WooCommerce Shopping Cart Plugin

Version 1.2

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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	2020/09/02	All	Initial Draft	KH
0.2	2020/09/02	1.2	Updated features list	KH
0.3	2021/01/15	1 2	Updated OxiPay to Humm Updated requirements	KH
0.4	2021/01/18	2 3	Updated installation and configuration instructions Updated usage instructions	KH
0.5	2021/01/22	2	Updated to include WooCommerce Subscriptions	KH
1.0	2021/01/22	All	Release version	KH
1.1	2023/05/23	2.2	Updated plugin file location	KH
1.2	2023/11/7	All	Updated configuration options Updated Images for UI Updated prerequisites	KH

Related Documents

Document title	Link/Location

Contents

Windcave

1 Overview

1.1 Introduction

The Windcave WooCommerce Plugin supports WooCommerce version 7.0 or greater. The plugin is built to allow merchants to get their WooCommerce website 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) 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
- Credit Card
- Google Pay
- Interac
- Humm
- PayPal
- Visa Checkout
- Union Pay
- WeChat Pay

Subscription based payments are supported via WooCommerce Subscriptions (available in plugin version 1.1.0 or above), this allows merchants to sell subscription items as well as standard single purchase items.

Additional features supported by the Windcave plugin:

- 3D Secure v1 & v2 (where supported by acquirer)
- Token Creation, Storage and Re-billing
- Fail Proof Result Notification
- Risk Management
- Forwarding of customer field values
- Subscriptions (when used in conjunction with WooCommerce Subscriptions)

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

- Auth Code
- Gateway generated surcharge
- Risk management result
- Cvc2 result
- ReCo (response code) and Response text

1.3 Requirements

A live or test Windcave account is required to utilize the Windcave WooCommerce 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.

# 2 Installation & Configuration

2.1 Prerequisites

Before proceeding with the Windcave WooCommerce plugin installation please ensure your setup meets the below prerequisites:

- HTTPS support
- WooCommerce version 7.0 and above, version 8.0+ recommended
- Refer to WooCommerce Server Recommendations for additional prerequisites

Please see WooCommerce Support Policy for further details of support from WooCommerce.

2.2 Installation

1. Download the .zip file from Windcave.
2. Log in to your WordPress admin portal using your admin credentials.
3. From the navigation menu on the left select the **Plugins -> Add New** option.
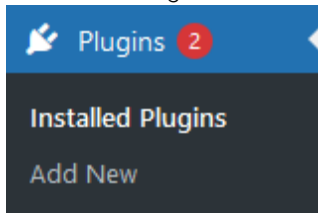
4. Press the **Upload Plugin** button then **Browse** to the .zip file downloaded in step one.
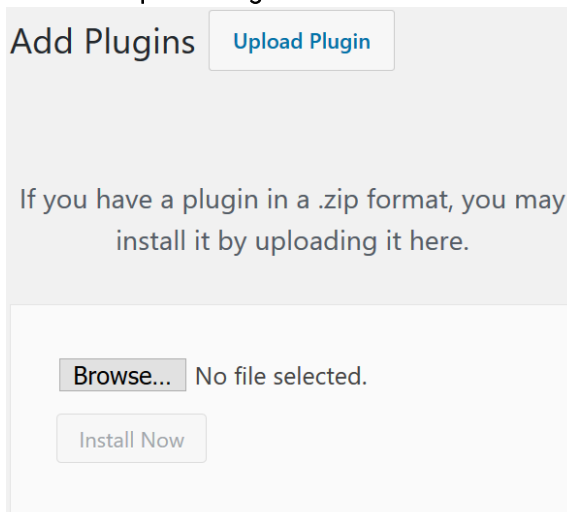
5. Select the **Install Now** button to start the installation.
6. Once installed navigate to the **Plugins -> Installed Plugins** page and **Active** the "Windcave Gateway for WooCommerce" plugin from the list of installed plugins.


7. Proceed to configuration.

For further information see: Install and Activate Extensions and Themes.

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2.3 Configuration

The below provides step by step instructions to configure your WooCommerce store for use with Windcave:
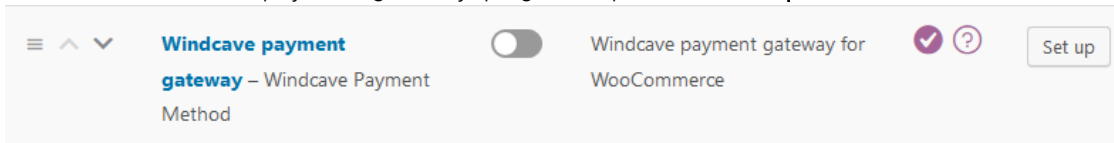
1. Log in to your WordPress admin portal using your admin credentials.
2. From the navigation menu on the left select the **WooCommerce -> Settings** option.
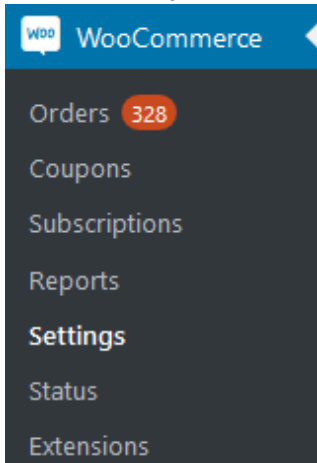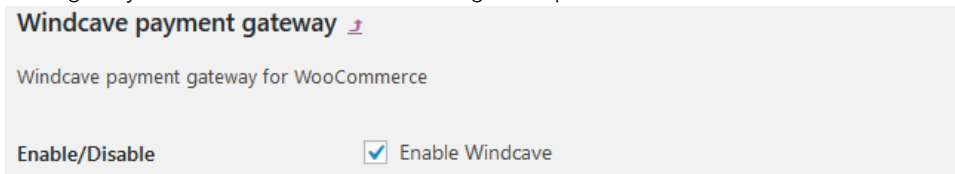

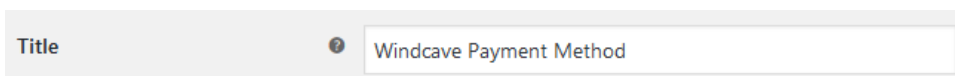3. Click on the **Payments** tab to reveal all installed payment methods.
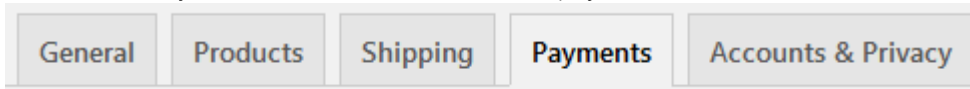
4. Locate the "Windcave payment gateway" plugin and press the **Set up** button.
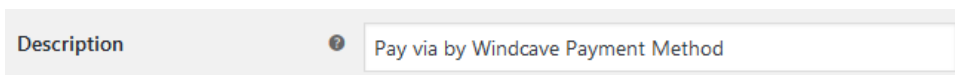

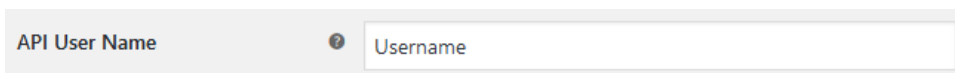5. Configure your Windcave account settings and preferences:

Tick to Enable the Windcave Plugin (required to use)

Sets the title displayed to the card holder at checkout.

Sets the description displayed to the card holder at checkout.

Windcave Restful API username.

Windcave Restful API key.

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The root URL of the Windcave Restful API, this should be set to
https://sec.windcave.com/api/v1/.

If enabled the transaction type will be purchase, otherwise the transaction type is Auth and
merchants will need to manually complete the transaction.

When enabled, this will prevent automatic triggering of Complete/Refund transactions on order
status change. **Disabled by default**.

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

Allows the merchant to filter enabled payment methods.

Enables/disables logging of debug messages.

6. Once configuration is complete press the **Save changes** button.

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 if **Saved cards** is enabled customers may opt to save the payment card for future payments by checking the "Remember my card for next time" 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 **My account -> Payment Methods** once signed into the merchant website.

3.2 Merchants
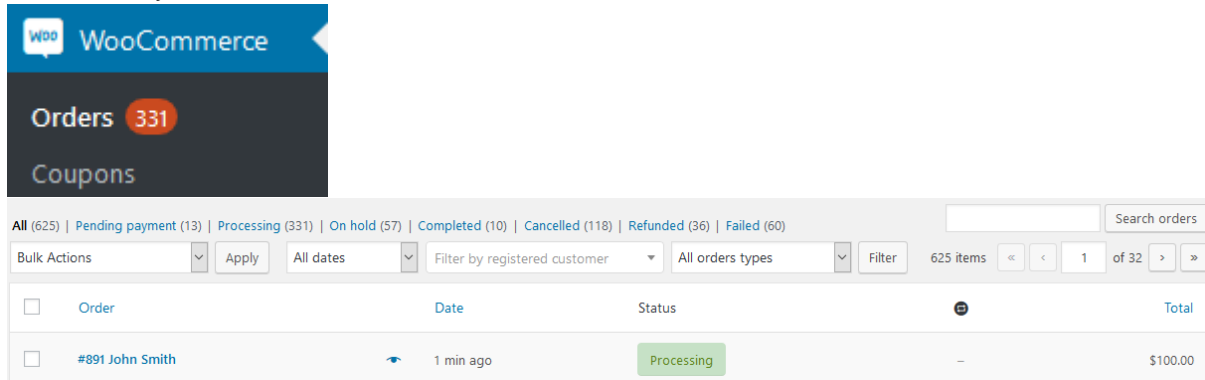
3.2.1 Processing a Refund

From the WooCommerce admin user merchants can process refunds for orders processed through the Windcave plugin, to do so merchants simply navigate to the **WooCommerce-> Orders** page and select the order they wish to refund.
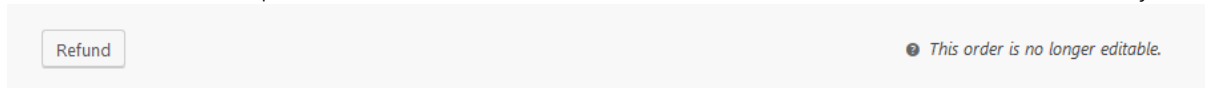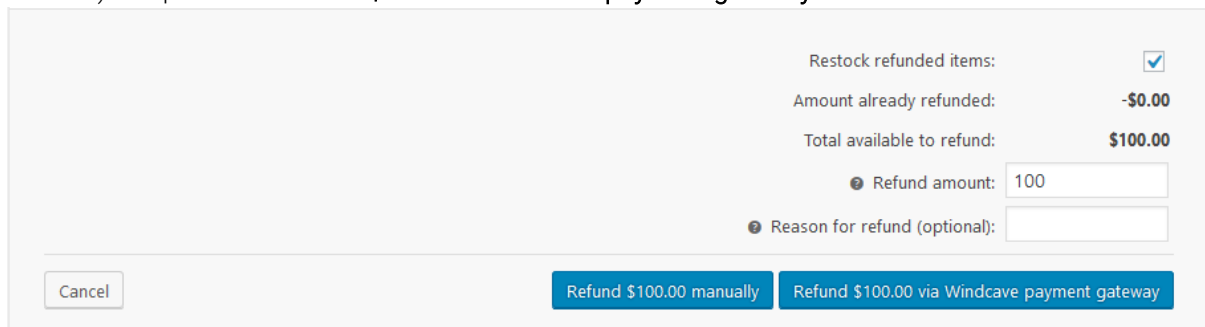

To reveal the refund options merchants, select the **Refund** button located below the item summary.

Merchants enter the amount to refund (merchants can refund multiple times up to the total transaction amount) and press the **Refund $X.XX via Windcave payment gateway** button.

After initiating the refund, a pop-up will appear prompting the merchant to confirm if they would like to process the refund.

The result of the refund transaction will appear under the **Notes** panel of the order.

Please note if an admin user issues a refund for an authorized but not completed order a void will be processed.

3.2.2 Completing an Order

From the WooCommerce admin user merchants can complete orders for Auth type transactions processed through the Windcave plugin, to do so merchants simply navigate to the **WooCommerce-> Orders** page and select the order they would like to complete.

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Once in the order details merchants change the status of the order to "Processing" or "Complete" and press the Update button in the Order actions panel to trigger the completion transaction.

Status:

Processing

Order actions ▲

Choose an action... ˅ >

Move to trash   Update

The result of the complete transaction will appear under the **Notes** panel of the order.

Order notes ▲

Order status changed from On hold to Processing.

January 17, 2021 at 10:43 pm by Peter.Zhang
Delete note

Windcave complete approved
Transaction Id: 000000080fa84d80
Auth Code: 114314XXX
ReCo: 00
Response Text: APPROVED
Cvc2 Result Code: P
AVS Check Result:
–AVS Action: DontCheck
–AVS Result Code: U
–AVS Result Description: U – address information not available, or AVS is unavailable
Risk Check Result:
–Risk Action: noaction
–Risk Score: 0
–Risk Possible Score: 20
–Risk Summary: [IP Country Blocking Pass (0/10)]
[Country BCC:NZ vs SCC:NZ Pass (0/10)]

January 17, 2021 at 10:43 pm Delete note

3.2.3 Processing Voids

From the WooCommerce admin user merchants can process a void for orders where an Auth type transaction was processed through the Windcave plugin, to do so merchants simply navigate to the **WooCommerce -> Orders** page and select the order to be voided.

WooCommerce

Orders 331

Coupons

	Order		Date	Status	◉	Total
☐	#895 John Smith	👁	12 mins ago	On hold	–	$100.00

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Once in the order details merchants change the status of the order to "Cancelled" and press the **Update** button in the **Order actions** panel to trigger the void transaction.

The result of the void transaction will appear under the **Notes** panel of the order.

Please note if the payment used for the order was a purchase transaction type a refund will be issued instead.

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 **WooCommerce -> Orders** page in the **Notes** panel of each order.

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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.