



# Windcave

**osCommerce Shopping Cart Plugin**

**Version 1.0**

## Copyright

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## Proprietary Notice

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## Document Revision Information and Amendments

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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	2021/01/13	All	Initial Draft	KH
1.0	2021/07/02	All	Release version	KH

## Related Documents

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Document title	Link/Location

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# 1 Overview

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## 1.1 Introduction

The Windcave osCommerce Plugin supports osCommerce version 2.3. The plugin is built to allow merchants to get their osCommerce 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

## 1.3 Requirements

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

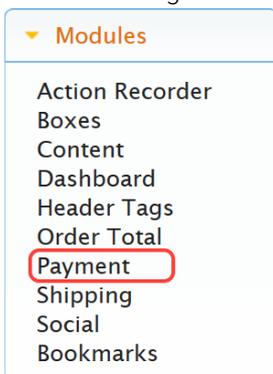
If you have any questions about supported features please contact the Windcave Sales team at [sales@windcave.com](mailto:sales@windcave.com).

## 2 Installation & Configuration

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### 2.1 Installation

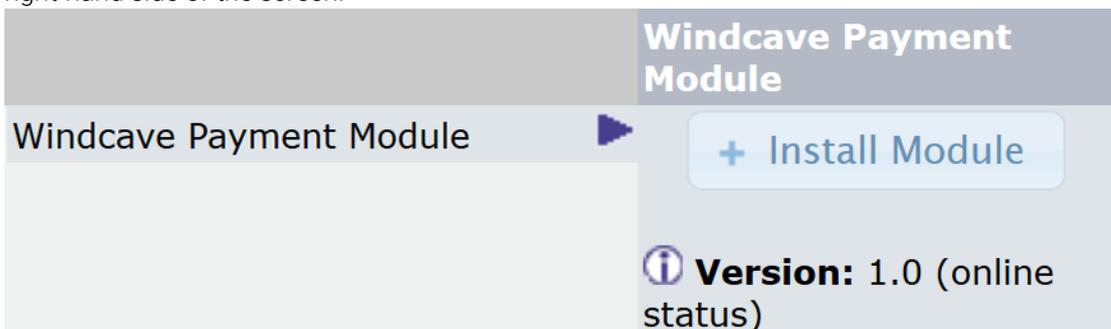
1. Download the Windcave Plugin archive file from the osCommerce Marketplace.
2. Navigate to the osCommerce directory on your webserver (the structure of the directory may differ depending on merchant installation of osCommerce, the below instructions are based off the default directories).
3. Copy the files from the Windcave extension to the appropriate location within the osCommerce directory i.e. copy the `windcave_session.php` in `windcave.zip` -> `catalog` -> `ext` -> `modules` -> `payment` -> `Windcave` -> `classes` should be copied to: `catalog` -> `ext` -> `modules` -> `payment` -> `Windcave` -> `classes`.
4. Log in to your osCommerce admin portal using your admin credentials.
5. From the navigation menu on the left side of the page, navigate to **Modules** -> **Payment**.



6. Select the **Install Module** button at the top right of the page, this will show all modules available for installation.



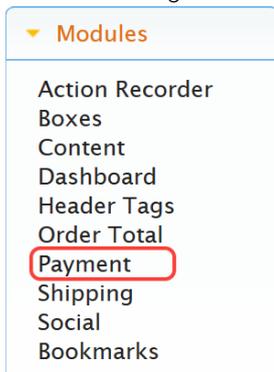
7. From the list select the "Windcave Payment Module" and press the **Install Module** button on the right-hand side of the screen.



8. Proceed to configuration.

## 2.2 Configuration

1. Log in to your osCommerce admin portal using your admin credentials.
2. From the navigation menu on the left side of the page, navigate to **Modules -> Payment**.



3. Select the Windcave Payment Module from the list of installed payment modules.



4. Press the **Edit** button and configure your Windcave account settings and preferences:



### Enable Windcave Payment Module

- True  
 False

*Enables or disables the Windcave Payment Module.*

### Enable Saving Cards

When enabled, customer cards will be saved

- True  
 False

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

### API Username

*Windcave Restful API username.*

### API Key

*Windcave Restful API key.*

### API Url

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

### Session timeout (hours)

The length of time a customer has to complete a payment before it is automatically declined

The length of time a customer has to complete a payment before it is automatically declined.

### Transaction Type

- Purchase
- Auth

Configures Transaction Type to be used (Purchase or Auth).

### Display Payment Window as iFrame

When enabled, the payment page will appear in an iFrame

- True
- False

Sets if payment window should be displayed as iFrame (True) or redirection (False).

### iFrame Height

iFrame height in px

Sets height of the popup iFrame payment window.

### iFrame Width

iFrame width in px

Sets width of the popup iFrame payment window.

### Error Log Directory

Error Log Directory

Sets the directory where error logs will be created.

**Set Preparing Order Status**

Set the status of orders being made with this payment module to this value

*Sets the preparing order status for payments made using the Windcave plugin.*

**Set Windcave Acknowledged Order Status**

Set the status of orders made with this payment module to this value

*Sets the acknowledged order status for payments made using the Windcave plugin, it is recommended that this is set to the Pending status.*

**Transaction Order Status**

Include transaction information in this order status level

*Include transaction information in this order status level.*

**Payment Zone**

If a zone is selected, only enable this payment method for that zone.

*If a zone is selected the Windcave payment method will only be enabled for that zone.*

**Minimum Order Total**

If the order total is below this, the Windcave Payment Module will not be available

*If the order total is below this value, the Windcave Payment method will not be listed in the payment methods available to the customer.*

**Sort order of display**

Sort order of display. Lowest is displayed first.

*Sets the sort order of Payment Methods, lowest number is displayed first in the list of available payment methods.*

**Card**

Enabled  
 Disabled

**Account 2 account**

Enabled  
 Disabled

**Alipay**

Enabled  
 Disabled

**Apple Pay**

Enabled  
 Disabled

**Google Pay**

Enabled  
 Disabled

**Paypal**

Enabled  
 Disabled

**Interac**

Enabled  
 Disabled

**UnionPay**

Enabled  
 Disabled

**Humm**

Enabled  
 Disabled

**Visa Checkout**

Enabled  
 Disabled

**WeChat Pay**

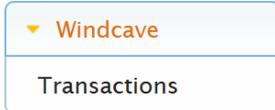
Enabled  
 Disabled

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

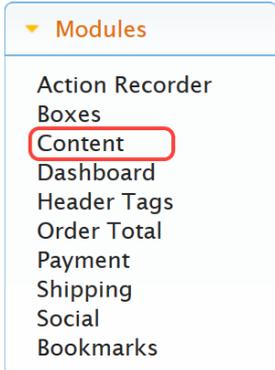
- Once configuration is complete click the **Save** button.



- Check that a **Windcave** tab exists on the left-hand navigation menu, this tab has a link to the **Transactions** page which contains details of transactions processed through the Windcave plugin.



- From the navigation menu on the left side of the page, navigate to **Modules -> Content**.



- Check that the **Windcave User Interface** module has been installed and is enabled (if not install and enable).

Modules	Group	Sort Order	Action
Windcave User Interface	account	0	

**Windcave User Interface**

Edit

Remove Module

**Version:** 1.0 (online status)

User Interface for the Windcave Payment Module

**Enable Windcave Payment Module**  
True

## 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.

#### Payment Method

Please select the preferred payment method to use on this order. **Please Select**

Cash on Delivery

Windcave Payment Module

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

#### Payment Information

Use saved card  411111.....11 Exp:5/25 ▾  
Proceed without using saved card  Save card

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

### Saved Cards

Card Number	Expiry Date	
411111.....11	5 / 25	Remove

### 3.2 Merchants

#### 3.2.1 Processing a Refund

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

▼ Windcave  
Transactions

475	12	John Smith	Purchase	0000000707ed8d3c	Approved	Pending	\$39.99	01/13/2021 10:01:33
-----	----	------------	----------	------------------	----------	---------	---------	------------------------

Selecting the **Order** will reveal the payment details processed through the Windcave plugin, merchants can then either process a partial refund by entering the amount to refund and pressing the **Partial refund** button (merchants can refund multiple times up to the total transaction amount); or press the

Refund button to process a full refund.

**Transaction ID:** 0000000707ed8d3c

**Order ID:** 475

**Transaction Type:** Purchase

**Total:** \$39.99

**Windcave status:** Approved

**Refund status:** Not refunded

**Card holder name:** JOHN SMITH

**Card number (masked):**  
411111.....11

**Expiry date:** 5/25

**Card type:** visa

**Response code:** 00

**Response text:** APPROVED

**Payment method:** Card

**Payment authentication:** Standard

**Auth code:** 100133XXX

**AVS action:** DontCheck

**Risk action:** noaction

**Risk summary text:** [ IP Country  
Blocking Pass (0/10

^ Partial refund

^ Refund

The result of the refund transaction will be displayed in the **Windcave -> Transactions** page.

Transaction refunded successfully

Order ID	Customer ID	Customer Name	Transaction Type	Transaction ID	Parent Transaction ID	Windcave Status	Order Status	Total	Date Added
475	12	John Smith	Purchase	0000000707ed8d3c		Approved	Pending	\$39.99	01/13/2021 10:01:33
475	12	John Smith	Refund	0000000707edb87f	0000000707ed8d3c	Approved	Pending	\$39.99	01/13/2021 10:05:29

### 3.2.2 Completing an Order

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

▼ Windcave

Transactions

476	12	John Smith	Auth	0000000707ed9937		Approved	Pending	\$749.99	01/13/2021 10:02:33
-----	----	------------	------	------------------	--	----------	---------	----------	---------------------

Selecting the **Order** will reveal the payment details processed through the Windcave plugin, merchants can then press the **Complete** button to complete the Auth transaction.

**Transaction ID:** 0000000707ed9937

**Order ID:** 476

**Transaction Type:** Auth

**Total:** \$749.99

**Windcave status:** Approved

**Auth complete status:** Not completed

**Void status:** Not voided

**Card holder name:** JOHN SMITH

**Card number (masked):**  
411111.....11

**Expiry date:** 5/25

**Card type:** visa

**Response code:** 00

**Response text:** APPROVED

**Payment method:** Card

**Payment authentication:** Standard

**Auth code:** 100233XXX

**AVS action:** DontCheck

**Risk action:** noaction

**Risk summary text:** [ IP Country Blocking Pass (0/10

[^ Complete](#)

[^ Void](#)

The result of the complete transaction will be displayed in **Windcave -> Transactions** page.

Transaction completed successfully

Order ID	Customer ID	Customer Name	Transaction Type	Transaction ID	Parent Transaction ID	Windcave Status	Order Status	Total	Date Added
476	12	John Smith	Auth	0000000707ed9937		Approved	Pending	\$749.99	01/13/2021 10:02:33
476	12	John Smith	Complete	0000000707edcaeb	0000000707ed9937	Approved	Pending	\$749.99	01/13/2021 10:07:05

### 3.2.3 Processing Voids

From the osCommerce 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 **Windcave -> Transactions** page and select the order to be voided.

[Windcave](#)

[Transactions](#)

477	12	John Smith	Auth	0000000707ed9c06		Approved	Pending	\$499.99	01/13/2021 10:02:49
-----	----	------------	------	------------------	--	----------	---------	----------	---------------------

Selecting the **Order** will reveal the payment details processed through the Windcave plugin, merchants can then press the **Void** button to void the Auth transaction.

**Transaction ID:** 000000707ed9c06

**Order ID:** 477

**Transaction Type:** Auth

**Total:** \$499.99

**Windcave status:** Approved

**Auth complete status:** Not completed

**Void status:** Not voided

**Card holder name:** JOHN SMITH

**Card number (masked):**  
411111.....11

**Expiry date:** 5/25

**Card type:** visa

**Response code:** 00

**Response text:** APPROVED

**Payment method:** Card

**Payment authentication:** Standard

**Auth code:** 100250XXX

**AVS action:** DontCheck

**Risk action:** noaction

**Risk summary text:** [ IP Country Blocking Pass (0/10

^ Complete

^ Void

The result of the void transaction will be displayed in **Windcave -> Transactions** page.

Transaction voided successfully

Order ID	Customer ID	Customer Name	Transaction Type	Transaction ID	Parent Transaction ID	Windcave Status	Order Status	Total	Date Added
477	12	John Smith	Auth	000000707ed9c06		Approved	Pending	\$499.99	01/13/2021 10:02:49
477	12	John Smith	Void	000000707edd939_void	000000707ed9c06	Approved	Pending	\$499.99	01/13/2021 10:08:21

### 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 -> Transactions** page.

## 4 FAQ

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### 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](mailto:support@windcave.com)

**Phone:** Please see our [Contact](#) page for a phone number in/near your region.