Administration and tweaks

Normally you should not need to edit many settings in the configuration for this plugin. The defaults has intentions to work as best practice. By default, your configuration looks like something like this.

Basic Resurs Bank API Settings

Currently you can't change the merchant country, it is set by your woocommerce store defaults.

The first "subtab" is written to be simplistic. This is the page where you edit your webservice credentials for Resurs Bank. You also choose which checkout type you want to use. Nothing else than this. What about the payment methods? Well, they are on the next "subtab" and to make sure they are updated as soon as possible, the update of payment methods and callbacks are being made the same time when you push the button "validate and save credentials".

If you push this button, your credentials will be validated, if they can be used or not. Entering wrong password will for example not update any credentials. You can of course also instantly save the changes by pressing the save-button. Again, also here we will try to update payment methods and callbacks, but we will ignore validation errors for the credentials. This makes it easier to proceed without getting stuck somewhere.

Payment methods and settings

Basic Resurs Bank API Settings | **Payment methods and settings** | Fraud control | Advanced Settings | Support

Payment methods and settings

This section covers information for your current payment methods that is linked with your API settings. You can not edit titles or descriptions at this page so if you need to change such data you have to contact Resurs Bank support.

Order id numbering

Let plugin set the reference
Use WooCommerce internal post id as reference

Decide which kind of order id/reference that should be used when customers are placing orders. If you let the plugin set the reference, the reference will be based on a timestamp with an ending random number to make them unique (i.e. YYYYMMDDHHMMSS-UNIQUE).

Checkout method logotypes

Prefer to not display logotypes
Display logotypes as WooCommerce default

Applicant fields are always visible   ☑ Enabled

The applicant fields that Resurs Bank is using to handle payments is normally, inherited from WooCommerce standard billing fields in the checkout. You can however enable them here, if you want your customers to see them anyway.

Use getAddress forms in checkout   ☑ Enabled

This enables address lookup forms in checkout, when available. Countries currently supported is SE (government id) and NO (phone number).

Default title.
Use the ID of the chosen payment method.
Use the description of the chosen payment method.

When payment methods are mentioned in order data and Resurs Checkout payments, you can choose how it should be displayed. Selecting anything but the default value will display the ID or description of a chosen payment method instead of "Resurs Bank AB".

After checkout form (Default).
Before order review.

Available payment methods

Amount limits: Defines from-to which order amount a payment method will be displayed in the checkout.
Customer types: Which customers that can take advantage of a specific payment method (NATURAL: Private customers, LEGAL: Company based customers).

Method ID	Description	Amount limits	Method type	Customer types
PARTPAYMENT	Part payment	10.00 - 50000.00	REVOLVING_CREDIT (PART_PAYMENT)	NATURAL
INVOICE	Invoice	10.00 - 50000.00	INVOICE	NATURAL
CARD	Existing Resurs card	1 - 2147483647	CARD	NATURAL, LEGAL
NEWCARD	New Resurs card	1 - 50000.00	REVOLVING_CREDIT	NATURAL
COMPINVOICE	Faktura Företag	10.00 - 50000.00	INVOICE	LEGAL

Update payment methods and annuity factors

Available callbacks

Callback	Callback URL
UNFREEZE	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=UNFREEZE&t=1632666391&p={paymentId}&d={digest}
TEST	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=TEST&ignore1={param1}&ignore2={param2}&ignore3={param3}&ignore4={param4}&ignore5={param5}
UPDATE	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=UPDATE&t=1632666391&p={paymentId}&d={digest}
BOOKED	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=BOOKED&t=1632666391&p={paymentId}&d={digest}

Update callbacks
Request test from Resurs Bank

Part payment settings

If you have part payment options in any of your payment methods, this is where you configure how the prices are shown in your product view and similar.

Save changes

This configuration tab contains settings for how the checkout normally should work. Here, you can choose to use the default order id reference or if you want to go with WooCommerce incremental post-id's as order numbers. At the bottom of the page you also have a list of which payment methods you have available for the moment. This can be updated manually on this page, but will usually update when you enter or change credentials on the first page.

Outdated callback URLs

One problem that can be very common is when we are testing our platform before deploying it to production. If your site have två different urls, the admin interface has the opportunity to warn you (globally in admin) when the callbacks starts to differ with the expected URL's. The part of the plugin uses a similarity comparison to decide whether the plugin urls are desynched or not. The URLs has to be more less than 90% similar to the currently registered callback (discovered at Resurs Bank, not the plugin) to before you get this kind of pop up (which is delayed for five seconds after the page load).

rce vs Resurs Bank Vanilla P...   🔄 1   💬 0   ➕ New

Resurs Bank

woocommerce.ecommerceweb.se says

Callback URLs for Resurs Bank may be outdated. Do you want to refresh the current data?

Cancel   OK

Available callbacks

Callback	Callback URL
UNFREEZE	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...
ANNULMENT	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...
AUTOMATIC_FRAUD_CONTROL	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...
FINALIZATION	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...
TEST	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...
UPDATE	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...
BOOKED	https://dev-presta1772.ecommerceweb.se/index.php?fc=module&module=resursbankcheckout&controller=callback&event=...

Update callbacks
Request test from Resurs Bank

Part payment settings

Clicking "Cancel" will abort this update and the popup will come back on next reload, until the problem is fixed. This is written to avoid that orders are not handled in the storefront properly. If you choose to click "OK", which is similar to "Yes", you will after the synchronization be informed with an alert, unless you're on the same page as the callbacks. In that case, the page will instead reload.

Fraud Control

The next configuration page is much smaller. You usually don't have to care about this at all and all settings works best disabled. This setup decides how fraud control should work and normally "all disabled" also means asynchronous flow. Those settings enabled **only works in simplified and hosted flow**. Then why are they present? Well, if you work with for example tickets and travels, you may want to make sure that people really can pay for them. By enabling the fraud control you also enter synchronous mode, meaning you can instantly annul all payments that are denied by Resurs Bank. And if the payments are booked and successful, you can make Resurs Bank finalize the payments instantly.

This is also good for digital products where the payment is instant.

Basic Resurs Bank API Settings | Payment methods and settings | **Fraud control** | Advanced Settings | Support

How to handle fraud and debiting

This section configures how fraud and finalizations should be handled in the integrated (simplified flow) and hosted checkout (not Resurs Checkout!). It is strongly recommended to keep the settings disabled and let callbacks handle the rest, unless you are a travel company that rely on non fraudulent behaviours. The settings below makes sure that orders that is frozen when the order has been handled are automatically annulled. If the orders in other hands are healthy and booked you can also set the process to automatically debit/finalize the order with the setup below. For more information, see https://test.resurs.com/docs/display/ecom/paymentData.

Wait for fraud control	☐ Enabled
	The checkout process waits until the fraud control is finished at Resurs Bank and the order is handled synchronously. If this setting is disabled, Resurs Bank must be able to reach your system with callbacks to be able to deliver the result.
Annul frozen orders	☐ Enabled
	If Resurs Bank freezes a payment due to fraud, the order will automatically be annulled. By default, the best practice is to handle all annulments asynchronously with callbacks. Callback event name is ANNUL.
Automatically debit if booked	☐ Enabled
	Orders are automatically debited (finalized) if the fraud control passes. By default, the best practice is to handle all finalizations asynchronously with callbacks. Callback event name is FINALIZATION.

Resurs Checkout customer interaction behaviour

Save changes

Advanced Settings

We won't touch much of the settings since they are normally used as "merchant corner cases". Sometimes you need a bit more than the plugin supports in "normal cases". This is where you do the "merchant tweaks". For example, you sometimes need different rounding rules than the platform recommends, or allows. This is where you enable such settings. However, rounding is a great example of what you really should not touch. You can read more about it below.

The advanced settings is also the place where you enable logging, and extended logging.

Basic Resurs Bank API Settings | Payment methods and settings | Fraud control | **Advanced Settings** | Support

Advanced API

Do not add VAT to discounts	☐ Enabled
	When order rows are added to Resurs Bank API, the VAT is applied on the coupon amount excluding tax. To handle the discount without vat and instead use the full including tax amount as a discount, you can en
Prevent rounding errors	☑ Enabled
	WooCommerce are able to show prices rounded with 0 decimals. It is however widely known and confirmed that payment gateways may have problems with tax calculation, when the decimals are fewer than two enabled, the plugin will try to override the decimal setup as long as it is set to lower than 2. If you disable this feature, you also confirm that you are willingly using a, for the platform, unsupported feature. If you've recommended to instead increase the number of decimals to 2 or higher.
Can interact with old-plugin orders	☐ Enabled
	Enabling this feature allows the plugin to enter orders created with the old plugin.
Store API history in orders	☑ Enabled
	If this setting is active, the first time you view a specific order API data will be stored for it. This means that it will be possible to go back to prior orders and view them even after you change the user credentials.
WSDL requests are cached	Both for production/live and test/staging ▼

Logging enabled

When logging is enabled, you will find all logs generated by the plugin under wp-admin's /wp-admin/admin.php?page=wc-status&tab=logs - or probably under directly under the directory /wp-content/uploads/wc-logs. Merchan logs can look like this and the purpose is to make orders furthermore traceable than they normally are. For example you will be able to log if customers are redirected - this log belongs to Resurs Checkout, so there is no such redirect, but on the other hand you will be able to see when the customer returns after a successful purchase (See the row: *"Customer returned from Resurs Bank to complete order"* and the following row where the plugin is "finishing" the purchase). You will also be able to follow the callbacks. Here, you can also see that callbacks won't update any order to order statuses that is already set.

The technical errors in the beginning are a part of some other validations that has to do with updating meta data.

The rounding problems

Roundings only comes with trouble and most plugins out there usually do not support them. Neither do this plugin, but it is available if you demand to destroy your shop's orders and pricing. There is however a tiny rounding prevention fix available here, which solves Resurs Bank rounding problems by simly ignore decimal-setups lower than 2. By means, you can still set your shop to round with 0 decimals, but the plugin will proceed to run with at least two decimals.

Support

The "subtab" Support has only one purpose. If you need to contact the developer or the support, this is a page you may want to copy and paste from (screenshots works aswell) and send with your error reports, aswell as the logs if they are available.

The Tweaker

The tweaker is as you can see at the first screenshot not available nor visible in the configuration. There are however developer tweaks available also, but they have to be enabled first.

This is done at the bottom in the advanced section. When saving settings, make sure you reload the adminpage an extra time for the section to become available (this is not fixed yet).

When this documentation is written there are not much tweaks available in this section, but there may come furthermore in the future.
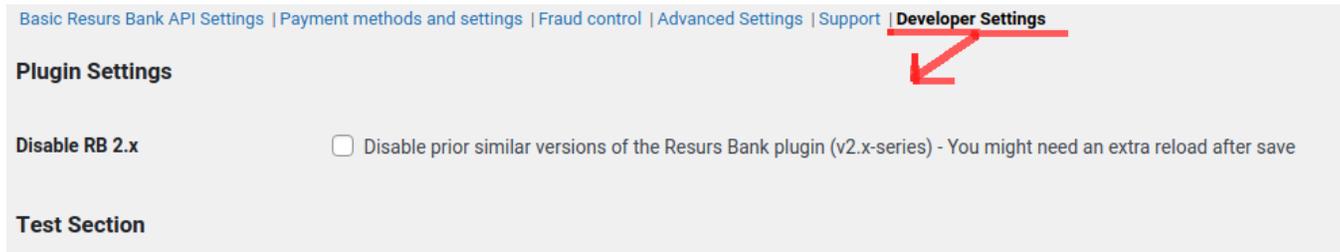
Deleting callbacks

When developer settings are enabled you're can to do other magics than normally is available for anyone at all.

Enabling the advanced tweaking section however, also enables other things in the admin. For example, the callback section will become "configurable". In this mode, you can - if you for example are working with troubleshooting - selectively remove callback urls (the X-button). If you by mistake try to remove callbacks without the developer section enabled, callbacks can not be removed, which is a extra security layer for this feature.

Available callbacks

Callback	Callback URL		Remove
UNFREEZE	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=UNFREEZE&t=1632666391&p={paymentId}&d={digest}	⬆	X
TEST	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=TEST&ignore1={param1}&ignore2={param2}&ignore3={param3}&ignore4={param4}&ignore5={param5}		X
UPDATE	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=UPDATE&t=1632666391&p={paymentId}&d={digest}		X
BOOKED	https://woocommerce.ecommerceweb.se/wc-api/ResursDefault/?c=BOOKED&t=1632666391&p={paymentId}&d={digest}		X

To be continued...