

User Guide

PrestaShop Checkout

This module, **PrestaShop Checkout built with PayPal**, enables you to offer the most popular payment methods for customers on your online store: Credit card, PayPal and the main Local Payment Methods (often called LPMs) used in the purchaser's country. That payment solution optimizes the purchase experience, thus the conversion rate of your store as well.

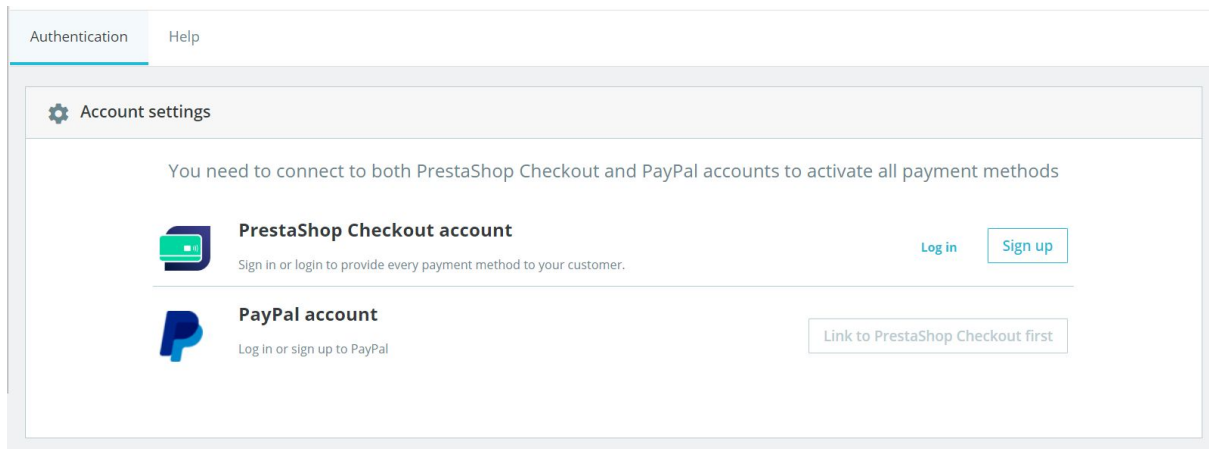
- 1 - BEGIN BY SIGNING IN**
- 2 - PAYMENTS**
- 3 - CUSTOMIZING THE PURCHASE FUNNEL**
- 4 - TRANSACTION LISTING**
- 5 - MANAGING YOUR PAYPAL ACCOUNT**
- 6 - ISSUING A REFUND**
- 7 - COMMISSIONS**

1 - BEGIN BY SIGNING IN

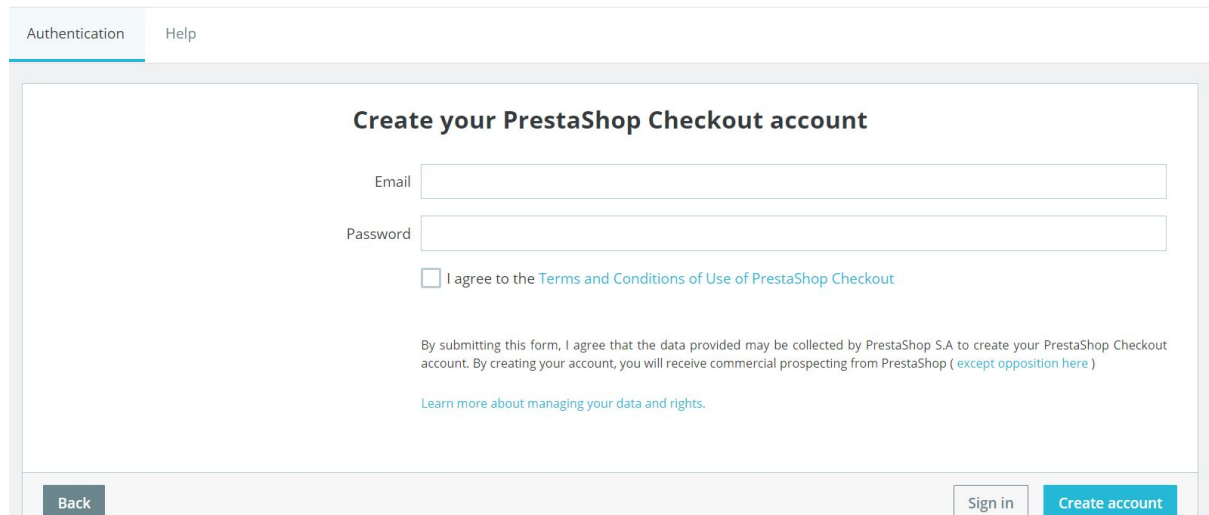
Configuration process will take less than 10 minutes before accepting payments, GET READY !

Step 1 - Connecting to the PrestaShop Checkout account

To activate the payment methods, you'll need to connect a PrestaShop Checkout account. You can also use this same account to connect and activate other PrestaShop Services in future.



Click on *Sign Up* or *Log In*.




SIGN UP - Enter your e-mail address and choose a password, accept the General Terms of Use and click “Create an account”

LOG IN- Enter the e-mail address and password and then click “Log In”

(2) You’ll need to supply **additional information**. Complete all the fields to finalize your PrestaShop Checkout account.

(3) Once you’ve completed this step, you’ll automatically be directed to the Authentication tab, and you’ll see that your **PrestaShop Checkout account is connected**

 Account settings

You need to connect to both PrestaShop Checkout and PayPal accounts to activate all payment methods

**PrestaShop Checkout account**

You are now logged in with your `testax2711@prestashop.com` account

Approved[Log out](#)**PayPal account**

Log in or sign up to PayPal

[Link to PayPal account](#)

Step 2 - Connecting to a PayPal account

Once Step 1 has been completed, the “Link to a PayPal account” button is now enabled.

When you click it, a PayPal Pop-up window opens and the rest of the back-office darkens.

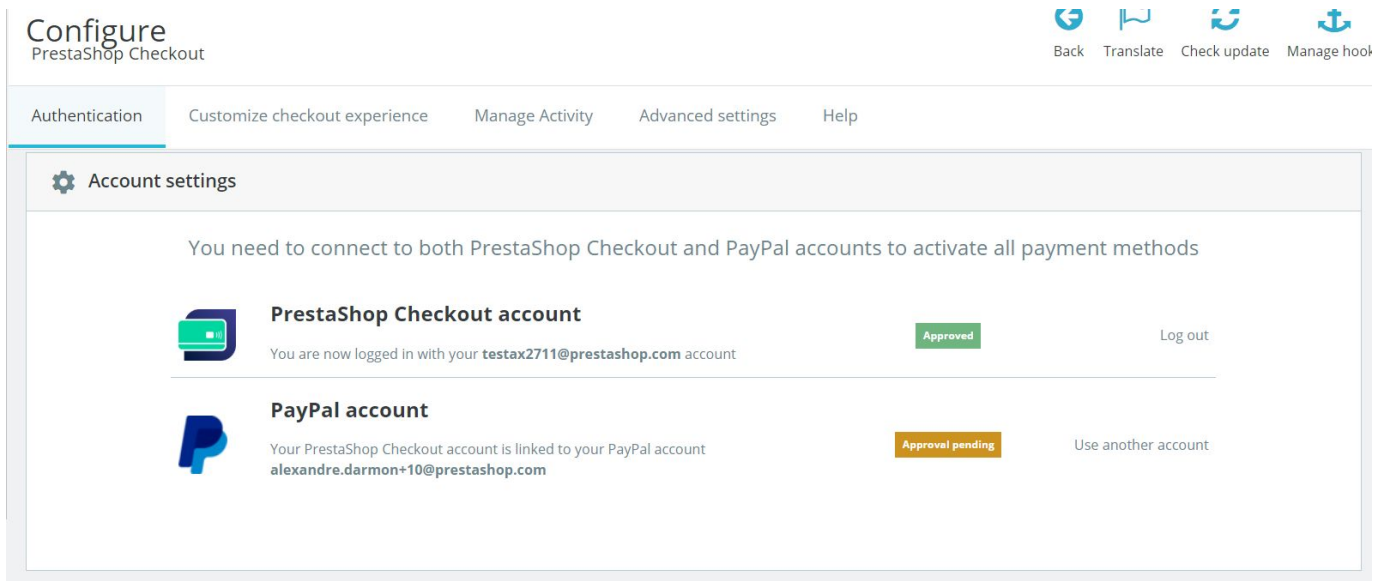
Complete the different steps shown in this window to connect to an existing account or to create a new one.

During this process, you may possibly need to:

- Supply an e-mail address and password
- Convert your personal account into a business account if you haven't already done so
- Provide personal information about your company's managers
- Provide information about your company
- Authorize PayPal to connect your account to PrestaShop Checkout to begin payments and refunds and to access transaction data to send this to your online store.
- Click “Return to the online store” when all the steps have been completed. The window closes automatically and refreshes the module's interface. N.B. : if you don't click on “Return to the online store” the linking won't be successfully completed.

Tip! Don't forget to **confirm your e-mail address** by opening the e-mail you'll receive in your inbox and clicking on "Confirm my e-mail address" to finalize your account. You won't be able to activate the payment methods without confirming your e-mail address.

Once this step is complete, you'll automatically be redirected to the Authentication tab, where you'll see that your **PayPal account is connected** (you'll need to refresh the page after a minute for the online store to receive information about the status of the account used).



The screenshot shows the 'Configure' page for PrestaShop Checkout. At the top right, there are navigation links: 'Back', 'Translate', 'Check update', and 'Manage hook'. Below these is a horizontal menu with 'Authentication', 'Customize checkout experience', 'Manage Activity', 'Advanced settings', and 'Help'. The 'Authentication' tab is selected, leading to the 'Account settings' section. A message states: 'You need to connect to both PrestaShop Checkout and PayPal accounts to activate all payment methods'. Below this, two account entries are shown:

Account Type	Status	Action
PrestaShop Checkout account You are now logged in with your <code>testax2711@prestashop.com</code> account	Approved	Log out
PayPal account Your PrestaShop Checkout account is linked to your PayPal account <code>alexandre.darmon+10@prestashop.com</code>	Approval pending	Use another account

Step 3 - Activating the payment methods

At this stage, if you have correctly confirmed your e-mail address in your inbox, your **PayPal account** is confirmed and you can now accept payments via **PayPal** and **Local Payment Methods (LPMs)** in your online store.

For payments by **Credit card**, PayPal must **check the information** you have given them to ensure that your business is legal and to check the profile of the company owners. Check your e-mails, because PayPal will certainly require **further information** to be able to increase the limit. This may include: a bank card, a bank account or an identity document, etc.

To check if you have provided all required information [connect to your PayPal account here!](#) **These checks can take up to 48 hours.**

N.B. : In certain cases, you can start receive payments up to 500€ with credit or debit card awaiting for account approval. But you'll need full approval to accept more than these 500€.

To find out whether a payment method has been activated or not, you'll find the information you need in the module's interface, in the **Authentication tab**.

Payment methods acceptance

Payment method	Availability	Activation status
PayPal Accept payments through PayPal buttons on your checkout page.	Available	Enabled
Credit and Debit Cards You can process a limited amount in card transactions.	Restricted	Enabled




Tip! While your account is being confirmed, the status of the "Credit card" payment method will be shown as "Pending confirmation", but you can still accept payments by PayPal.

You are advised to check it by simulating a purchase from your online store, right through to the payment stage.


✓ ADDRESSES

✓ SHIPPING METHOD

4 PAYMENT


Pay by Card   

Card number

Expiry date

CVC

Pay with a PayPal account or other payment methods 

I agree to the [terms of service](#) and will adhere to them unconditionally.

ORDER WITH AN OBLIGATION TO PAY

If you want to check that the payment methods are working properly, all you need to do is to confirm this purchase, check that the order has been successfully created and then issue a refund for it (see 5- Issuing a refund).

Tip! Perform this test with small sums as the commission cannot be recovered.

Caution! The **rounding rules** settings for your PrestaShop online store must be compatible to avoid problems when several products are being ordered at the same time.

In Online store settings > General preferences:

Rounding rule: Round to infinity when the value is halfway (recommended)

Type of rounding: Use rounding for each item

Tip! Once the PayPal and Credit Card payment methods are activated, you are advised to **deactivate all other payment modules which allow your customers to pay by Credit Card or PayPal**, to avoid having several identical payment methods proposed at the checkout stage, which could confuse your customers.

2 - PAYMENTS

Congratulations! If you've reached this stage you've finished activating your payment methods.

Take the time to learn a little more about your payment methods and their possibilities.


1 - Your online store's "Pay by Card" payment method requires the customer to complete 3 fields: Card number, Expiry date and CVC.

The card number field features **auto-detection of the card type**, once the first 4 numbers have been entered, for a smoother process and to reassure the customer. Additionally, to avoid inputting errors, if the **card number is invalid**, the field turns red when the customer tries to move onto the next stage. Finally, **the format** of the number entered matches that of credit cards to make it easier to read.

4 PAYMENT

Pay by Card   

Card number


4200 0000 0000 0001| 

Expiry date

08 / 22

CVC

123

Pay with a PayPal account or other payment methods 

I agree to the [terms of service](#) and will adhere to them unconditionally.

ORDER WITH AN OBLIGATION TO PAY

Your clients can pay with their Credit or Debit Card

After entering the bank card details, it's simply a matter of accepting the General Terms of Sale to confirm the order.

2 - The payment option "Pay by PayPal and other payment methods" displayed in your online store allows customers to pay using the payment method they know best.

According to the Country, they can choose from several different payment methods.

For example, a buyer in Germany will be able to pay by PayPal, SOFORT or Giropay, which are all popular payment methods in Germany.

The General Terms of Sale must be ticked before one of these buttons can be clicked. The customer will then see a Pop-up open on the order page to help him complete his purchase, by connecting to his corresponding account or creating one in just a few clicks.

When it comes to confirming the payment in the order completion window, the order page will be refreshed, allowing the customer to confirm the order and the payment, or otherwise.

3 - Managing your orders on PrestaShop

You'll find each order placed in your Order tab in the back office as with all other payment modules and you can process and manage your orders naturally on PrestaShop.

The status, content, value or refunds are all available in this order management interface PrestaShop Menu > Order Settings > Order settings.

4 - Managing your income on PayPal

To change the settings of your PayPal account, to track transactions or to manage your balance, go to <https://www.paypal.com/fr/signin> to log in to the PayPal account used (the one connected in the module's Authentication tab).

For example, you can choose the conditions for accepting payments in a currency different from that of your account or add currencies to your account, but also manage your money transfers or deal with disputes created by your customers. (See further details in 5 - Managing your PayPal account)

3 - CUSTOMIZING THE PURCHASE FUNNEL

1 - Changing the order of your payment methods

To modify the order of your payment methods, you need to go into Appearance > Positions, tick the box "Display invisible hooks" and find the hook for "paymentOptions ". You'll find a list of installed payment modules, including Check and Bank Transfer, then put your modules in the order of your choosing.

1.7.5.2 Accès rapide Rechercher (ex. : référence produit, nom) Vo


Apparence / Positions

Positions







Montrer Tous les modules Rechercher un point d'accroche

Afficher les points d'accroche invisibles

advancedPaymentOptions 1 Module

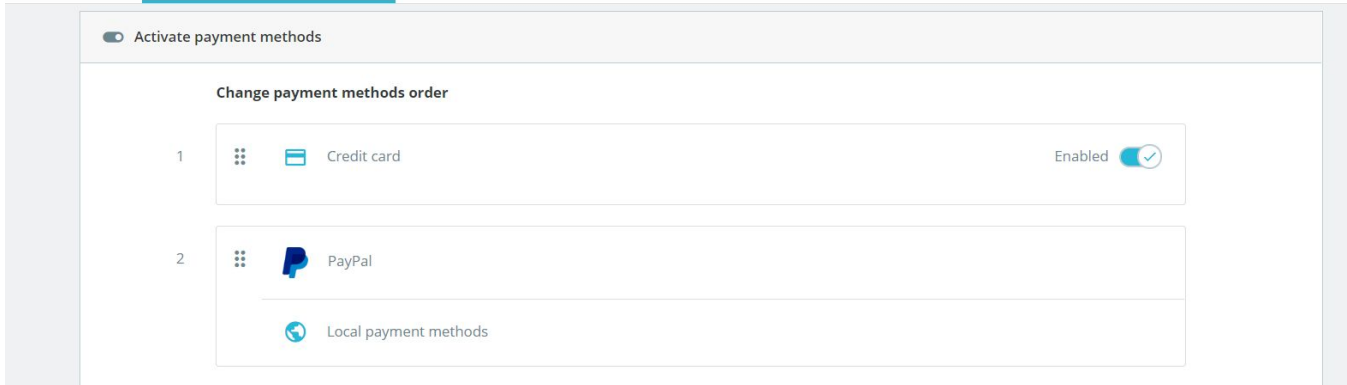
- 
Conformité légale - v3.0.1
 Ce module aide les commerçants à se mettre en conformité avec les dernières lois e-commerce. Modifier

paymentOptions 6 Modules

- 1 
PrestaShop Checkout - v1.0.5
 Provide every payment method to your customer with one module, and manage every sale where your business happens. Modifier
- 2 
Chèque - v2.0.4
 Ce module vous permet d'accepter des paiements par chèque. Modifier
- 3 
Transfert bancaire - v2.0.4
 Accepter les paiements par virement. Modifier
- 4 
PayPal - v4.4.6
 Profitez de notre plateforme de paiement complète pour développer votre activité en ligne, sur mobile et à l'international. Vos acheteurs peuvent utiliser leur solde PayPal, leur compte bancaire et la plupart des cartes pour approvisionner leurs paiements. Modifier
- 5 
Module Stripe officiel - v1.5.2
 Optimisez votre taux de conversion et encaissez vos paiements en toute sécurité avec Stripe, la solution la plus simple du marché. Modifier
- 6 
Paiement comptant à la livraison (Cash on delivery) - v1.0.6
 Permet d'accepter le paiement à la livraison (contre-remboursement) Modifier

In Appearance > Positions, change the order of the payment options proposed to your customers

In PrestaShop Checkout, from the module interface in the "Personalize the purchasing process" tab you can reorder the "Credit Card" and "PayPal and Local Payment Methods" payment options by dragging them into the desired order.



From the PrestaShop Checkout module, change the order of the payment methods including payments by Credit Card, PayPal and local payment methods

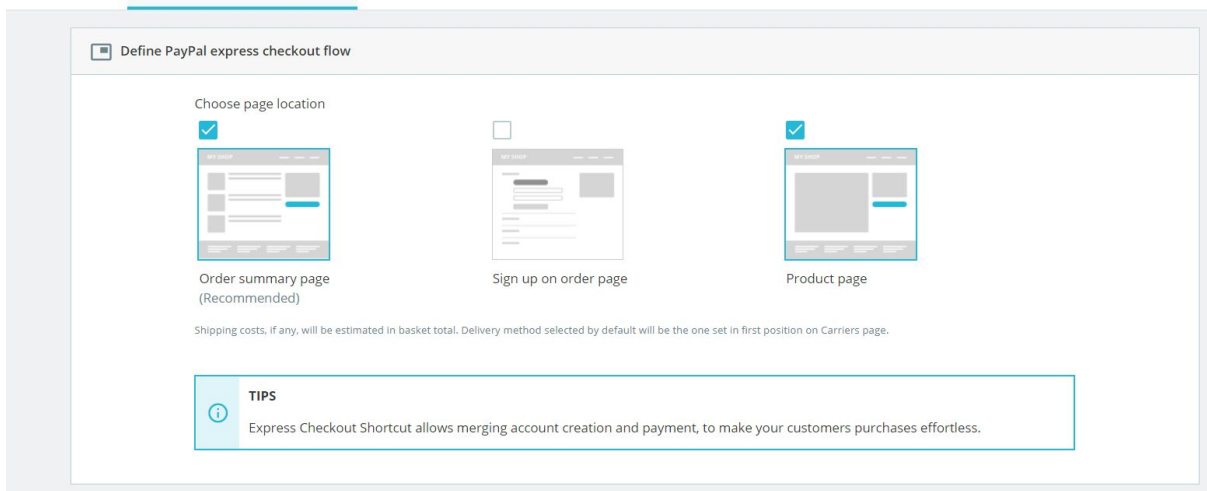
2 - Disable Credit Card Option

In the screenshot just above, as you can see, you can disable the Credit or Debit payment method with the switch button easily.

That way you can use PrestaShop Checkout and all its benefits and keep other credit card payment solution you prefer.

3 - PayPal Express Checkout Shortcut buttons

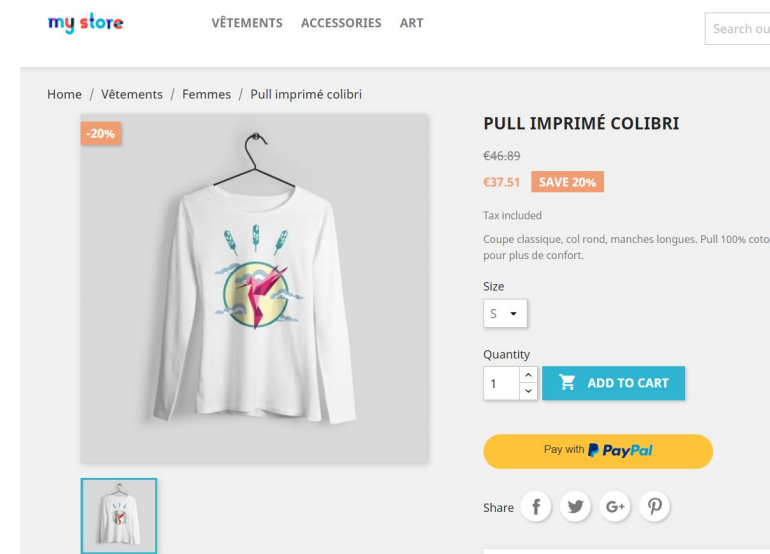
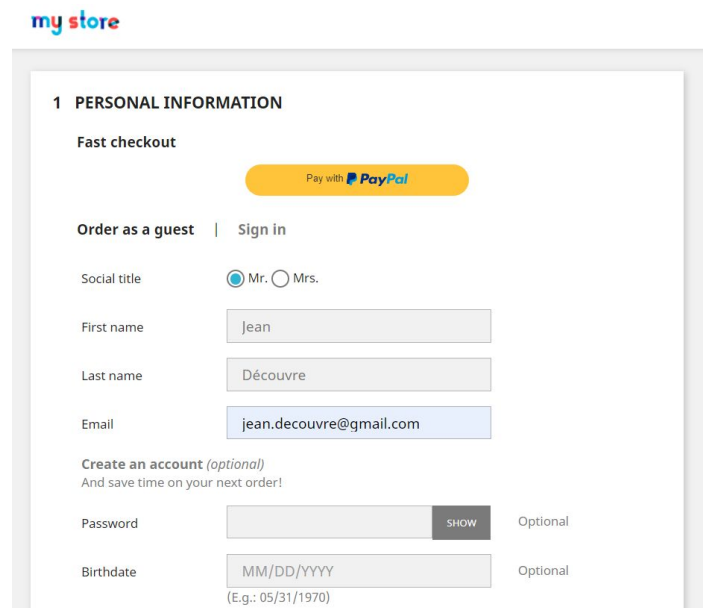
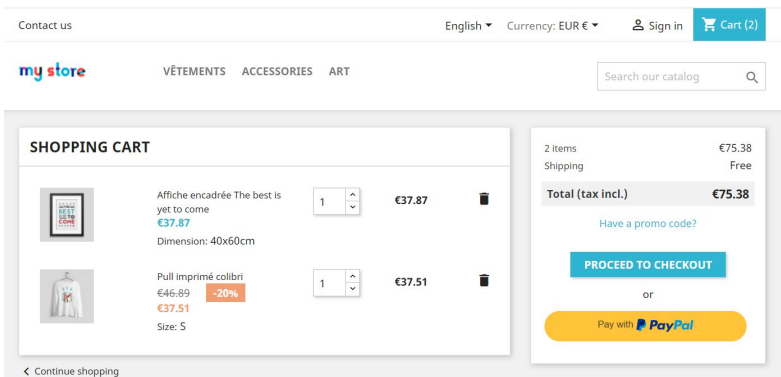
3 Express Checkout buttons can be activated on your store, to allow customers to login with their PayPal account and pay with their PayPal wallet in just a few clicks.



Order Summary page: will add an Express Checkout button below your Order button.

Sign Up on order page: will add an Express Checkout button during the first step of Checkout if the customer is not logged in already.

Product Page: will add an Express Checkout button on every single product page of your website, allowing spontaneous purchases, in a few clicks from a product page your customer gets interested in.



Left above : Order summary page

Left below : Product Page

Right : Sign up on order page

Tips: We do recommend to activate at least the Cart Page Express Checkout, as its conversion rate is higher on that page.,

4 - TRANSACTION LISTING

In the **Manage Activity** tab, you'll find an array with 2 objectives :

- Give visibility on **transactions processed** with PrestaShop Checkout, and **pending transactions waiting** for any action required (capture or accept the conversion of the currency)
- **Ease accounting** and accounting reconciliation every months

ence d'achat **Gérer l'activité** Options avancées Aide

🔍 0 pending dispute(s) [Aller à la plateforme de gestion des litiges →](#)

Toutes les transactions

Vous trouverez ci-dessous toutes les transactions effectuées à travers PrestaShop Checkout, dans la limite de 1000, pour des raisons de rapidité de chargement.. [Voir toutes les transactions sur votre compte PayPal.](#)

2 pending transaction(s)

Date	Order ID	Customer	Type	Before Commission	Commission	Total	Actions
2020-02-24 18:01:42	17	J. eFaisUneDemo	En attente	0,01 €	-	-	Aller sur PayPal
2020-02-24 17:59:34	16	J. eFaisUneDemo	En attente	0,01 €	-	-	Aller sur PayPal

10 transaction(s)

Date	Order ID	Customer	Type	Before Commission	Commission	Total	Actions
2020-02-24 18:05:43	18	J. eFaisUneDemo	Payment	0,01 €	-	-	Aller sur PayPal
2019-12-19 16:59:31	13	A. Darmon	Payment	0,10 €	-	-	Aller sur PayPal
2019-12-19 14:04:30	12	.	Payment	34,80 €	-	-	Aller sur PayPal
2019-12-19 11:08:23	11	.	Payment	0,10 €	-	-	Aller sur PayPal
2019-12-19 10:57:26	10	J. Découvre	Payment	0,10 €	-	-	Aller sur PayPal
2019-12-19 10:42:22	9	.	Payment	78,00 €	-	-	Aller sur PayPal
2019-12-19 10:40:14	8	J. DOE	Payment	42,86 €	-	-	Aller sur PayPal
2019-11-27 15:44:53	7	.	Refund	-0,10 €	-	-	Aller sur PayPal
2019-11-27 15:39:30	7	.	Payment	0,10 €	-	-	Aller sur PayPal

First board: pending transactions. Go to PayPal button will allow to go on PayPal interface to accept a transaction (if the currency used for purchase is not configured in the PayPal account)

Second board: every transaction linked to a validated order: payment or refund. In one click on the line you will be redirected to the order page, on the customer name to the customer page and on click on Go to PayPal will redirect to the transaction details page in PayPal.

Every column can be sorted.

The **accounting reconciliation** is eased and you'll be simply able to connect an order and its invoice to the corresponding transaction in your PayPal account:

- every line links an order (and its order ID) to the transaction directly in PayPal
- from now on, **every invoice generated by PrestaShop will display the PayPal Transaction ID** to find the transaction in the PayPal bank account.

5 - MANAGING YOUR PAYPAL ACCOUNT

1 - Adding currencies to your PayPal account

By default, your PayPal account can accept all currencies, but other currencies must be accepted manually by clicking on **Accept** on the transaction lines concerned in **Activity** in your PayPal account.

To change this setting, you can enter **Account settings > Payment preferences > Block payments > Update** and select **“Yes, accept them and convert to [my currency]”** in the option “Allow payments sent to me in a currency I don't hold”

To **add currencies** to your PayPal account or to change the default currency, you need to go into **Account settings > Money, banks and cards > Currency management**.

6 - ISSUING A REFUND

To process correctly a refund you need to trigger 2 actions.

The **refund transaction** means that the corresponding amount of money is given back to the customer, and taken from your PayPal balance.

The **order management** refund means that the order is updated to register that refund, trigger a new invoice, and potentially increase quantity left for a return or create a delivery slip if needed.

1 - Issue a refund from the PayPal interface

From your PayPal account's **Activity** tab after signing into www.paypal.com , refunds can be issued for all completed transactions using the **“Refund”** button on the right of the line.

When you click it, you'll be redirected to a refund page which shows a summary of the order value and enables you to enter the **Total amount to be refunded**.

When you click **“Issue a refund”**, if you have the necessary funds the refund transaction will be issued.

Numéro de transaction	4GD83528SA6866945
Paieiment d'origine	0,50 EUR
Montant restant	0,50 EUR
Montant total du remboursement	<input type="text" value="0,50"/>
Montant remboursé par le vendeur	0,14 EUR
Commissions remboursées par PayPal	0,36 EUR
En savoir plus	
Numéro de facture (facultatif)	<input type="text"/>
Remarque à l'attention de l'acheteur (facultatif)	<input type="text"/>
<input type="button" value="Effectuer un remboursement"/> <input type="button" value="Annuler"/>	

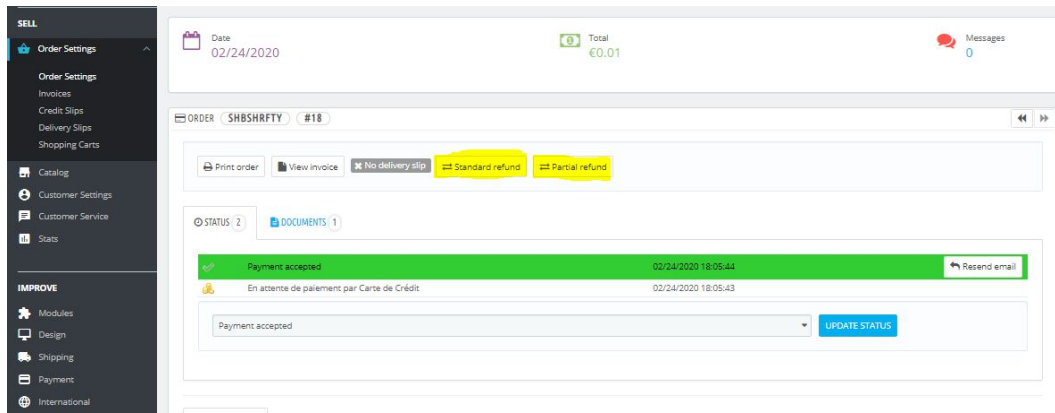
Process a refund from PayPal.com

You'll see that refund transaction appearing in the PrestaShop Checkout tab in the Order page of your the BackOffice.

PRESTASHOP CHECKOUT					
PayPal Order Id 1YC37913DD2012608			PayPal Order Status Completed		
See here all transactions linked to that order. If needed, send a refund request by entering the corresponding amount in the form just below.					
Date	Transaction ID	Type	Status	Amount (Tax included)	
04/10/2020 09:48:31	8DW22858669723048	Payment	Refunded	22.94 EUR	<input type="button" value="Details"/>
04/10/2020 02:55:59	9FV42635GN090125M	Refund	Completed	7.94 EUR	<input type="button" value="Details"/>
04/10/2020 02:53:36	39599338U7982002R	Refund	Completed	15.00 EUR	<input type="button" value="Details"/>

PrestaShop Checkout insert in Back Office order page

NB: Please remember that you must manually do the order management refund in your PrestaShop Backoffice, to set the options you want (Standard refund, return to store with quantity increase, delivery slip generation, etc...). See below for details.



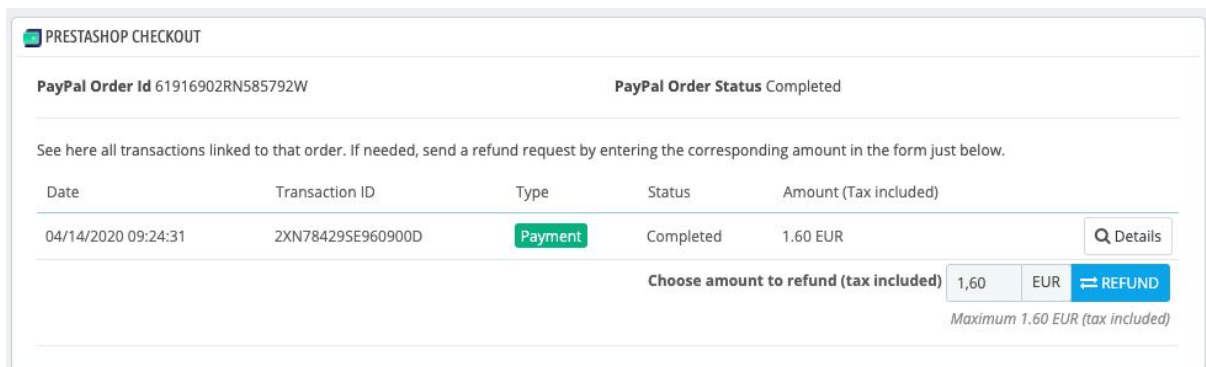
Refund buttons in Back Office order page

2- Issue a refund from the PrestaShop Back Office

From your PrestaShop interface, locate the order concerned, **Menu > Orders > Orders**.

a - Issue Transaction Refund

In the PrestaShop Checkout insert in the order page, you'll find here all transactions linked to an Order. Thus you can see that you can trigger a maximum amount of refund. Enter the necessary amount you want to refund (by default, the amount is a full refund). And click on REFUND. A popup will ask for confirmation, click on OK.



After loading for a few seconds, a banner will confirm that the refund transaction has been issue successfully or if an error happened.

If refunding is a success, you'll see appear a new line in the PrestaShop Checkout transactions inserts.

PRESTASHOP CHECKOUT					
PayPal Order Id 1YC37913DD2012608			PayPal Order Status Completed		
See here all transactions linked to that order. If needed, send a refund request by entering the corresponding amount in the form just below.					
Date	Transaction ID	Type	Status	Amount (Tax included)	
04/10/2020 09:48:31	8DW22858669723048	Payment	Refunded	22.94 EUR	Details
04/10/2020 02:55:59	9FV42635GN090125M	Refund	Completed	7.94 EUR	Details
04/10/2020 02:53:36	39599338U7982002R	Refund	Completed	15.00 EUR	Details

To see that refund transaction in your activity list on www.paypal.com or clicking on DETAILS at the end of the line.

b- Register order management refund

After having triggered a transaction refund from your back-office or from PayPal, you need to register that refund in PrestaShop.


You have to click Partial refund or Standard refund (only if return option is enabled in Orders menu > Merchandise Returns) depending on the case.

Note that these actions on orders won't trigger further transaction refund but only register that this action has been done for invoicing or generating documents.

To issue a **partial refund**, click on "**Partial refund**" at the top of the order. You'll be redirected to the bottom of the order page, where you can enter the number of products concerned by this refund and the amount to be refunded for the products and for the delivery. You also have the "Re-stock products" option if a product has been returned in good condition.

Click on "**Partial refund**" at the bottom, to confirm.

PRODUCTS (1)

Product	Base price Tax included	Qty	Refunded	Available quantity	Total Tax included	Partial refund
 Carnet de notes Colibri - Type de papier : Ligné Reference number: demo_10	€0.01	1		299	€0.01	Quantity: <input type="text" value="0"/> / 1 Amount (Tax included) <input type="text" value=""/> <small>⚠ (Max: €0.01 Tax included)</small>

! For this customer group, prices are displayed as: Tax included

Products:	€0.01
Shipping	€0.00 <small>⚠ (Max: €0.00 Tax included)</small>
Total	€0.01

Re-stock products
 Generate a voucher
 Partial refund

Register a partial refund for an order

7 - COMMISSIONS

Like all payment service providers, PayPal takes a commission on all transactions performed via PrestaShop Checkout. The amount of commission deducted depends on your currency but also on the country in which your business is based. You'll find full details about these commissions on the following page <https://www.prestashop.com/fr/prestashop-checkout>