscription of this RSS feed can be found under: [http://www.sellxed.com/en/updates\\_upgrades](http://www.sellxed.com/en/updates_upgrades)

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

#### 3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:



1. Always do a back up for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

### Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our [complementary support](#).

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers

### 3.2.2 Update Instructions

Please always read the update instruction. They can be found on the plugin page in the shop under the section change log on the lower end of the page. If there are no special remarks, you can proceed by just overwriting the files in your system

### 3.2.3 Updated Plugin from the FCSolutionCw to the CwbFCSolutionCw Version.

We plan to release this plugin in the shopware store in the near future. To make this possible we had to apply some changes to our code. Most important a prefix for our PHP classes is required and the plugin folder had to be renamed. To update to this new version simply overwriting the existing files is not possible. This section describes the steps required to update the module in detail.

#### Do not do updates directly in the live environment

Please test the update procedure first in your development system. So you can ensure the update is working correctly.

#### Multiple Plugins

If you are using multiple plugins from us. You need to update all of them to the new version.

1. Activate the maintenance mode of the shop.
2. Make a back up for your database and your files in your shop. **Without this you will not be able to revert to the old version, if anything goes wrong.**
3. Upload the new plugin files.
4. Deactivate the existing plugin. **Do not deinstall the old plugin yet.**
5. Install and activate the new plugin.
6. If you have custom css or template files for the plugin, adapt the changes to the new plugin.
7. If you are using the Shopware API endpoint of this plugin, update the URL to new endpoint.
8. Verify the main and method settings.
9. Deinstall the old plugin.
10. Delete the files of the old plugin. The following files/folders must be removed, if they exist:
  - engine/Shopware/Plugins/Local/Frontend/FCSolutionCw
  - engine/Library/Customweb
  - engine/Library/Crypt
  - engine/Library/File
  - engine/Library/Math
  - engine/Library/Mobile
  - engine/Library/Net
  - engine/Library/PhoneNumber
  - engine/Library/System
  - engine/Library/loader.php
  - engine/Library/openssl.cnf
11. Make a test transaction to verify everything is working correctly.
12. Deactivate the maintenance mode of the shop.

## 4 Module Configuration in the Shopware Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. [Configuration of the Main Module](#)). During the second step you can then carry out individual configurations for each [payment method](#). This allows for full flexibility and perfect adaptation to your processes.

### Create back-ups!

Please create a back-up of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.

We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

### 4.1 Configuration of the Main Module

In order to install the main module search for First Cash Solution under **Settings > Plug-in Manager**. Click on the + symbol in order to begin the installation process. Afterwards, click the "edit" symbol and configure the main module.

Enter the individual options which you partly may have already used for the configuration of the administration interface of First Cash Solution. Should an option not be clear to you, you can click on the question mark and will find further information on the settings.

### 4.2 Configuration of the Payment Method

After having configured the main module, you will find all payment methods under **Settings > Payment Methods**. Activate each payment method you wish to offer in your shop. You can save individual settings for each payment method (and for each shop in case of a multi-shop set-up) and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

Hauptshop Deutsch

|                                |                                                                                     |
|--------------------------------|-------------------------------------------------------------------------------------|
| <b>Autorisierungsmethode:</b>  | Hidden Authorization (Authorization Interface) <span style="float: right;">?</span> |
| <b>Authorized Status:</b>      | Komplett bezahlt <span style="float: right;">?</span>                               |
| <b>Uncertain Status:</b>       | Der Kredit wurde vorlaeufig akzeptiert. <span style="float: right;">?</span>        |
| <b>Cancelled Status:</b>       | Vorgang wurde abgebrochen. <span style="float: right;">?</span>                     |
| <b>Captured Status:</b>        | Don't change order status <span style="float: right;">?</span>                      |
| <b>Kundenadresse:</b>          | Keine Adresse senden <span style="float: right;">?</span>                           |
| <b>Capturing:</b>              | Directly after order <span style="float: right;">?</span>                           |
| <b>Minimaler Gesamtbetrag:</b> | <input type="text"/> <span style="float: right;">?</span>                           |
| <b>Maximaler Gesamtbetrag:</b> | <input type="text"/> <span style="float: right;">?</span>                           |
| <b>New Order Status:</b>       | Offen <span style="float: right;">?</span>                                          |
| <b>Validation:</b>             | Nach dem Wählen der Zahlungsart <span style="float: right;">?</span>                |

Figure 4.1: Configuration of the Payment Method

### 4.3 Assigning the Payment Method to the Shipping Costs

In order for the transactions and the shipping costs to be matched correctly to the payment methods you need to assign the payment methods to the shipping methods. Go to settings > shipping costs. Open **all** the shipping costs and add a payment method.

**Versandkosten**

Konfiguration

Name: Standard Versand

Beschreibung: Beschreibung

Tracking-URL:

Kommentar:

Sortierung: 0

Aktiv:

Shop: Alle Shops

Kundengruppe: Alle Gruppen

Versandkosten-Berechnung nach: Gewicht

Versandkosten frei ab: Nie

Versandart-Typ: Standard Versandart

Zahlungsart-Aufschlag: Als eigene Warenkorb-Position

Steuersatz: Höchster Steuersatz

Versandkosten | **Zahlart Auswahl** | Länder Auswahl | Kategorien sperren | Erweiterte Einstellungen

| Verfügbar | Ausgewählt          |
|-----------|---------------------|
| SEPA      | Debit               |
|           | On delivery         |
|           | Invoice             |
|           | Prepayment          |
|           | Test Payment Method |

Abbrechen | **Speichern**

**Figure 4.1:** Assigning the Payment Method to the Shipping Method.

## Attributing Payment Methods to the Shipping Method

Depending on the amount of delivered payment methods, it may be that certain payment methods can't be attributed to a specific shipping method as not all payment methods can be displayed. This is a known bug of Shopware. Merely the first 30 payment methods are displayed. Please delete all payment methods that you don't need and then all other payments will be displayed.

## 4.4 Shop ID

In the case of a multi-store set up (cf. [chapter: Multi-Store](#)), the parameter Shop ID identifies the

shop's request and, therefore, redirects the feedback of First Cash Solution based on the shop ID.

## 4.5 Order Prefix

With the option order prefix you can define your own order scheme for the transmission to First Cash Solution. This option helps you identify to which shop a transaction the back-end of First Cash Solution is related to. The tag "{id}" will automatically be replaced by the consecutive order number.

## 4.6 Selecting the Authorisation Method

You can choose between two options of authorizing credit card payments. By selecting one of the two under the option 'Authorisation Methods', you define how you want to process the individual payment methods.

Further information on the various authorisation methods can be found on our [sellxed website](#).

### Payment Processing

Please pay attention to the fact that you require the activation of further options with First Cash Solution in order to use some of the authorisation methods.

It may be that certain authorization methods are not available for every payment method.

Alongside the introduction of PCI 3 there are additional certification requirements in case you are using the authorization method Hidden or AJAX. Please contact First Cash Solution for further information or switch to another authorization method.

## 4.7 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and the debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific amount of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

### Different settings between First Cash Solution and the module

It may be that settings saved in the payment modules overwrite settings saved in First Cash Solution.

## 4.8 Uncertain Status Status

You can specifically label orders for which for example no 3D-Secure verification nor any other security mechanism was carried out. This allows you to manually control the order before shipment.

## 4.9 Optional: Validation

Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules

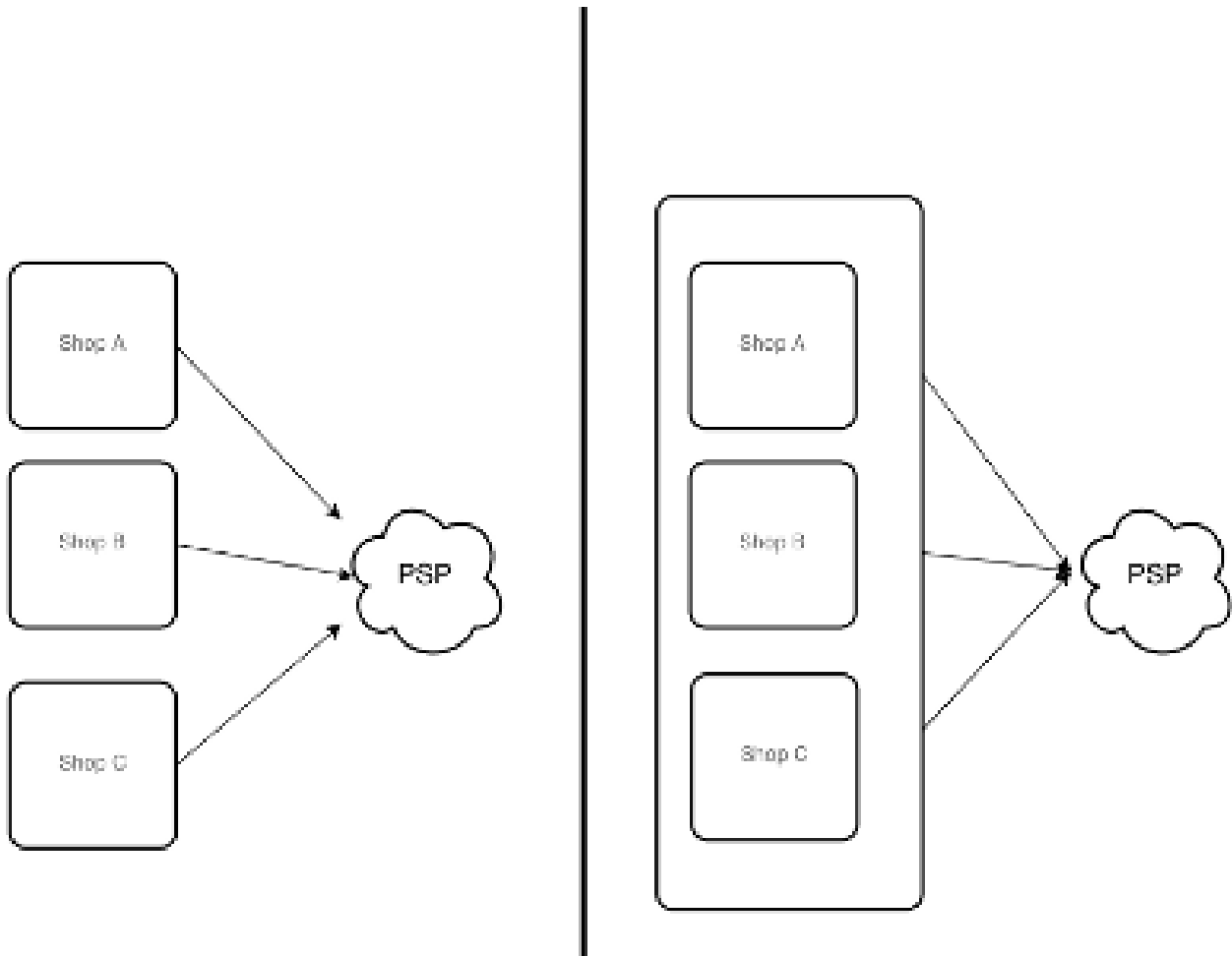
where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If he or she does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by First Cash Solution during the authorisation process. The payment method is displayed in any case

## 4.10 Multi-Shop Set-Up

The payment module is designed for the usage of one First Cash Solution contract for several shops. It must be differentiated, however, between the case of an integrated multi-shop functionality and independent shops:





**Figure 4.1:** Multi-shop set-up

## Licensing

In the case of independent shops, you require a payment module license for each shop. For scale prices, please contact us directly.

### 4.10.1 Usage of the Integrated Multishop Functionality of Shopware

The payment module supports the multishop feature of Shopware. No further modifications are necessary. The module automatically recognizes the shop the order belongs to. In order for the multishop functionality to work, it is, however, necessary that the individual sub-shops within Shopware have been configured correctly.

## 5 Settings / Configuration of Payment Methods

### 5.1 General Information About the Payment Methods

All sellxed payment modules are delivered with the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with First Cash Solution as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

### 5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

#### Important info regarding Order Status

Never set the status to **Pending First Cash Solution** or any similar pending status which is implemented by the module.

#### 5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending First Cash Solution' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to First Cash Solution are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of First Cash Solution.

#### 5.2.2 Order status "cancelled"

Orders with the status "cancelled" have either been set to that status automatically due to a timeout, as described above, or have been cancelled directly by the customer.

## 5.3 Payment Methods

The modules differentiate between the standard and the professional version. In the professional version, all payment methods available for First Cash Solution are integrated. With the standard version, however, you only receive the most common payment methods. Should a desired payment method not be available, please contact us directly.

## 5.4 MasterPass Integration: What to keep in mind

If you integrate MasterPass as a payment method in your shop, you have two integration options: External and Standard Checkout. When using External Checkout, the customer does not have to provide address data during checkout. The customer only needs a MasterPass account and the data will be transmitted by MasterPass. In order to use this option as a merchant, you have to activate this payment method with First Cash Solution.

Please keep in mind, that using additional functions such as address transmission through MasterPass, may require the activation of the respective options through First Cash Solution aktiviert.

In order to use MasterPass in compliance with the MasterCard guidelines, please read the following information carefully before using this payment method.

### 5.4.1 Integration Possibilities for MasterPass

MasterPass can be integrated as a normal payment method with redirection to First Cash Solution or as an external checkout.

#### 5.4.1.1 MasterPass as a Payment Method

If you like to integrate MasterPass as a normal payment method, activate the payment method as usual (see [Configuration of the payment method](#)). In this scenario the customer will first be redirected to MasterPass and then to the wallet of the issuer.

#### 5.4.1.2 MasterPass as External Checkout

If you integrate MasterPass as an external Checkout, you can minimize the steps towards the payment radically. The adress transfer and the creation of the account is processed via MasterPass. If you activate the external checkout, there appears a button in the basket with which you can jump after the login directly to the last step of the order confirmation. The creation of the account happens in the background.

For the activation of the external checkout go to **Configuration > First Cash Solution** . There you'll find all settings for the external checkout:

**Externer Checkout**

Scope der Konfiguration:  
Standardkonfiguration

**PSP**

Über

**Externer Checkout**

**MasterPass**

|                       |                                                                                                                       |              |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------|--------------|
| Active *              | <input checked="" type="checkbox"/> Active<br>▲ Markieren Sie dieses Feld um den externen Checkout zu aktivieren.     | [STORE VIEW] |
| Sort Order *          | <input type="text" value="0"/><br>▲ Legen Sie die Reihenfolge fest, in der externe Checkouts angezeigt werden sollen. | [STORE VIEW] |
| Minimal Order Total * | <input type="text"/><br>▲ Define a minimal order total for this checkout to be available.                             | [STORE VIEW] |
| Maximal Order Total * | <input type="text"/><br>▲ Define a maximal order total for this checkout to be available.                             | [STORE VIEW] |

**Figure 5.1:** Activation of the external checkout.

MasterPass as external checkout is not for all cases available. If this point in the manual doesn't appear, please make sure to contact us.

## 5.4.2 Checkout: MasterPass Learn More Button

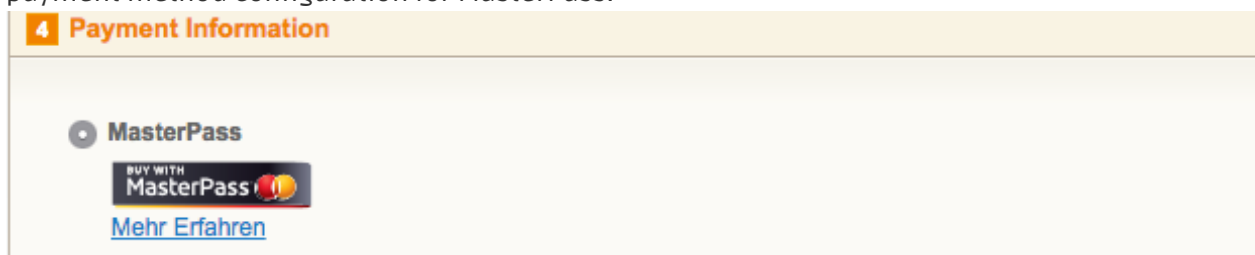
When using MasterPass as a payment method for standard checkout, it is mandatory to link to the MasterPass Learn More Page. In order to do this, navigate to [Payment Method Configuration](#). Paste the link for the Learn More Page into the field 'Description' for the respective languages. The field 'Learn More' will now be displayed when choosing a payment method.

We have already collected the most important links for you. You only have to copy and paste the links into the description field:

- German: [Mehr Erfahren](https://www.mastercard.com/mc_us/wallet/learnmore/de/DE/)
- French: [apprendre plus](https://www.mastercard.com/mc_us/wallet/learnmore/fr/FR/)
- English: [Learn More](https://www.mastercard.com/mc_us/wallet/learnmore/en/DE/)
- Spanish: [aprender más](https://www.mastercard.com/mc_us/wallet/learnmore/en/ES/)
- Italian: [saperne di più](https://www.mastercard.com/mc_us/wallet/learnmore/it/IT/)
- Dutch: [Leer Meer](https://www.mastercard.com/mc_us/wallet/learnmore/nl/NL/)

|              |                                                                                                                             |              |
|--------------|-----------------------------------------------------------------------------------------------------------------------------|--------------|
| Aktiviert    | <input type="text" value="Aktiviert"/>                                                                                      | [STORE VIEW] |
|              | ▲ Diese Zahlungsmethode aktivieren                                                                                          |              |
| Titel        | <input type="text" value="MasterPass"/>                                                                                     | [STORE VIEW] |
|              | ▲ Name der Zahlungsmethode                                                                                                  |              |
| Beschreibung | <pre>&lt;a href="https://www.mastercard.com/mc_us/wallet/learnmore/de/DE/" target="_blank"&gt;Mehr Erfahren&lt;/a&gt;</pre> | [STORE VIEW] |
|              | ▲ Beschreibung der Zahlungsmethode                                                                                          |              |

**Figure 5.1:** Example for entering a description (Magento). These settings are to be found in the payment method configuration for MasterPass.



**Figure 5.1:** The Learn More Page link should appear in the frontend.

Links for additional languages can be found in this document: <https://developer.mastercard.com/...>

### 5.4.3 Additional information

General and additional information on using the MasterPass trademark and logo in your webshop are available in the official MasterPass Merchant Branding Requirement Document, which you can access here: <https://developer.mastercard.com/...>

## 6 The Module in Action

Below you will find an overview over the most important features in the daily usage of the First Cash Solution module.

### 6.1 Capturing / Canceling of Orders

#### 6.1.1 Capturing Orders

##### Please note

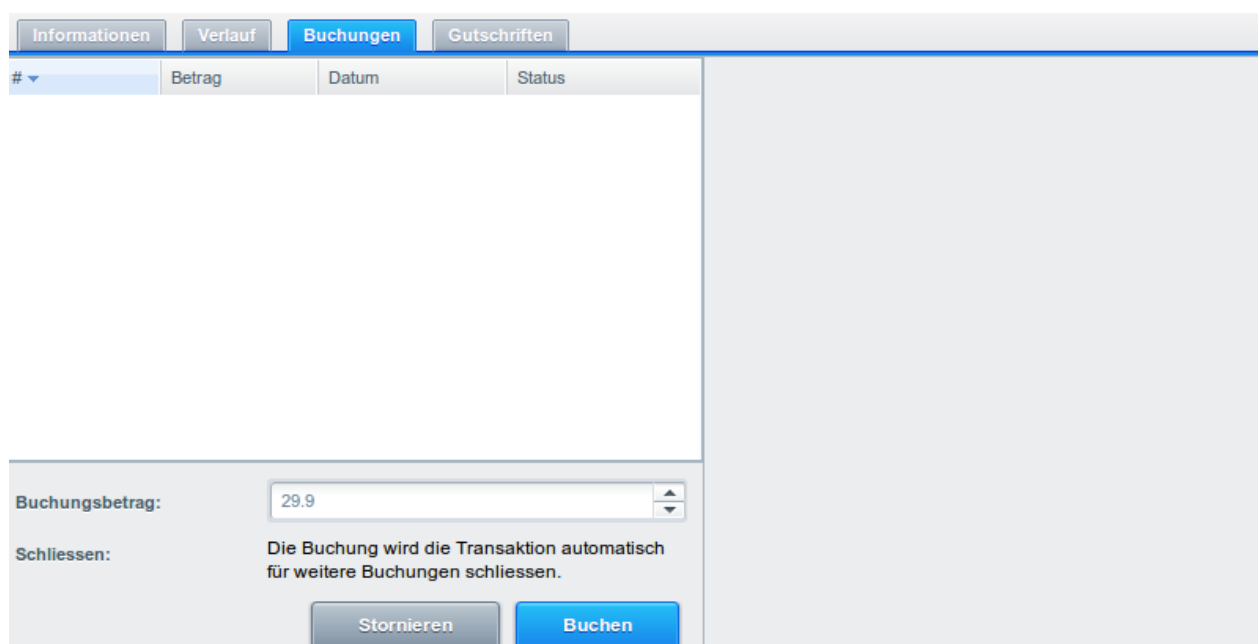
The transaction management between your shop and First Cash Solution is not synchronized. If you capture payments with First Cash Solution, the status in the shop will not be updated and a second capturing in the shop is not possible.

In order to be able to capture orders, you must make sure that you have set 'Capturing' to **deferred** in the configuration of the [payment method](#).

Open the order you wish to capture and switch to the tab **Transactions**. Here you will find the tab **Captures**. Enter the amount you wish to debit from the customer's card. By clicking **Capture**, a direct capturing of the order occurs with First Cash Solution.

#### 6.1.2 Cancellation

By clicking the button **Cancel**, you delete the initial authorization on the customer's card. The pre-authorized amount is released from the customer's card.



| # | Betrag | Datum | Status |
|---|--------|-------|--------|
|---|--------|-------|--------|

**Buchungsbetrag:**

**Schliessen:** Die Buchung wird die Transaktion automatisch für weitere Buchungen schliessen.

Figure 6.1: Capturing/Cancellation of orders in Shopware

## 6.2 Useful Transaction Information on the Order

In each order, processed via the sellxed module, you can find an overview over the most important information about the transaction as well as a transaction history.

In order to get to the transaction information, open the order and switch to the tab **Transactions**. Here you will find all authorization attempts and the related information.

| #  | Datum               | Zahlungsmethode | Ist Autorisiert | Betrag |
|----|---------------------|-----------------|-----------------|--------|
| 19 | 20.11.2013 11:06:11 | Visa            | aktiv           | 29,90  |

|                                  |                              |                              |                     |
|----------------------------------|------------------------------|------------------------------|---------------------|
| <b>Autorisierungsbetrag:</b>     | 29.9                         | <b>Transaktion verbucht:</b> | Ja                  |
| <b>Währung:</b>                  | EUR                          | <b>Transaktion bezahlt:</b>  | Ja                  |
| <b>Zahlungsmethode:</b>          | VISA                         | <b>Kartenummer:</b>          | xxxx xxxx xxxx 0111 |
| <b>Zahlungsid:</b>               | 80C26IAU017rUAj3v7fQAn6fQnGb | <b>Kartenablaufdatum:</b>    | 10/24               |
| <b>Verbuchter Betrag:</b>        | 29.9                         | <b>Card Type:</b>            | VISA                |
| <b>Transaktion autorisiert:</b>  | Ja                           | <b>3D Secure:</b>            | Erfolgreich         |
| <b>Transaktion ist unsicher:</b> | Nein                         |                              |                     |

Figure 6.1: Transaction Information in Shopware.

## 6.3 Using invoice details of a processor

In the following context you can view or embed the "payment details" of for example an "Open Invoice" transaction:

### 6.3.1 Shopware Order confirmation (E-Mail)

Please add the following code block into your Shopware email template, if you want to send the payment details of the processor in the mail confirmation sent to the customer:

#### 1. HTML Mailtemplate

```
{if $paymentInformationHtml}
    {$paymentInformationHtml}
{/if}
```

#### 2. PLAIN Mailtemplate

```
{if $paymentInformationPlain}
    {$paymentInformationPlain}
{/if}
```

### 6.3.2 Shopware Invoice (PDF)

Due to technical limitations, it is currently not possible to display the "payment information" here.

### 6.3.3 Shopware-Backend (Transaction details)

You can view the payment and transaction details in Shopware under **Customer > Payments > First Cash Solution**.

| Transaktionsdetails: 1 |              |                           |      |
|------------------------|--------------|---------------------------|------|
| Information            |              |                           |      |
| Autorisierungsbetrag:  | 8            | Testtransaktion:          | Ja   |
| Währung:               | EUR          | Transaktion autorisiert:  | Ja   |
| Zahlungsmethode:       | Open Invoice | Transaktion ist unsicher: | Nein |
| Zahlungs-ID:           | 3573563      | Transaktion bezahlt:      | Ja   |

| Zahlungsinformationen |                              |
|-----------------------|------------------------------|
| Bank:                 | Customweb Test Bank          |
| Kontoinhaber:         | Customweb GmbH               |
| IBAN:                 | DE1200TEST333222110000546397 |
| BIC:                  | TESTBIC0001                  |
| Referenznummer:       | BP3573563/2749               |

Figure 6.1: Transaction details within Shopware.

### 6.3.4 Shopware Success-Page



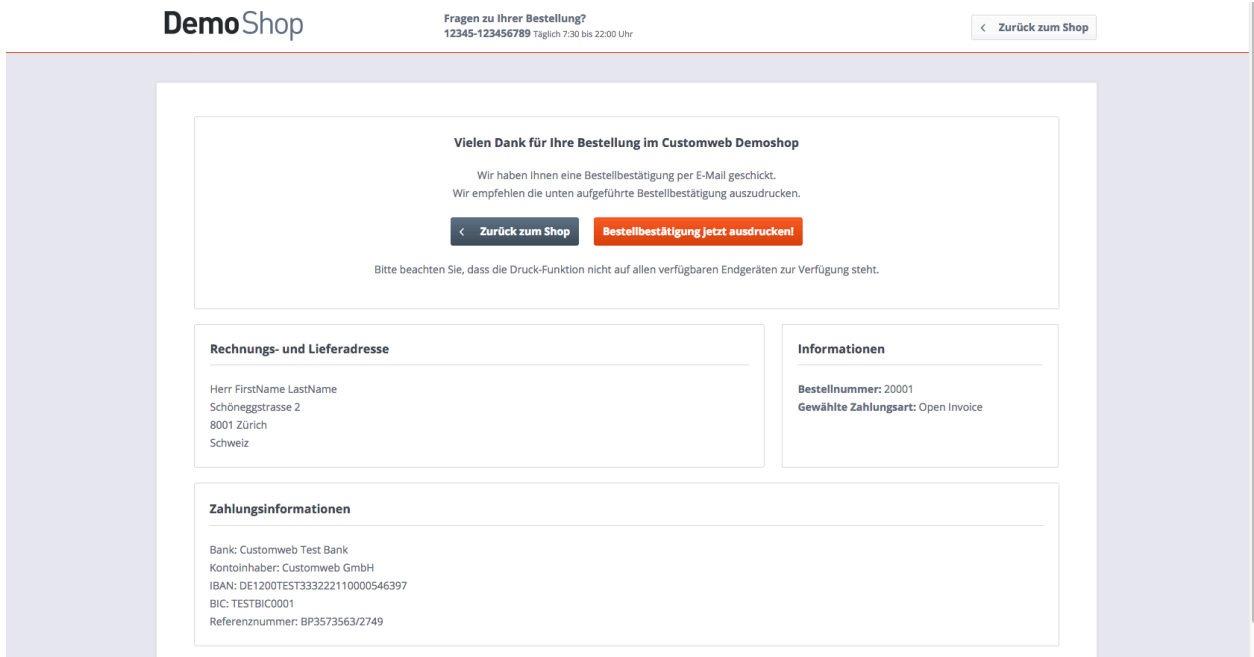


Figure 6.1: Payment informations on the Shopware "Success-Page".

## 6.4 Refunds

You can refund already captured transactions and automatically transmit them to First Cash Solution. In order to do so, open the order. Switch to the tab **Transactions**. A new window will open up in which you must then switch to the tab **Refunds** in order to refund orders.

To refund a line item you need to enter the quantity you wish to refund. By clicking **Refund**, the refund is automatically transmitted to First Cash Solution. It will then be refunded via the payment method the customer chose for the transaction.

Transaktionsdetails: 23
X

Information
Verlauf
Verbuchungen
Gutschrift

| # | Betrag | Datum | Status |
|---|--------|-------|--------|
|   |        |       |        |

| Name                                 | SKU      | Typ      | MwSt.   | Menge | Total (exkl. MwSt.) | Total (inkl. MwSt.) |
|--------------------------------------|----------|----------|---------|-------|---------------------|---------------------|
| ELASTIC MÜTZE                        | SW10153  | product  | 19.00 % | 1     | 12.56               | 14.95               |
| Standard Versand                     | shipping | shipping | 19.00 % | 1     | 3.28                | 3.9                 |
| <b>Total gutgeschriebener Betrag</b> |          |          |         |       |                     | <b>18.85</b>        |

Transaktion für weitere Rückvergütungen schliessen
 Rückerstattung

**Figure 6.1:** Refunding Orders in Shopware.

Please note that you can't refund more than 100% of the original amount.

## 6.5 Usage Abo Commerce / Recurring Payments

Abo-Commerce increases long-term customer loyalty. Customers can choose as many products as they wish and have them home to them in cycles of their choice. The advantage for customers: products that are required regularly are automatically delivered to their home.

Shopware offers you the possibility of offering Abo Commerce in your shop. In order to do so, a special module has been developed by Shopware ([Abo Commerce Module](#)). All sellxed payment modules are compatible with the Abo Commerce module of \_\_\_\_shopSytemName\_\_\_\_. In case of questions concerning the Abo Commerce Module, please contact Shopware directly.

### Abo Commerce requires the additional option with First Cash Solution

The usage of Abo Commerce requires the activation of additional options with First Cash Solution.

## 6.6 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with First Cash Solution for later purchases. You can enable this by activating the option "Alias Manager" in the configuration of the [Payment Method](#). The customer can then choose from his or her saved credit cards without having to re-enter all the details.

### Zahlungs-Formular

|                            |                                                                                                      |
|----------------------------|------------------------------------------------------------------------------------------------------|
| <b>Saved cards:</b>        | <input type="text" value="xxxx xxxx xxxx 0111"/>                                                     |
|                            | You may choose one of the cards you paid before on this site.                                        |
| <b>Karteninhaber*</b>      | <input type="text" value="Test Buyer"/>                                                              |
|                            | Bitte geben Sie den Karteninhaber auf Ihrer Kreditkarte ein.                                         |
| <b>Kartennummer*</b>       | <input type="text" value="xxxx xxxx xxxx 0111"/>                                                     |
|                            | Bitte geben Sie hier die Kartennummer Ihrer Kreditkarte ein.                                         |
| <b>Karten Ablaufdatum*</b> | <input type="text" value="03"/> <input type="text" value="2015"/>                                    |
|                            | Wählen Sie das Ablaufdatum Ihrer Karte aus.                                                          |
| <b>CVC Code*</b>           | <input type="text"/>                                                                                 |
|                            | Bitte geben Sie hier den CVC Ihrer Karte ein. Sie finden diesen auf der Rückseite Ihrer Kreditkarte. |

**Figure 6.1:** Alias Manager Usage in Shopware

**Please note!**

The usage of the Alias Managers requires the activation of the correct option with First Cash Solution. To do so, please contact the support directly.

## 7 Getting the Credit Card Data via Shopware REST API

When connecting ERP systems to Shopware it may be that further information is required via Shopware API. The sellxed modules provide you with a lot of payment information also via Shopware REST API.

Basic Information about the usage of the REST API of Shopware can be found in the [Shopware Developers Guide](#).

The service can be called up under <https://www.shop-url.com/api/CwbfcsolutioncwTransactions>. The call of the above URL leads to the listing of all transactions. By adding the Transaction ID you can filter by the corresponding Transaction ID. The Transaction ID can be found in the order overview (Customer > Payments > First Cash Solution )

Additionally, you can also access the transaction via the Payment ID (transmitted through First Cash Solution). To do so, the parameter 'usePaymentId=1' has to be added as a parameter to the URL.

## 8 Set-up a cron job to activate the timed operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the Shopware Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of First Cash Solution. For payment methods which use a delayed authorisation process this is mandatory. Please note it could be that in order to use the update feature it may be necessary that First Cash Solution activates additional options in your account.

The module uses the standard cron engine of Shopware. More information regarding the set up can be found here: [https://community.shopware.com/Cronjobs\\_detail\\_1102.html](https://community.shopware.com/Cronjobs_detail_1102.html).

## 9 Testing

Before switching from test to live mode it is important that you test the module extensively. You can find all relevant test credit card data under: <http://www.sellxed.com/de/testen>.

### Testing

Do not forget to switch the operating mode from test to live after having successfully tested the module.

### 9.1 Test Data

In the following section you can find the test data for the various payment methods:

#### Credit / Debit Card

|             |                  |            |
|-------------|------------------|------------|
| Card number | 5399999999999999 | Mastercard |
| Expiry Date | 12/2020          |            |
| CVC         | 123              |            |

|             |                  |      |
|-------------|------------------|------|
| Card number | 4900000000000003 | Visa |
| Expiry Date | 12/2020          |      |
| CVC         | 123              |      |

#### Credit Card (Be2Bill)

|             |                  |            |
|-------------|------------------|------------|
| Card number | 5399999999999999 | Mastercard |
| Expiry Date | 12/2020          |            |
| CVC         | 123              |            |

|             |                  |      |
|-------------|------------------|------|
| Card number | 4900000000000003 | Visa |
| Expiry Date | 12/2020          |      |
| CVC         | 123              |      |

#### PayU CEE

|             |                  |      |
|-------------|------------------|------|
| Card number | 4355084355084358 | Visa |
| Expiry Date | 12/2020          |      |
| CVC         | 000              |      |

#### Invoice

|           |                                                                                           |                    |
|-----------|-------------------------------------------------------------------------------------------|--------------------|
| Procedure | Use any valid German address. The first two attempts are successful. The third will fail. | BillPay            |
| Company   | Must be empty                                                                             | BillSAFE: Accepted |
| Firstname | Paul                                                                                      |                    |
| Lastname  | Positiv                                                                                   |                    |
| Street    | Teststr. 4                                                                                |                    |
| Post Code | 49084                                                                                     |                    |

|             |                                                                                                                                       |                                |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| City        | Osnabrück                                                                                                                             |                                |
| Phone       | 095198009                                                                                                                             |                                |
| Test Data   | <a href="http://developers.klarna.com/en/testing/invoice-and-account">http://developers.klarna.com/en/testing/invoice-and-account</a> | Klarna                         |
| Customer ID | customer1                                                                                                                             | Paymorrow: PrepareOrder        |
| Company     | Must be empty                                                                                                                         | ACCEPTED ConfirmOrder DECLINED |
| Gender      | FEMALE                                                                                                                                |                                |
| Firstname   | Test                                                                                                                                  |                                |
| Lastname    | Tester                                                                                                                                |                                |
| Street      | Schwarzenbergstrasse 4                                                                                                                |                                |
| Post Code   | 96050                                                                                                                                 |                                |
| City        | Bamberg                                                                                                                               |                                |
| Country     | DE                                                                                                                                    |                                |
| Phone       | +49(5664)000000                                                                                                                       |                                |
| E-Mail      | customerEmail@domain.com                                                                                                              |                                |
| Amount      | Beliebig                                                                                                                              |                                |
| Birthday    | 1987-10-25                                                                                                                            |                                |
| Customer ID | customer1                                                                                                                             | Paymorrow: PrepareOrder        |
| Company     | Must be empty                                                                                                                         | ACCEPTED ConfirmOrder ACCEPTED |
| Gender      | FEMALE                                                                                                                                |                                |
| Firstname   | Test                                                                                                                                  |                                |
| Lastname    | Tester                                                                                                                                |                                |
| Street      | Schwarzenbergstrasse 4                                                                                                                |                                |
| Post Code   | 96050                                                                                                                                 |                                |
| City        | Bamberg                                                                                                                               |                                |
| Country     | DE                                                                                                                                    |                                |
| Phone       | +49(5664)111111                                                                                                                       |                                |
| E-Mail      | customerEmail@domain.com                                                                                                              |                                |
| Amount      | under €300                                                                                                                            |                                |
| Birthday    | 1987-10-25                                                                                                                            |                                |
| Customer ID | customer1                                                                                                                             | Paymorrow: PrepareOrder        |
| Company     | Must be empty                                                                                                                         | DECLINED                       |
| Gender      | FEMALE                                                                                                                                |                                |
| Firstname   | Test                                                                                                                                  |                                |
| Lastname    | Tester                                                                                                                                |                                |
| Street      | Schwarzenbergstrasse 4                                                                                                                |                                |
| Post Code   | 96050                                                                                                                                 |                                |
| City        | Bamberg                                                                                                                               |                                |
| Country     | DE                                                                                                                                    |                                |
| Phone       | +49(5664)222222                                                                                                                       |                                |
| E-Mail      | customerEmail@domain.com                                                                                                              |                                |
| Amount      | Beliebig                                                                                                                              |                                |
| Birthday    | 1987-10-25                                                                                                                            |                                |
| Last Name   | Wischnewski                                                                                                                           | RatePay: B2C                   |



First Name Hans-Jürgen  
 Birthday 1973-12-27  
 Street Müllerstraße 137  
 Postcode 13353  
 City Berlin  
 Country DE  
 Phone 03018425165

Company Name Imperium UG  
 Sales Tax Number DE123456789  
 Last Name Descartes  
 First Name René  
 Birthday 1973-12-27  
 Street Odeonplatz 1  
 Postcode 80539  
 City München  
 Country DE  
 Phone 08945687541

RatePay: B2B

**Direct Debits**

Direct

Last Name Wischnewski  
 First Name Hans-Jürgen  
 Birthday 1973-12-27  
 Street Müllerstraße 137  
 Postcode 13353  
 City Berlin  
 Country DE  
 Phone 03018425165

RatePay: B2C

Company Name Imperium UG  
 Sales Tax Number DE123456789  
 Last Name Descartes  
 First Name René  
 Birthday 1973-12-27  
 Street Odeonplatz 1  
 Postcode 80539  
 City München  
 Country DE  
 Phone 08945687541

RatePay: B2B

BIC BYLADEM1ROS  
 IBAN DE36711500000009290701

InterCard: Accepted

Customer ID customer1  
 Company Must be empty  
 Gender FEMALE  
 Firstname Julia  
 Lastname Tester

Paymorrow: Accepted

|           |                          |
|-----------|--------------------------|
| Street    | Aalener Str. 57          |
| Post Code | 73492                    |
| City      | Rainau                   |
| Country   | DE                       |
| Phone     | 07361889969              |
| E-Mail    | customerEmail@domain.com |
| Birthday  | 1987-10-25               |

## 9.2 Testing - First Cash Solution Simulation Mode

Any kind of payment method can be tested with our modules. The "Operation Mode" corresponds to the simulation mode with First Cash Solution. Payments with a total of less than 10'000 EUR are always accepted.

## 10 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/faq>. Should you not be able to solve your problem with the provided information, please contact us directly under: <http://www.sellxed.com/en/support>

### 10.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the First Cash Solution Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: [under bullet point 4](#).

# 11 Compatibility with Third-Party Plugins

The plugins listed below are compatible with our payment modules and allow you to handle certain tasks in a easier way.

## 11.1 Birthday and gender in Shopware

For certain payment service providers it is necessary to check the birthday an the gender of a customer. Shopware does not check this by default. To enable these checks go to "Configuration > Basic Settings > Frontend > Login / Registration" and check the following parameters:

- Show Birthday Field
- Birthday is required
- Show "I am" select field

## 12 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

### 12.1 Log Levels

You can configure the log level in the First Cash Solution settings.

- Error: Logs unexpected errors only. (Default)
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

### 12.2 Log Location

The log file is stored in the Shopware log directory. Please make sure the path exists and it is writable by the webserver. (Default Path: {shopRootDirectory}/logs or {shopRootDirectory}/var/log)

## 13 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

### 13.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. You require more information of the transaction for further processing an order in your erp system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

Have Shopware initialized in your script, this is required for the database connection.

```
require __DIR__ . '/autoload.php';
use Shopware\Kernel;
$environment = 'production';
$kernel = new Kernel($environment, false);
$kernel->boot();
```

Register the module classes.

```
$pluginPath = 'engine/Shopware/Plugins/Local/Frontend/CwbFCSolutionCw';
Shopware()->Loader()->registerNamespace('Customweb', 'Customweb/');
Shopware()->Loader()->registerNamespace('CwbFCSolutionCw_Helpers',
$pluginPath . '/Helpers/');
Shopware()->Loader()->registerNamespace('CwbFCSolutionCw_Entities',
$pluginPath . '/Entities/');
Shopware()->Loader()->registerNamespace('CwbFCSolutionCw_Components',
$pluginPath . '/Components/');
Shopware()->Loader()->registerNamespace('Shopware\Components\Api',
$pluginPath . '/Components/Api/');
```

```
require_once $pluginPath . '/Library/loader.php';
Customweb_Core_Util_Class::registerClassLoader(function ($className){
    return Shopware()->Loader()->loadClass($className);
});
```

To load old transactions register a legacy class loader.

```
Customweb_Core_Util_Class::registerClassLoader(function($className){
    if(strpos($className, 'FCSolutionCw') === 0){
        $fileName = substr($className, strpos($className, '
if(file_exists('engine/Shopware/Plugins/Local/Fronte
```

```
                require_once 'engine/Shopware/Plugins/Local/  
                return true;  
            }  
        }  
        return false;  
    });
```

Now you can load the transaction and then extract the transactionObject.

Load the transaction by Id:

```
$transactionById = CwbFCSolutionCw_Helpers_Util::loadTransaction  
($transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```