Windcave

Prestashop Shopping Cart Plugin

Version 1.0

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Document Revision Information and Amendments

All amendments are to be identified and the manual updated, noting the amendment on this amendment page.

Version	Date	Section	Revision Information	Amended by
0.1	2020/11/30	All	Initial Draft	KH
0.2	2020/12/9	1	Updated payment methods & requirements.	KH
0.3	2021/07/02	2.2	Updated Oxipay payment option to Humm	KH
1.0	2021/07/02	All	Release version	KH

Related Documents

Document title	Link/Location

Contents

Windcave

1 Overview

1.1 Introduction

The Windcave Prestashop Plugin supports Prestashop version 1.7.6 or greater. The plugin is built to allow merchants to get their Prestashop store setup accepting online payments securely via the Windcave payment gateway.

1.2 Features

The Windcave plugin utilizes a secure Gateway Hosted Payment Page integration method (redirection & iframe) and supports the below transaction types:

- Purchase
- Authorization
- Refund (partial or full refund)
- Complete (full complete)
- Void

Multiple supported Payment Methods:

- Account2Account
- Alipay
- Apple Pay
- Card
- Google Pay
- Interac
- Humm
- PayPal
- Visa Checkout
- Union Pay
- WeChat Pay

Additional features supported by the Windcave plugin:

- 3D Secure v1 & 2 (where supported by acquirer)
- Token creation, storage and re-billing
- Fail Proof Result Notification
- Risk Management
- Address Verification System (AVS)

The below transaction result fields are saved in the merchant's web site for reference:

- Auth Code
- Cvc2 result
- ReCo (response code) and Response text
- AVS Result and Action
- Risk Management Summary and Action

Windcave

1.3 Requirements

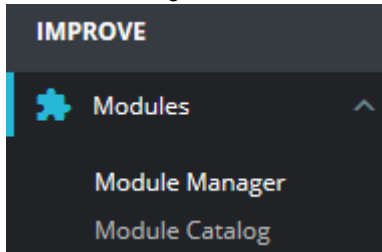A live or test Windcave account is required to utilize the Windcave Prestashop plugin, to setup a new account visit https://sec.windcave.com/pxmi3/signup.

For existing merchants please visit https://sec.windcave.com/pxmi3/logon and sign in using your Windcave Payline® credentials. Once signed in select the **User Accounts -> My User** screen, your username and Restful API Key will be displayed on screen.

If you have any questions about supported features please contact the Windcave Sales team at sales@windcave.com.
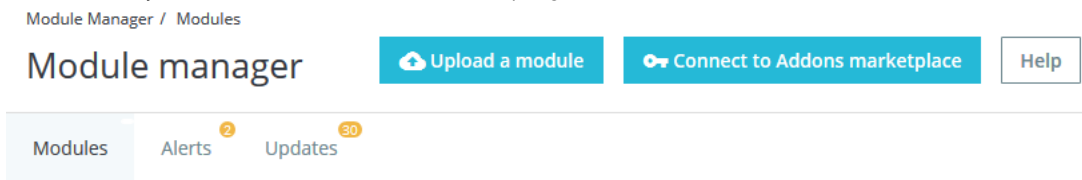
Windcave

2 Installation & Configuration
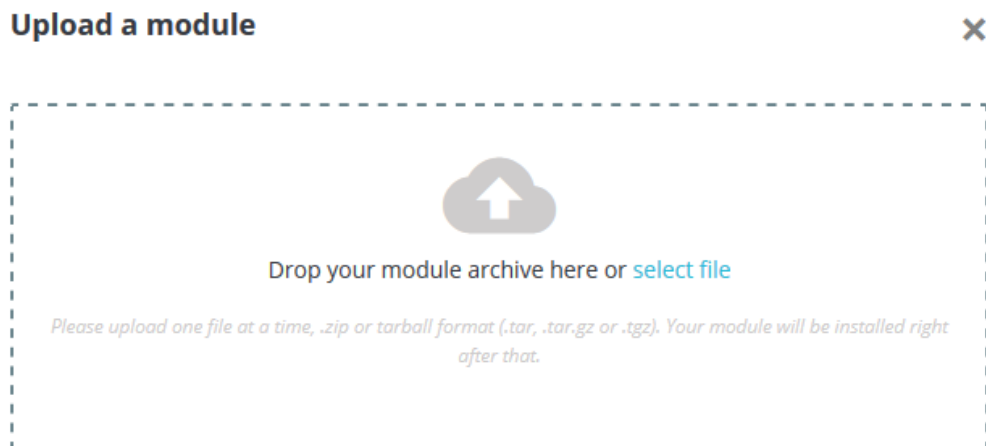
2.1 Installation

1. Download the Windcave Plugin archive file.
2. Log in to your Prestashop admin portal using your admin credentials.
3. From the navigation menu on the left, navigate to **Modules -> Module Manager.**

4. Select the **Upload a module** button at the top right of the screen.

5. Upload the module by either dragging and dropping or selecting the downloaded archive file from the **select file** option.
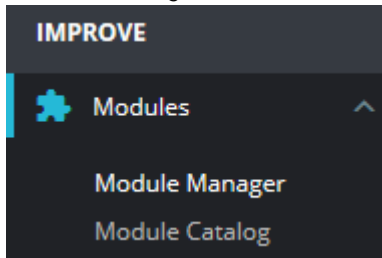

6. Prestashop will automatically begin the installation.
7. You will be able to configure the module once installation has finished.

2.2 Configuration

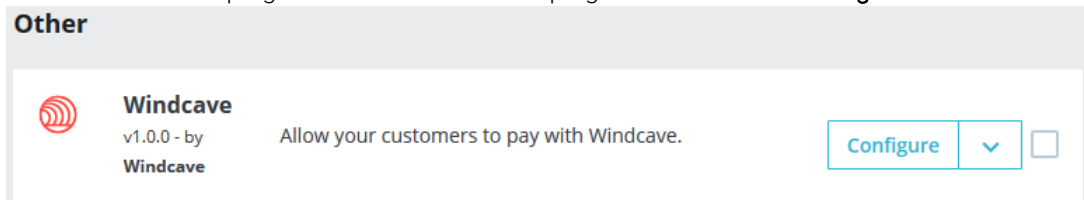The below provides step by step instructions to configure your Prestashop store for use with Windcave:

1. Log in to your Prestashop admin portal using your admin credentials.

2. From the navigation menu on the left, navigate to **Modules -> Module Manager.**

3. Find the Windcave plugin in the list of installed plugins and click the **Configure** button.

4. Configure your Windcave account settings and preferences.

Enable HPP: Enables the Windcave plugin.

Display as popup: Controls if the payment page is displayed as a pop up iframe window or not.

Popup height: Controls the height of the popup window when display as popup is enabled.

Popup width: Controls the width of the popup window when display as popup is enabled.

Payment description: Sets the description displayed to the card holder at checkout.

API url: The root URL of the Windcave Restful API, this should be set to https://sec.windcave.com/api/.

API username: Windcave Restful API username.

API key: Windcave Restful API key.

Payment type: Configures the payment type to be used (Purchase or Auth)

Enable saving cards: If enabled the card holder will be able to save cards and pay using a saved card.

Payment options: Allows the merchant to filter enabled payment options on the Hosted Payment Page.

5. To save the configuration click the **Save** button in the bottom right of the configuration screen.

3 Using the Plugin

3.1 Card Holders

Customers can choose to pay using the Windcave plugin once they are at the checkout, depending on the merchant's plugin configuration a "Purchase" or "Authorisation" can be initiated.

During checkout customers may opt to save the payment card for future payments by checking the "Save card for future purchases" check box, alternatively if the customer already has a saved card these may be selected to process the payment.

Customers can view or delete saved cards by navigating to **Your Account -> Windcave Saved Cards** once signed into the merchant website.
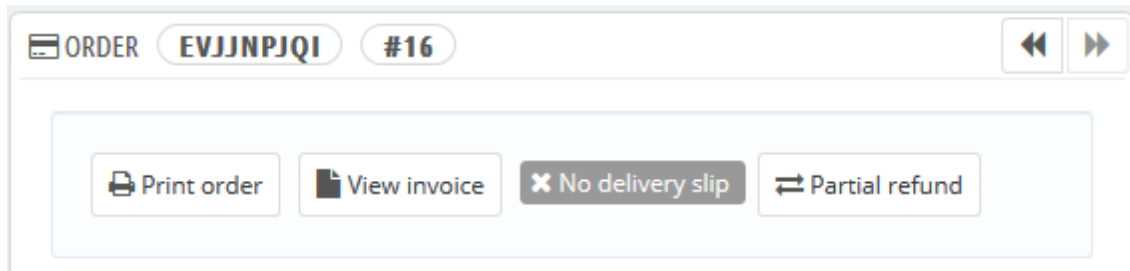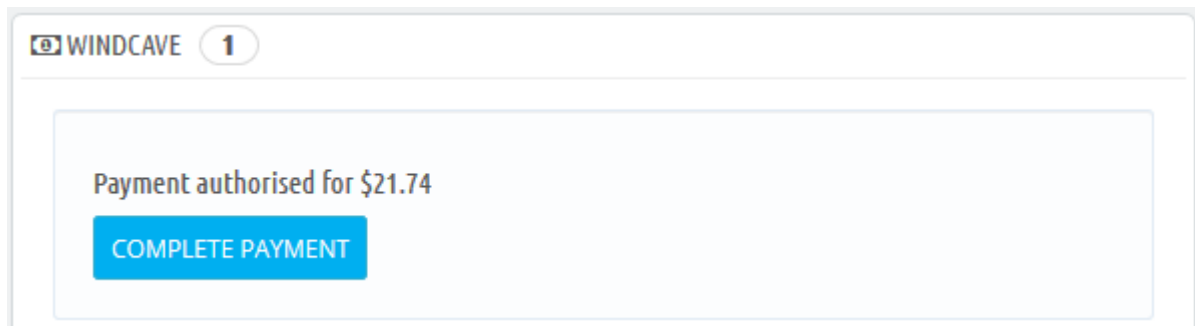

3.2 Merchants

3.2.1 Processing Refunds

From the Prestashop admin user merchants can process refunds for orders processed through the Windcave plugin, to do this merchants simply navigate to the **Orders** page and select the order they

would like to refund; then select the **Partial refund** button and enter the amount to refund and number of products to refund for the order.

3.2.2 Completing an Order

From the Prestashop admin user merchants can complete orders for Auth type transactions processed through the Windcave plugin, to do this merchants simply navigate to the **Orders** page and select the order they would like to complete; then select the **COMPLETE PAYMENT** button under the Windcave panel.

3.2.3 Processing Voids

From the Prestashop admin user merchants can process a void for orders where an Auth type transactions processed through the Windcave plugin, to do this merchants simply navigate to the **Orders** page and select the order to be voided; then change the status of the order to **Cancelled**.

Please note setting an order to **Cancelled** for purchase type transaction will trigger a refund to be sent instead of a void.

3.2.4 Viewing Transaction Details

Additional transaction response details like CVC Result, Response Code, Response Text, Risk details and Auth code are saved in the merchants' website under the "WINDCAVE" panel of each order.

4   FAQ

4.1   Pricing and Fees

Question: What fees are associated with the gateway?

Answer: Please see [Windcave pricing](#) for further details.

4.2   Account Eligibility

Question: What currencies and countries does the payment gateway support?

Answer: The Windcave integration supports the below countries and currencies:

Countries: Australia, New Zealand, United Kingdom, United States, Canada, Singapore and Hong Kong

Currencies: AED, AUD, CAD, CHF, CNY, EUR, FJD, GBP, HKD, HRK, IDR, ISK, JPY, KRW, MYR, NOK, NZD, PGK, PHP, PLN, RUB, SEK, SGD, THB, TWD, USD, VUV, WST, XPF, ZAR

Please note available currencies may vary depending acquirer.

Question: What items are restricted for merchants to sell?

Answer: Restricted or Prohibited goods are determined by the merchant's acquirer. Please get in contact with the Windcave sales team if you are not sure if you are eligible for a merchant account.

4.3   Transactions

Question: After I create an account, what is the waiting period before I can process transactions?

Answer: On boarding times vary depending on the merchant's acquirer settling your transactions however generally this process can take between 3-5 business days.

Question: How long until the funds are transferred to my bank?

Answer: Settlement is typically T+1 but this may vary depending on merchant's acquirer and their configuration.

Question: Will I or my customers receive an additional email or invoice from the payment gateway?

Answer: By default, no additional email is sent to customers from the Payment Gateway. However, this is a feature that can be enabled.

4.4   Refunds

Question: How soon after a transaction can I perform a refund?

Answer: Merchants can process a refund immediately after the customer has successfully processed their payment.

Question: Is there an amount of time after which I cannot perform a refund?

Answer: Merchants can perform refunds at any time pending the card used by the customer remains valid.

Question: Are there any fees for chargebacks/refunds?

Answer: Fees may vary depending on the merchant's acquirer, to discuss further please contact the Windcave sales team.

4.5 Additional Features

Question: Are there any fraud filtering options available?

Answer: Yes, merchants have access to Windcave's Risk Management engine and CVC result checking.

For further information and available configurations please contact the Windcave Sales team.

4.6 Troubleshooting and Payment Disputes

Question: Why did my shopper receive an error when trying to pay?

Answer: If the error response received is not clear merchants should contact the Windcave support team to request further information.

Question: How are payment disputes handled?

Answer: Merchants encountering disputes with their payments should contact their merchant acquirer for further assistance.

Question: How do I contact Windcave Support?

Answer: Below are the Windcave support team contacts:

Email: support@windcave.com

Phone: Please see our Contact page for a phone number in/near your region.

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