payshop
online payments

Installation Manual
Plugin Prestashop

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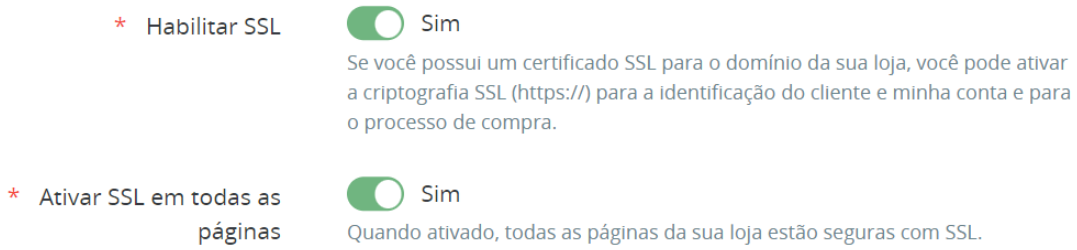
01_ Setting up the environment before installation

Installation requirements:

- We recommend using the latest version available from PrestaShop;
- >= PHP 7.1 <= 7.4;
- CURL extension;
- SSL certificate and connection via the HTTPS protocol;
- Email sending server configured in PrestaShop.

Configuring SSL access

Once the Store has been installed on the hosting environment with SSL correctly configured, you must specify that the Store will only be accessed via SSL. Go to the Store Settings menu > General and then configure the two options as shown below:



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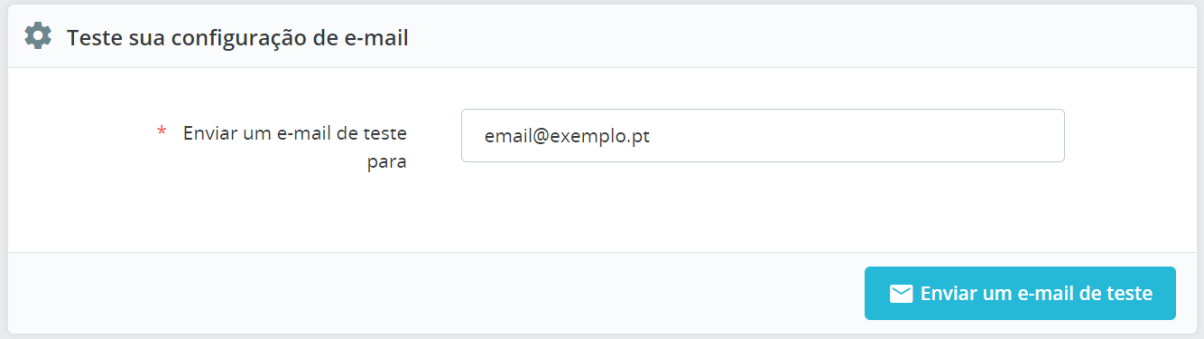
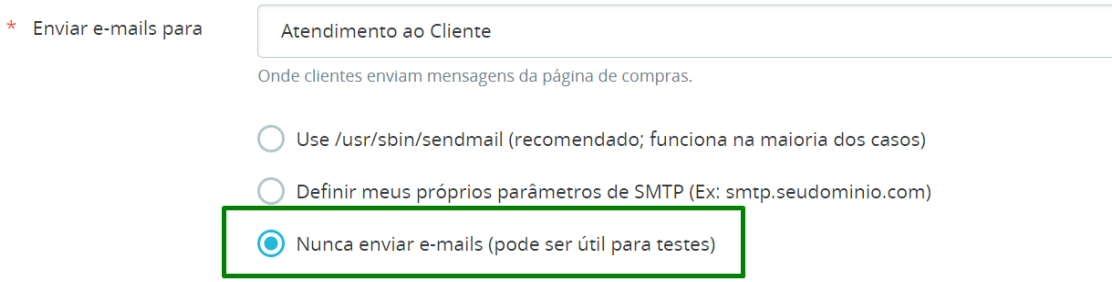
Email server configuration

Before installing the plugin, you must ensure that email sending is set up correctly in your shop. To do this, go to the Advanced Settings > Email menu and send a test email:



If you experience any errors when sending the email, you will need to check the settings and correct the email server. If you do not have an email server, you can tick the 'Never send email' option (this may be useful for testing purposes):



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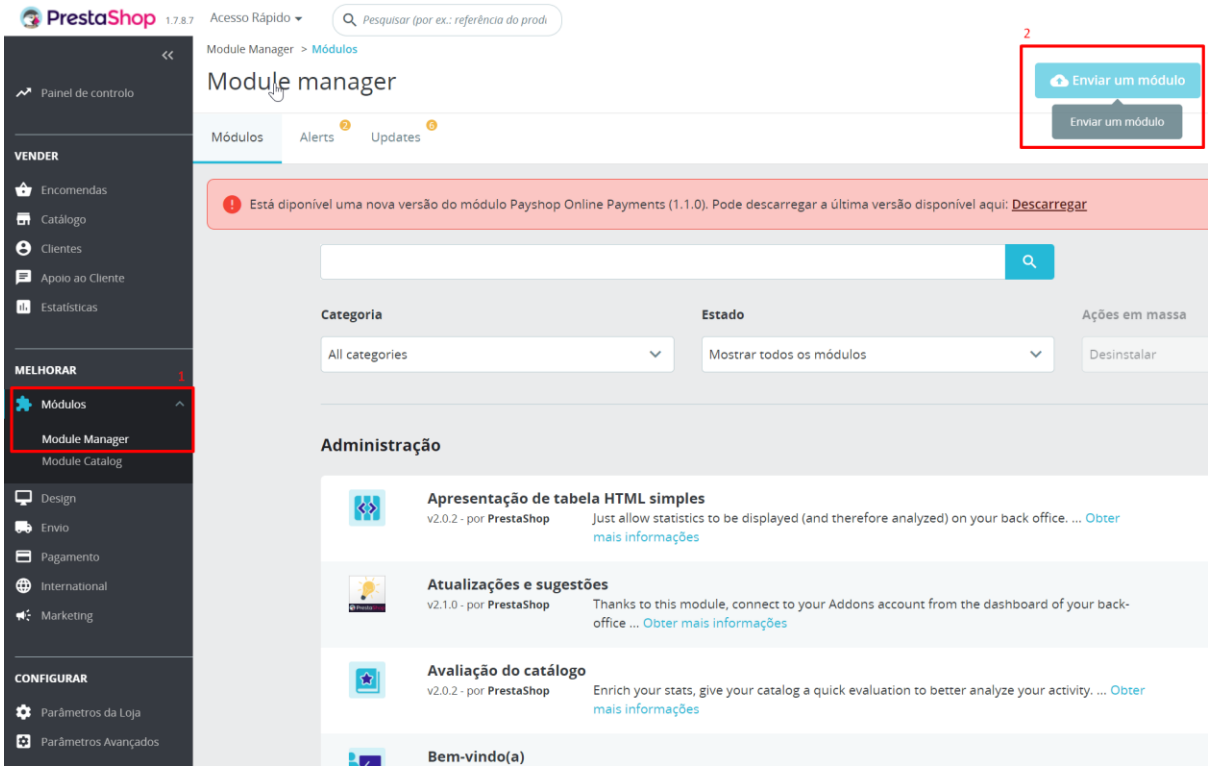
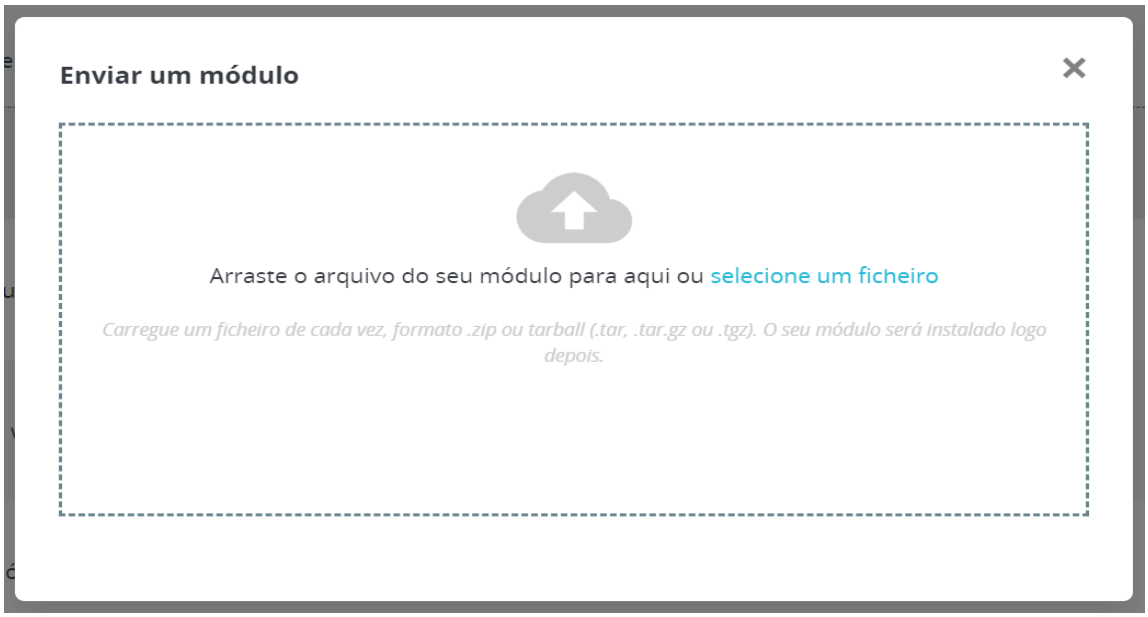
02_ Step-by-step installation guide

Firstly, you should download the zip file here and upload it to your store. Installation is carried out via the PrestaShop admin panel. Once you have logged in to the admin panel, go to Modules > Module Manager. Then click on 'Upload a module':



Select the .zip file to upload it:



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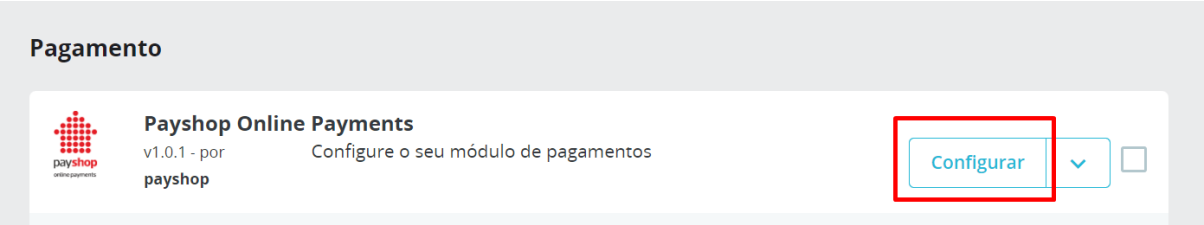
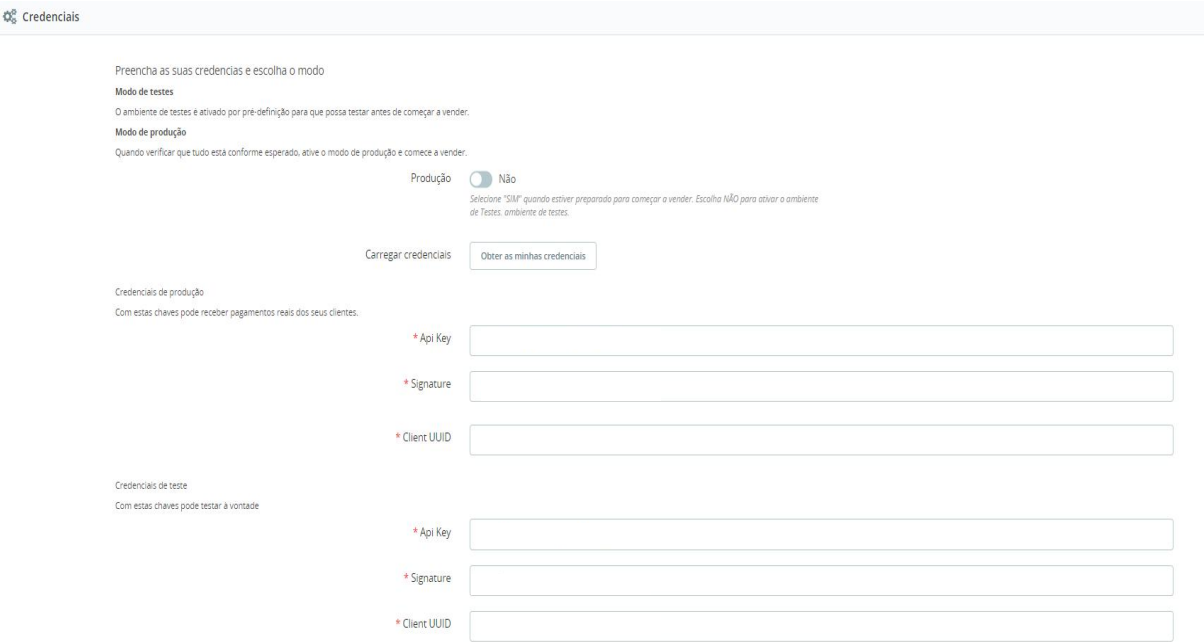
Once installed, the module will be listed as shown below:

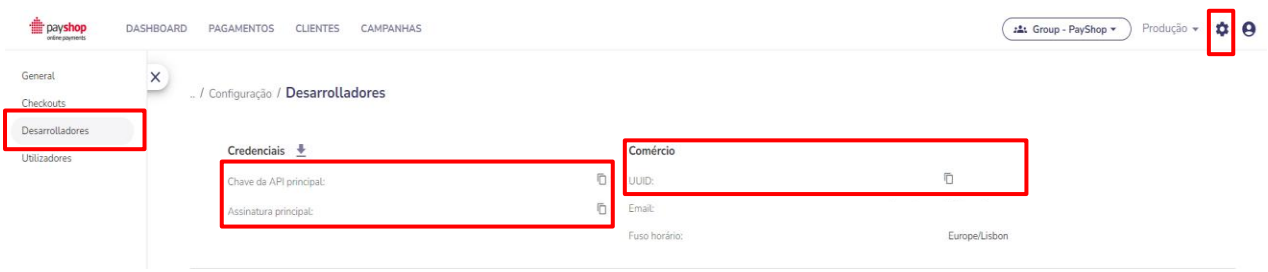


Click the 'Configure' button to access the module's settings page.

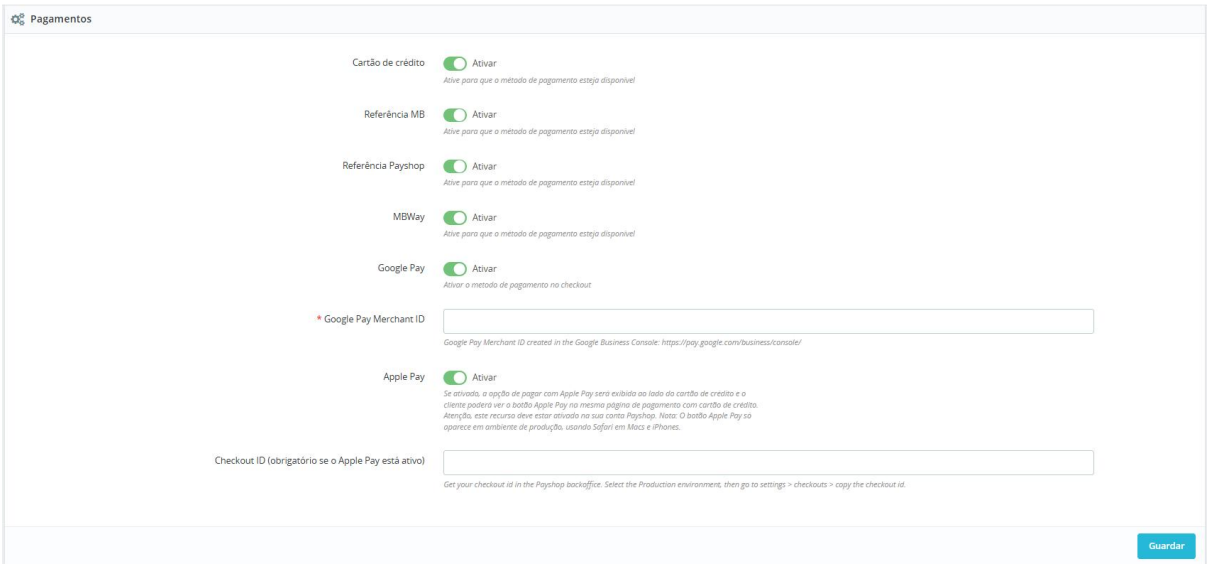
The configuration page has two sections. In the first section, you must enter the details obtained from the Payshop BackOffice:



To obtain the credentials, go to the [Backoffice POP](), Settings > Developers, and copy the credentials into your PrestaShop shop's admin panel. In the top right-hand corner, you can select which environment (Test or Production) you wish to view.



In the second section, you should select which payment methods you wish to offer in your store:



To start accepting payments via Google Pay:

Once you have been approved by Google Pay, you can add your Google Pay Merchant ID to the payments section of your online store/system.

To activate Google Pay on POP, send an email to onboarding.pop@payshop.pt to report that you have already been approved for Google Pay, request activation of Google Pay on POP and share:

- Your Google Pay merchant ID
- The name and tax registration number used to identify the merchant in Payshop Online Payments
- The domain of the website from which the payment process will be initiated
- The country.

To start accepting payments via Apple Pay:

To activate Apple Pay on POP, please email onboarding.pop@payshop.pt to request the activation of Apple Pay, and share:

- The name and tax registration number used to identify the merchant on Payshop Online Payments
- The domain name of the website from which the payment process will be initiated

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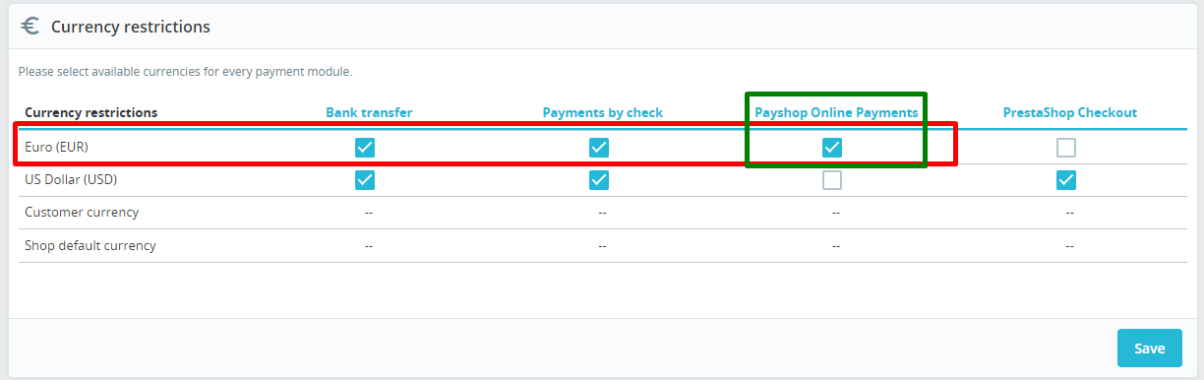
If you have more than one currency set up in your store, you must tell PrestaShop that Payshop is only available in euros (EUR). This setting is configured in the Payment > Preferences menu in the admin panel:



You must remove the entry for all currencies other than the euro (EUR) in the Payshop Online Payments column.

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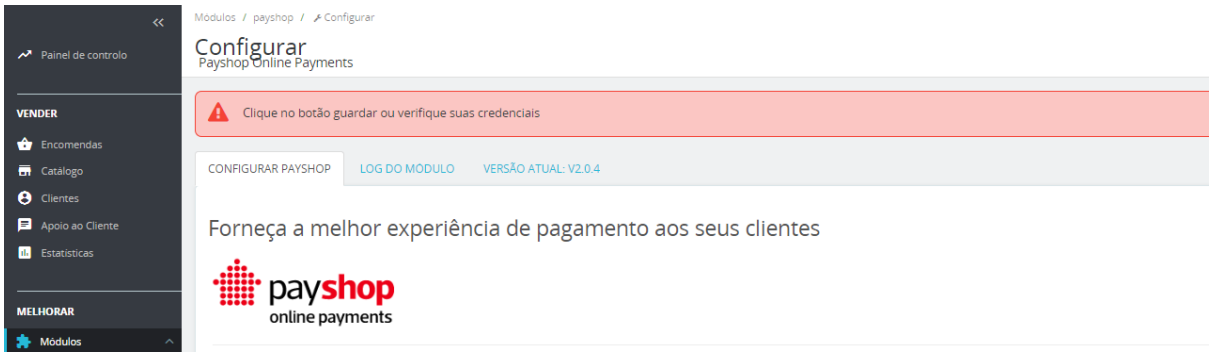
03_ Common installation problems

03.1_ Incorrect or unconfigured Payshop access credentials

When configuring payment methods, you must enter the credentials provided in the POP BackOffice. If no credentials are entered, or if they are incorrect, the following error message will be displayed:



How to fix this: Go to the BackOffice da POP *Settings* > *Developers* and check that the credentials have been correctly copied to the admin panel of your Prestashop shop in both the test and production environments.

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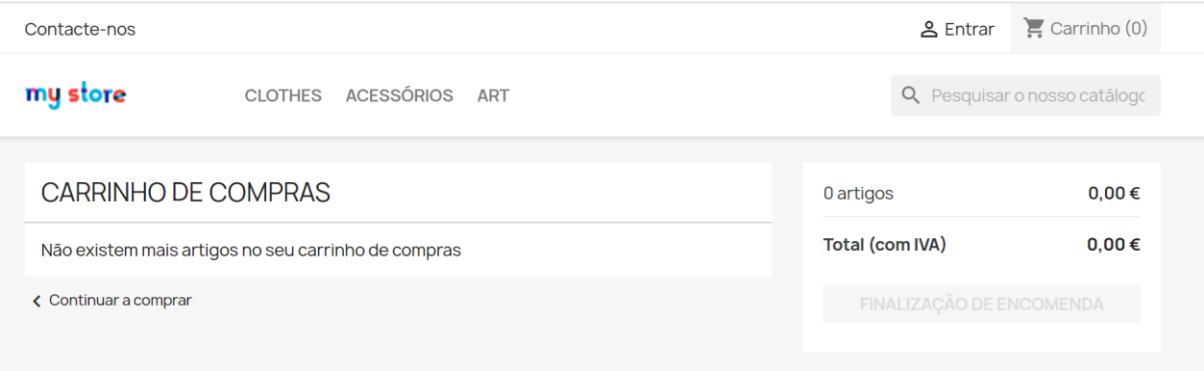
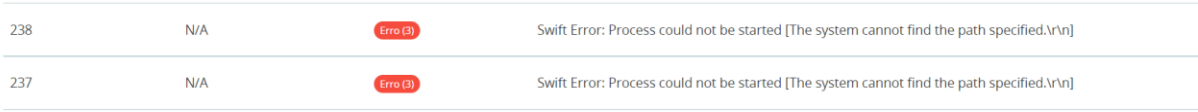
03.2_ Prestashop does not have an email server configured

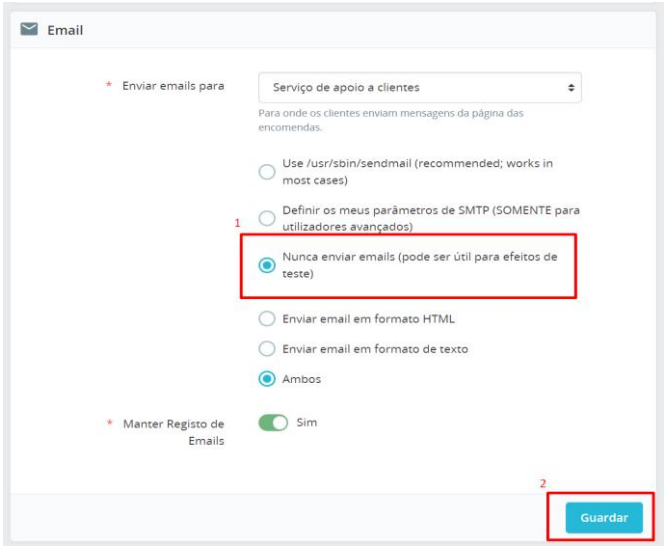
When creating an order, PrestaShop needs to send an email to the buyer. If no email server has been configured, after confirming the order at checkout, the user will be redirected to the empty basket page.:



To check whether the problem is related to email sending, go to the Advanced Settings > Logs menu in the admin panel. In this menu, you will find the following logs:



How to fix this:
In this case, you should go to the Advanced Settings > Email menu in the admin panel. On this page, you can configure your email server or, if you are in a test environment, you can tick the option as shown in the image (Never send emails):



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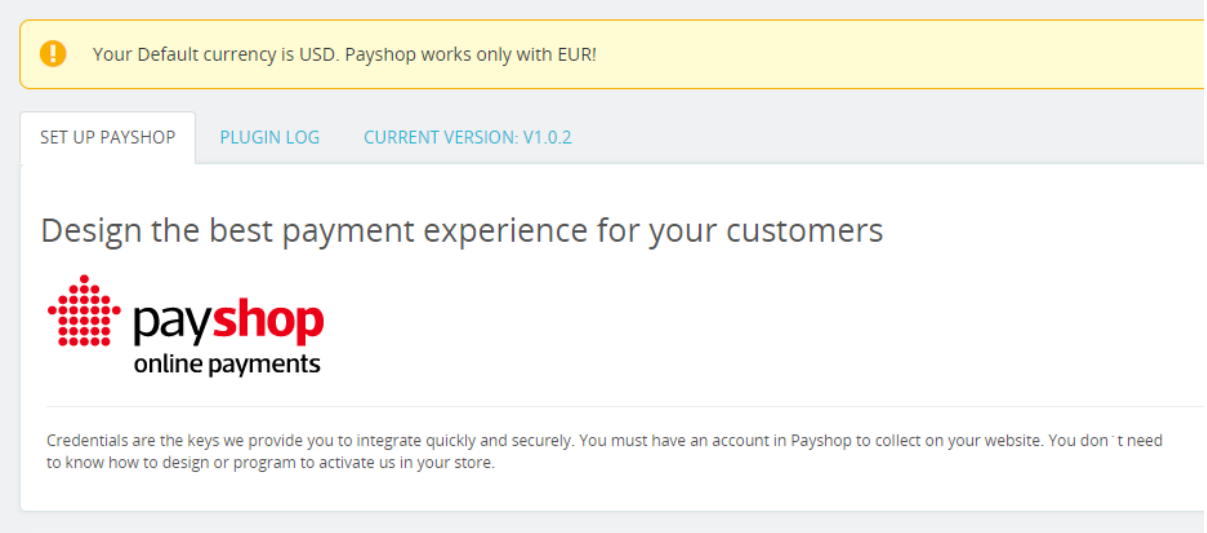
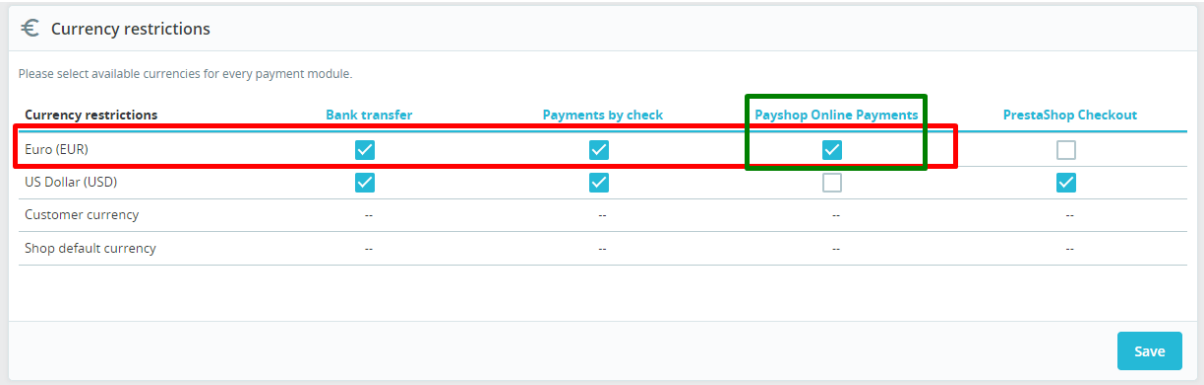
03.3_ Default currency other than the euro

Payshop Online Payments only supports the euro (EUR). If your store's default currency is not the euro, the following message will appear when you access the store settings page:



If you have more than one currency set up in your store, this warning will not be a problem, as you should only enable Payshop payment methods for the euro, as explained in the installation section.

How to fix this:
If you have only one currency configured and it is not the euro (EUR), you must add the option to purchase in euros (EUR) in the International > Localisation menu, under the Currencies tab, in the admin panel.
After adding a new currency, you must inform PrestaShop that Payshop is only available in euros (EUR). This setting is configured in the Payment > Preferences menu in the admin panel:



Remove the tick from all currencies other than the euro (EUR) in the Payshop Online Payments column.

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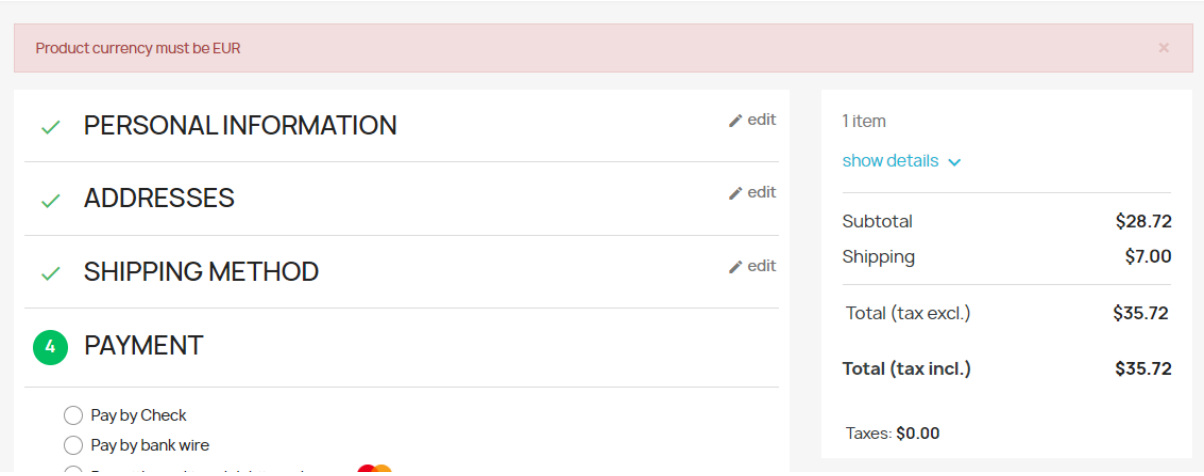
03.4_ Order currency other than the euro (EUR)

If the currency of the order is not the euro (EUR), the customer will receive the following message when attempting to complete the order:



How to fix this
In this case, you must offer the customer the option to pay in euros (EUR). To set this up, see the section (4).

03.5_ Payment methods are not displayed at checkout

When accessing the checkout page, the Payshop payment methods are not displayed:

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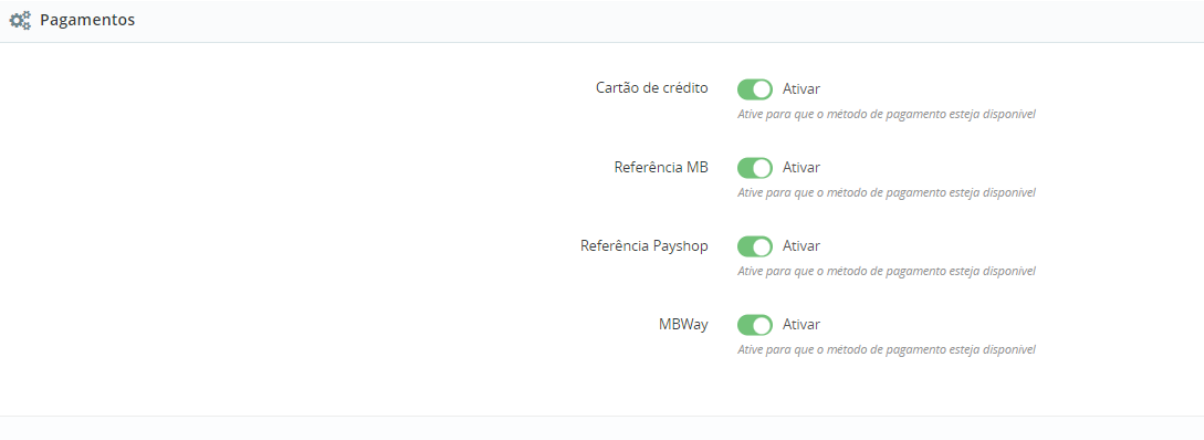
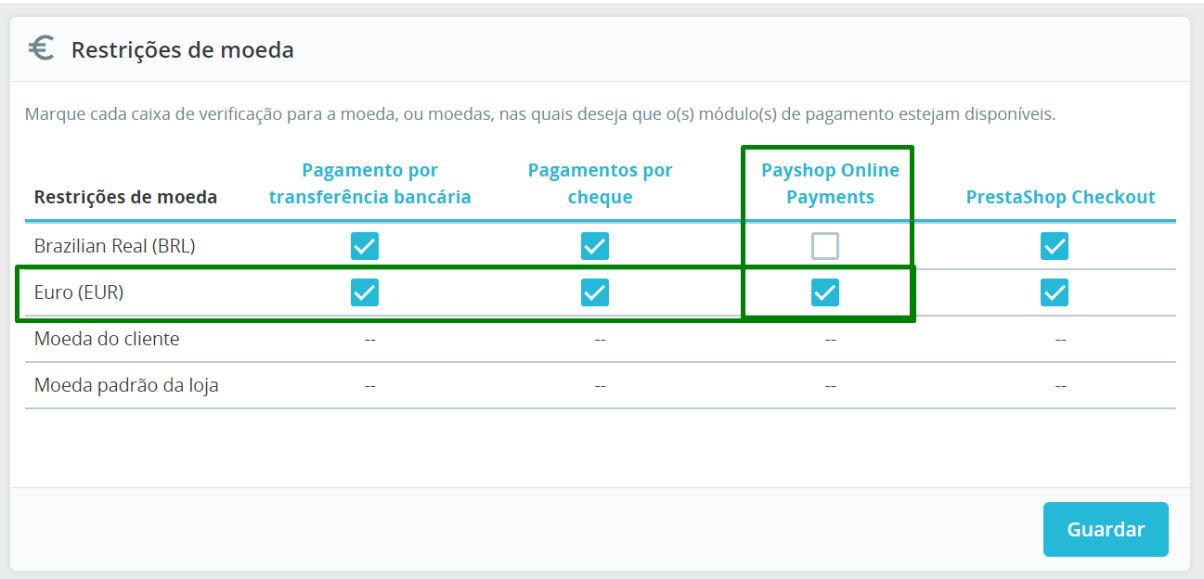
Possible solution 1:
Enable payment methods on the module's settings page:



Possible solution 2:

Check in the Payment > Preferences menu that Payshop is correctly configured for the euro (EUR):



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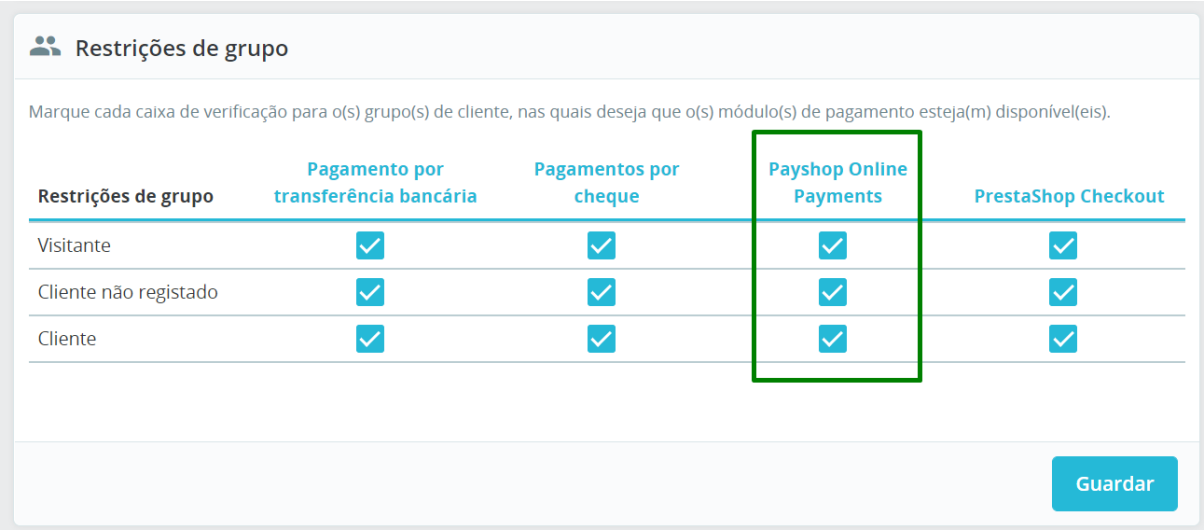
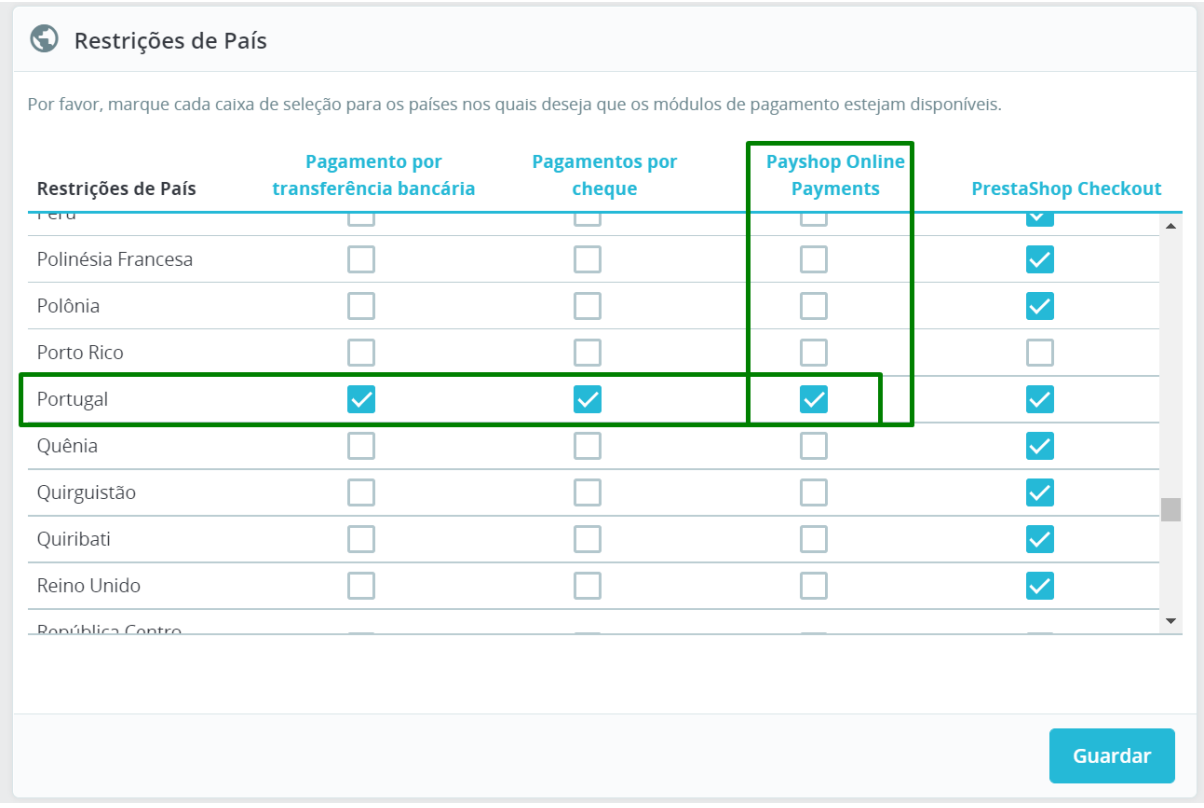
User group you are currently using:



Active country:



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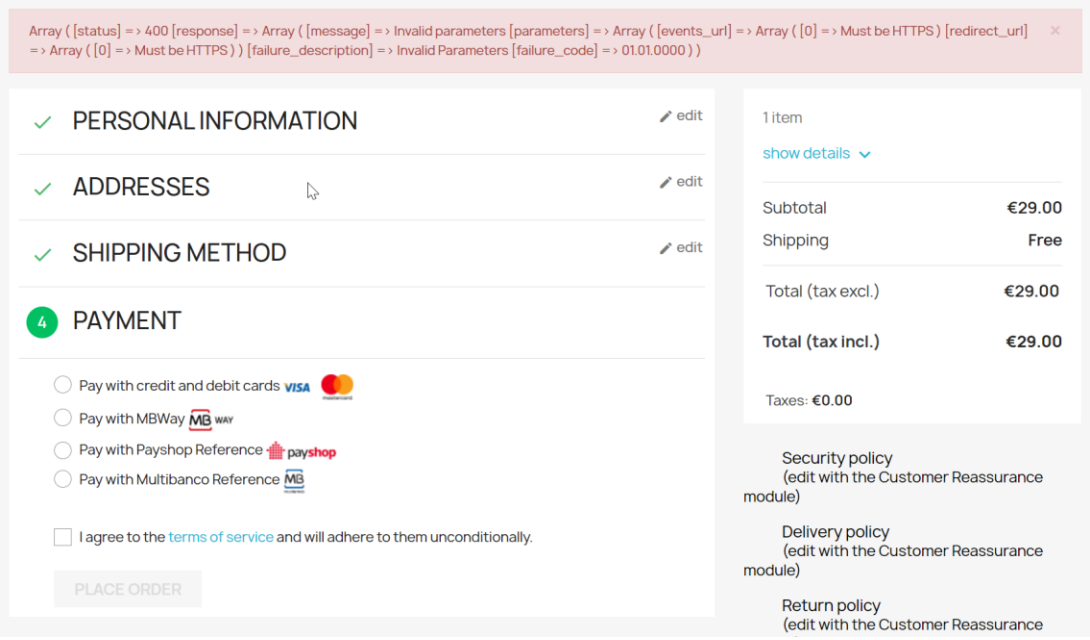
And carrier:

03.6_ 'Invalid parameters' error when attempting to complete the order

When you try to complete your order at the checkout using any Payshop payment option, you will see one of the following messages:



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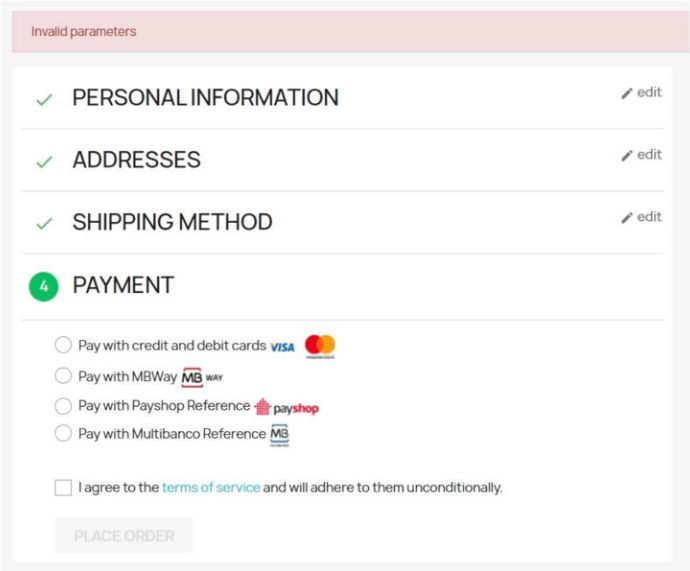

This error occurs because the store is not correctly configured to be accessed via HTTPS.

How to fix this:
Configure the SSL certificate and automatic redirection from HTTP to HTTPS on your web server.

More information

For further information about **POP – Payshop Online Payments**, onboarding requirements and pricing, please visit our website.

If you need help installing the plugin, with the sign-up process or activating your POP account, please contact our Onboarding team by email at: onboarding.pop@payshop.pt

Alternatively, you can contact your **CTT Account Manager**.

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