



Plug in
User guide for Woocommerce

Version 1.0

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1. Introduction

ConnectPay – Open a multi-currency IBAN account with ConnectPay and forget having to deal with intermediaries. We're the one-stop-shop for all your payment-related needs, with guaranteed security & stability. Hold your funds risk-free.

Unlike traditional banks, we don't invest your money. We hold all funds at the Central Bank of Lithuania – this means that they're available and ready for withdrawal 24/7/365. Lean on the EU's security standards. We're authorized and regulated by the Central Bank of Lithuania and subject to the European Central Bank's regulatory framework. That's multi-level security that we couldn't crack ourselves even if we wanted.

2. Installation guide

To install ConnectPay plugin, you need to visit **Plugins -> Add New** page inside your WordPress admin area and then search for **ConnectPay** plugin at the top „**Search plugins**“ search box (Image 1.1). After that, find **ConnectPay** plugin and click „**Install Now**“ button next to it.

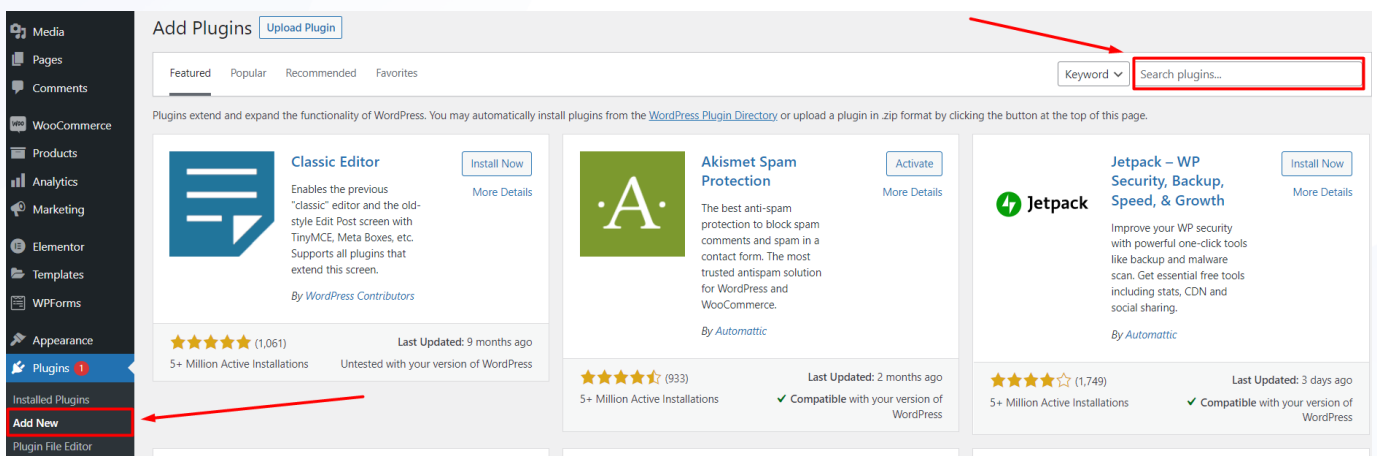


Image 1.1

WordPress will now download and install the plugin for you. After that, you'll be able to immediately activate plugin by pressing „**Activate**“ plugin

ConnectPay Payment Gateway
Activate Delete

ConnectPay Payment Gateway plugin
Version 1.0.0 | By ConnectPay | [Visit plugin site](#)

3. How to find a module in your e-commerce?

For the main **ConnectPay** plugin configuration page you need to visit **WooCommerce** -> **Settings** -> **Payments** and there you will see (if **ConnectPay** plugin is activated) **ConnectPay** payment method in payment methods list (Image 3.1).

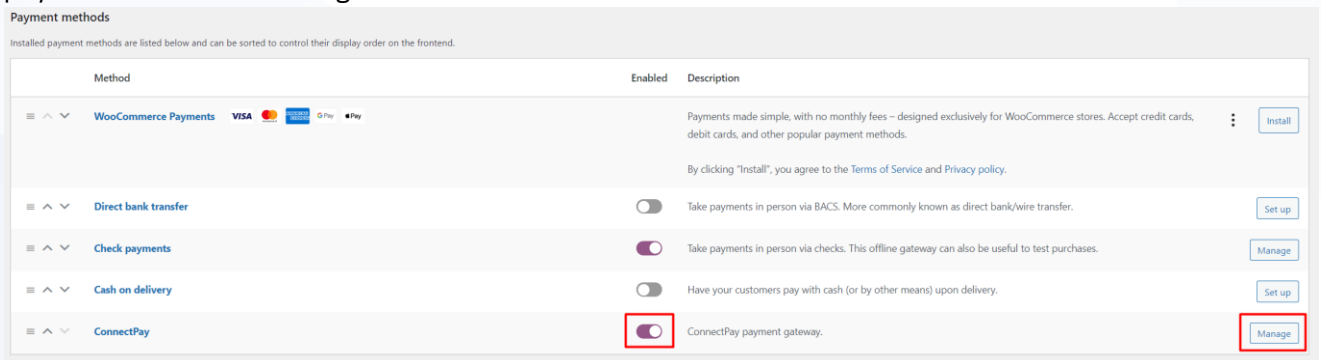


Image 3.1

You can enable it on this page or on plugin's configuration page. To configure **ConnectPay** payment gateway click "**Manage**" button next to it or click on payment method's name.

4. How to configure your module?

When you opened our module, please enter your credentials, and configure basic features.

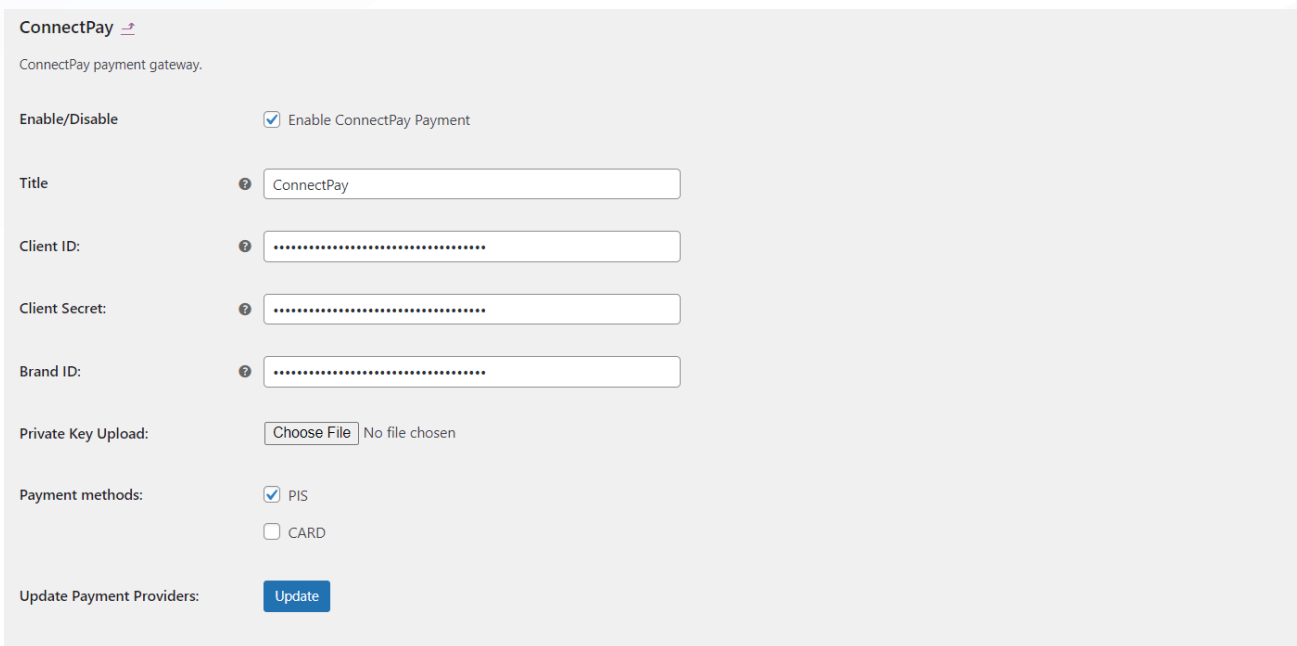


Image 4.1

- Enable our module to use it in your e-shop.

- Title – you can change our payment title if you wish or leave it by default “ConnectPay”.
- Client ID is provided to you after you sign a contract with us.
- Client secret is provided to you after you sign a contract with us.
- Private key is provided to you after you sign a contract with us, please don't change the format and upload exactly as you got it from us.
- BrandID is provided to you after you sign a contract with us.
- Payment methods - payment methods for the customers to pay within the E-Shop. PIS – payment initiation service, which allows to pay via payment provider (bank); CARD – payment method by debit/credit card (MasterCard or Visa). If you have a contract only for payment initiation service, before enabling Cards, please contact your account executive for your contract change.
- Update Payment Providers – button for getting/updating payment providers (based on selected country on Payment countries field). It will only work with correct authentication credentials.

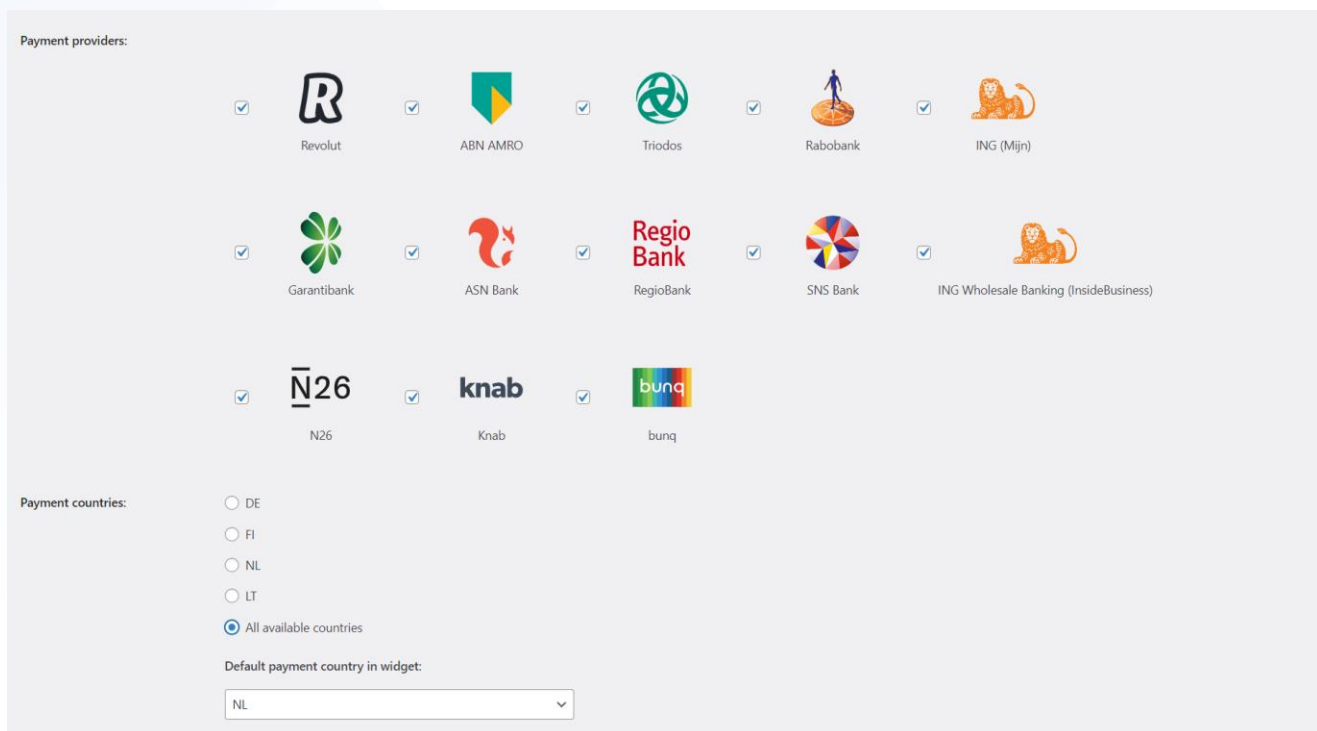


Image 4.2

- Payment providers – payment providers list (based on select country from Payment countries field) with the function to enable/disable payment providers for the E-Shop. It is an optional configuration. If you don't choose any, then your customer is redirected to our widget and selects providers there. If you choose some options, then provider list and logos are represented in your E-Shop and your customer selects providers in your environment. At this moment for Germany provider selection is not possible.

- Payment countries – it can be a main country that is used first, from which providers (banks) are used to accept payments. You can use multiple countries, but one must be selected by default (it represents the first value in our widget / your E-Shop your customers will see). Options list:
 - DE - Germany
 - FI - Finland
 - NL - Netherlands
 - LT - Lithuania
 - All available countries
- Default payment country in widget (only visible when “All available countries” is selected) – payment country which customer will immediately see when prompted to ConnectPay’s area via “By bank transfer” payment method.

Notices and requirements:

1. At least one payment method should be selected. Select a method that is mentioned in your contract.
2. If **PIS** payment method is selected, then, at least one payment provider should be selected.
3. If you work in multiple countries, after changing payment country, make sure to save the form and then update payment providers via “**Update**” button.
4. When “**DE**” or “**All available countries**” is selected, instead of **payment providers list** in the checkout, customer will see payment option – “**By bank transfer**”, which will allow to freely choose any payment provider.
5. When “**DE**” is selected, after selecting “**By bank transfer**” customers will be redirected to **ConnectPay’s** area and there they will be able to search through Germany payment providers and pay via their selected bank.
6. If you work in multiple countries, when “**All available countries**” is selected, you will need to choose payment country, which customer will see by default when selecting “**By bank transfer**” payment method.
7. When something is incorrect, you will see an error message at the top of the form.

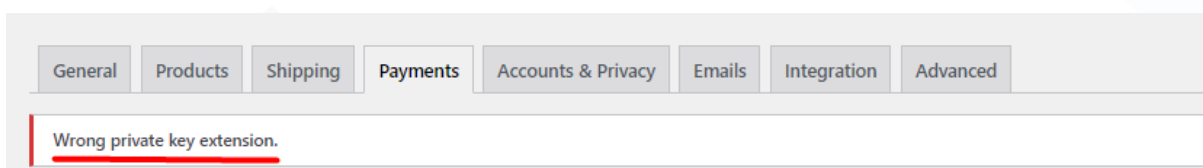


Image 4.3

5. Order states

ConnectPay controls 3 different WooCommerce order statuses:

- When payment is successful, then the order in your e-shop is changed to "Processing".
- When payment is unsuccessful (failed or abandoned), then order in your e-shop is changed to "Failed".
- When payment is not in final state (e. g. waiting for bank's approval), then order in your e-shop is changes to "Pending Payment".

6. Status checker events

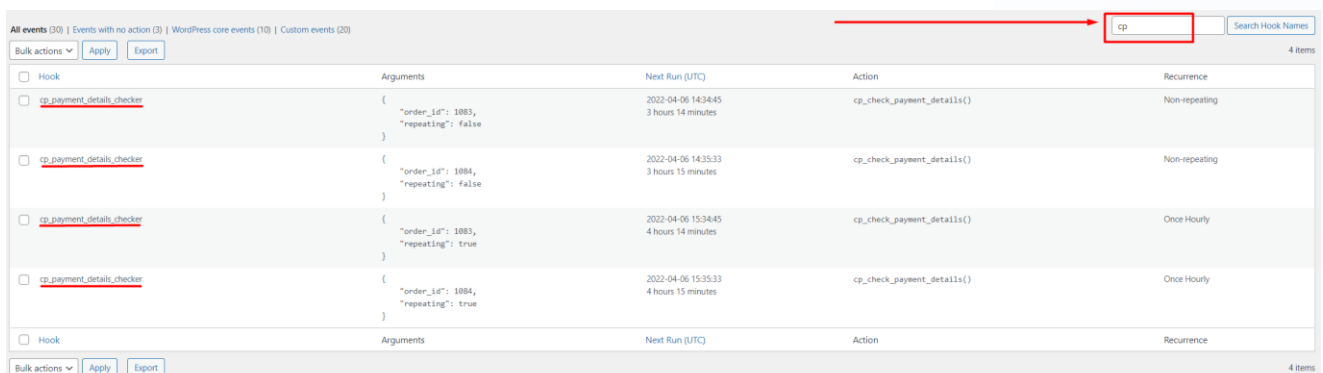
When order is placed via **ConnectPay** payment method, two status checker events will be scheduled:

1. First one will check payment status after 4 hours (*non-repeatable*). It will cancel second event scheduler if the payment is terminal (payment status is final)
2. Second one will check payment status after 5 hours and then every hour, until it's cancelled (*repeatable every hour*)

To monitor **ConnectPay** status checker events, you will need to have "**Cronrol**" plugin installed. For that, you can checkout [THIS](#) guide. After installing "**Cronrol**" and activating plugin, you will be able to check **ConnectPay** status checker events.

To check **ConnectPay** status checker events, you need to visit **Tools -> Cron Events** page. There, insert keyword "**cp**" in the search box to filter out **ConnectPay** events. Then, you should be able to see events with the name – **cp_payment_details_checker** for each order placed via **ConnectPay** payment method.

Example:



The screenshot shows the WordPress Cron Events interface. At the top, there is a search box containing the text 'cp', which is highlighted with a red box and a red arrow pointing to it. Below the search box, there are buttons for 'Bulk actions', 'Apply', and 'Export'. The main table displays a list of events with columns for 'Hook', 'Arguments', 'Next Run (UTC)', 'Action', and 'Recurrence'. The events listed are:

Hook	Arguments	Next Run (UTC)	Action	Recurrence
cp_payment_details_checker	{ "order_id": 1883, "repeating": false }	2022-04-06 14:34:45 3 hours 14 minutes	cp_check_payment_details()	Non-repeating
cp_payment_details_checker	{ "order_id": 1884, "repeating": false }	2022-04-06 14:35:33 3 hours 15 minutes	cp_check_payment_details()	Non-repeating
cp_payment_details_checker	{ "order_id": 1883, "repeating": true }	2022-04-06 15:34:45 4 hours 14 minutes	cp_check_payment_details()	Once Hourly
cp_payment_details_checker	{ "order_id": 1884, "repeating": true }	2022-04-06 15:35:33 4 hours 15 minutes	cp_check_payment_details()	Once Hourly

At the bottom of the table, there are buttons for 'Bulk actions', 'Apply', and 'Export', and a note that 4 items are displayed.

Image 6.1

7. Possible errors

Possible errors list:

- Checkout:
 - **"Error processing checkout. Please try again."** (Check logs for specific error – **section 8**)
- Cart (after unsuccessful payment):
 - **"No such order"**
 - Error from **ConnectPay's** (for more details contact **ConnectPay**)
 - **"Payment failed"** – when payment unsuccessful
- Admin panel:
 - **"Wrong private key extension"** – wrong private key file extension (correct formats: *.p8, *.key, *.p10, *.csr, *.cr1, *.pem, *.crt, *.p7b, *.spc, *.p7r, *.p7s, *.der, *.cer, *.pfx, *.p12)
 - Error updating payment providers (for unknown errors, contact **ConnectPay**):
 - Example: **"Error updating payment providers: 401 Unauthorized"**– **invalid authentication credentials (Client ID, Client Secret or Private Key)**

8. Logging

If you get an unexpected error, you can check the error in more detail in **WooCommerce** logs. For that, you need to visit **WooCommerce -> Status -> Logs**, choose logs of desired date and then, press **"View"** to view specific logs.

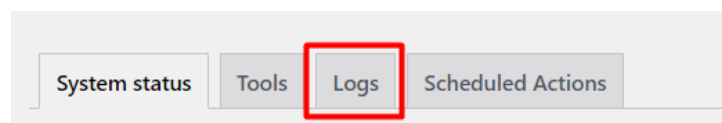


Image 8.1



Image 8.2

9. Important notes

IMPORTANT: WooCommerce by default has configured event (event scheduler) - **woocommerce_cancel_unpaid_orders**, which cancels (**Pending payment -> Cancelled**) unpaid orders after X minutes (60 minutes by default). If you wish to disable this option or change the time it takes to check for unpaid orders, make sure to change **Hold Stock (minutes)** option in **WooCommerce -> Settings -> Products -> Inventory**. You can read more about how to configure this option - [HERE](#).

10. E-Shop side

Description for E-Shop checkout side.

Checkout page with selected **ConnectPay** payment method will look something like this:

Billing details

First name * Last name *

Company name (optional)

Country / Region *

Street address *

Town / City *

State / County *

Postcode / ZIP *

Phone *

Email address *

Additional information

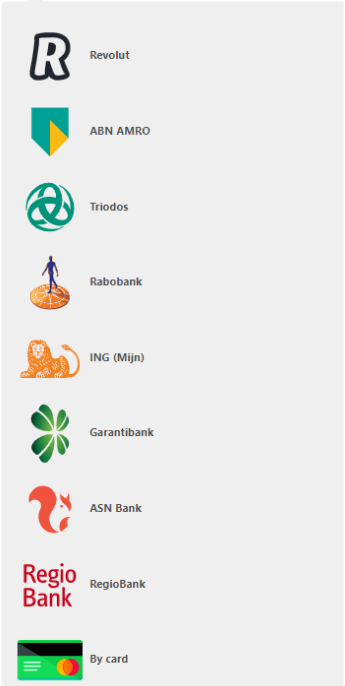
Order notes (optional)

Your order

Product	Subtotal
Daily Moisturiser × 2	€90.00
Anti-aging Skin Toner × 2	€80.00
Subtotal	€170.00
Total	€170.00

Cash on delivery

ConnectPay



Service is provided by ConnectPay UAB. By using our services, you agree to our [Terms of Use](#) and [Privacy Policy](#)

Image 10.1

All payment providers selected in the plugin configuration page, will be shown here, at the checkout page for customers to choose. Options will differ, based on selected payment methods and payment countries.

DE or **All available countries** selected as payment country, **PIS** payment method selected:

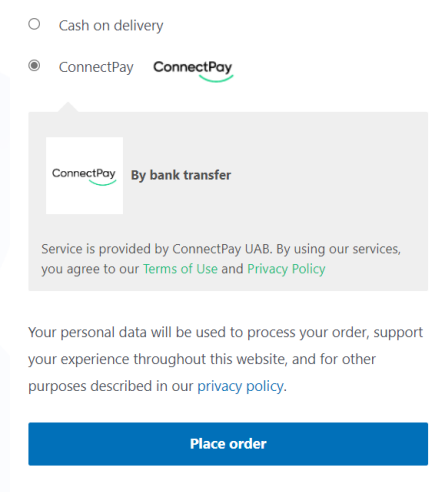


Image 10.2

DE or **All available countries** selected as payment country, **PIS** and **CARD** payment methods selected:

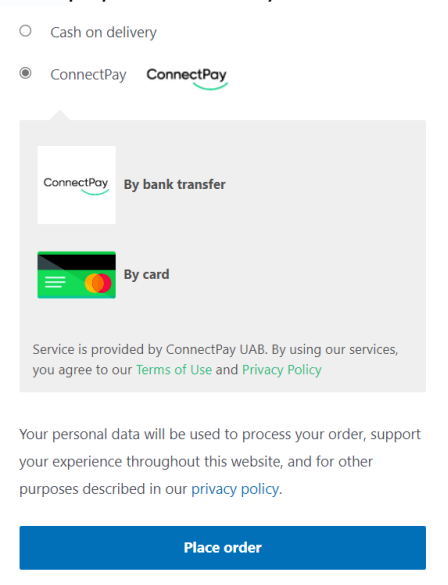


Image 10.3

Only **CARD** payment method selected:

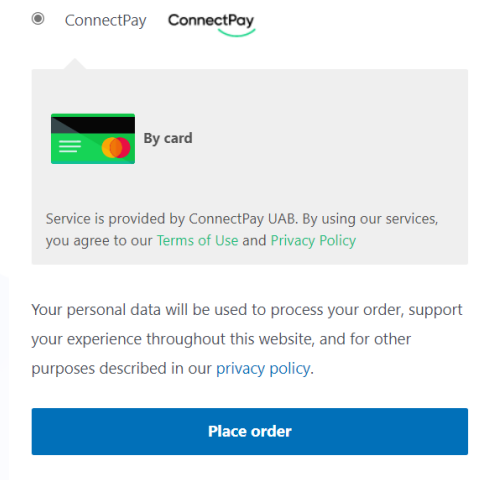


Image 10.4

11. Currencies

Currently, ConnectPay supports only EUR currency for Accept Payments service.

12. Support

If you have any questions, how to configure this module, please contact us dev-support@connectpay.com

If you wish to get a proposal for a contract, please contact ecommerce@connectpay.com