



Windcave

Drupal 7 Shopping Cart Plugin

Version 1.0

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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	2020/12/16	All	Initial Draft	KH
0.2	2021/05/17	2	Updated payment settings	KH
1.0	2021/05/17	All	Release version	KH

Related Documents

Document title	Link/Location

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1 Overview

1.1 Introduction

The Windcave Drupal 7 Plugin supports Drupal Commerce version 1.X. The plugin is built to allow merchants to get their Drupal 7 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 Drupal 7 plugin, to setup a new account visit <https://sec.windcave.com/pxmi3/signup>.

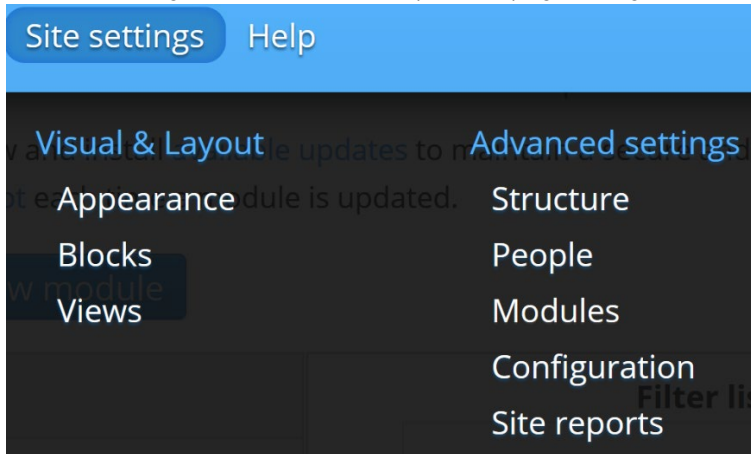
For existing merchants please visit <https://sec.windcave.com/pxmi3/logon> and sign in using your Windcave Payline® credentials. Once signed in select the **User Accounts -> My User** screen, your username and Restful API Key will be displayed on screen.

If you have any questions about supported features please contact the Windcave Sales team at sales@windcave.com.

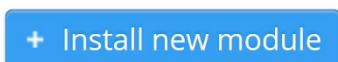
2 Installation & Configuration

2.1 Installation

1. Download the Windcave Plugin archive file.
2. Log in to your Drupal 7 admin portal using your admin credentials.
3. From the navigation menu at the top of the page, navigate to **Site settings** -> **Modules**.



4. Select the **Install new module** button.



5. From the file selection pop up select the commerce_windcave zip file downloaded in step 1).
6. Once installation has completed select **Enable newly added modules** to begin configuration.
7. Select the **Commerce (Windcave)** option from the module's menu on the left of the screen.

Commerce (Windcave)

8. The list of modules will now be filtered and only the Windcave module showing, slide the slider from **OFF** to **ON** and press the **Save configuration** button in the bottom left corner of the page.

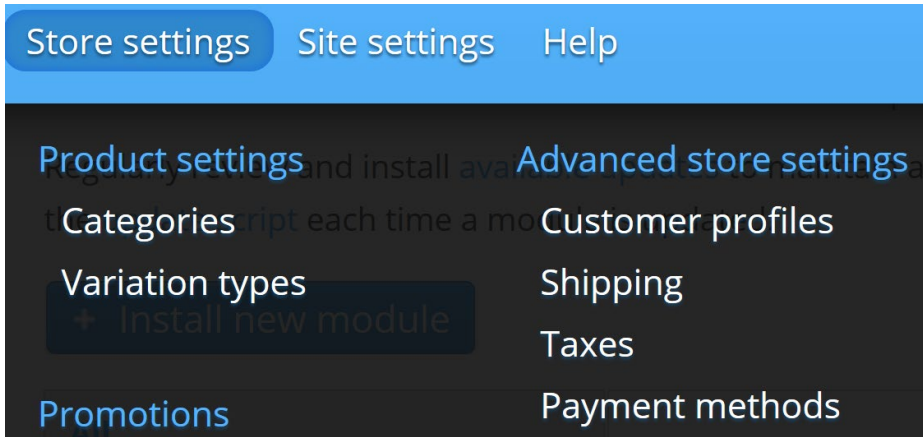


9. Proceed to configuration.

2.2 Configuration

1. Log in to your Drupal 7 admin portal using your admin credentials.

- From the navigation menu at the top of the page, navigate to **Store settings -> Payment methods**.



- In the **Disabled payment method rules** section, locate the Windcave option and select the **enable** button under **Operations**.

Disabled payment method rules

Name	Event	Status	Operations
Windcave Machine name: commerce_payment_windcave_hpp, Weight: 0 Tags: Commerce Payment <ul style="list-style-type: none"> Available on the checkout form Available on the order payment terminal 	Select available payment methods for an order	Overridden	edit enable clone revert export

- Once enabled the Windcave payment method will appear under the **Enabled payment method rules** section, select the **edit** button under **Operations** to configure the Windcave plugin.

Enabled payment method rules

Name	Event	Status	Operations
Windcave Machine name: commerce_payment_windcave_hpp, Weight: 0 Tags: Commerce Payment <ul style="list-style-type: none"> Available on the checkout form Available on the order payment terminal 	Select available payment methods for an order	Overridden	edit disable clone revert export

- Configure your Windcave account settings and preferences under the **Payment settings** panel:

Payment settings

Payment name *

Payment name: Name to be displayed to cardholder when selecting payment method.

API url *

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

API username *

API username: Windcave Restful API username.

API key *

API key: Windcave Restful API key.

Display as popup *

Enabled

Disabled

Display as popup: Sets if payment window should be displayed as iFrame (Enabled) or redirection (Disabled).

Popup height *

Popup height: Sets height of the popup iFrame payment window.

Popup width *

Popup width: Sets width of the popup iFrame payment window.

Payment type *

Auth

Purchase

Payment type: Configures the payment type to be used (Purchase or Auth).

Enable saving cards *

Enabled

Disabled

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

Payment options *

- Card
- Account 2 Account
- Alipay
- Apple Pay
- PayPal
- Interac
- Union Pay
- Humm
- Visa Checkout
- WeChat
- Google Pay

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

6. Once all account settings and preferences have been updated click the **Save** button at the bottom the screen.

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

- Windcave Payments
 - Proceed with a saved card
 - Proceed without using any saved cards

Select card:

411111.....11 Expiry Date: 06/25 ▾

[Continue to next step](#) or [Go back](#)

During checkout if **Enable saving cards** is enabled customers may opt to save the payment card for future payments by checking the "Save card for future purchases" 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 -> Windcave Saved Cards** once signed into the merchant website.

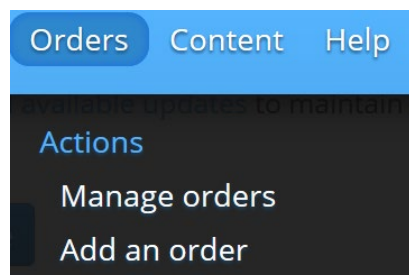
HELLO, JOHN SMITH

My account	Update email/password	Order history	Address Book	Windcave saved cards
DATE ADDED	CARD NUMBER	EXPIRATION	DELETE	
Dec. 15, 2020	411111.....11	06/25	Delete	

3.2 Merchants

3.2.1 Processing a Refund

From the Drupal 7 admin user merchants can process refunds for orders processed through the Windcave plugin, to do so merchants simply navigate to the **Orders -> Manage orders** page and select the order they wish to refund.



Selecting the **Payment** tab in the order will reveal the payment details processed through the Windcave plugin, merchants can then press the **refund** button to start the refund process.

Status	Date ▲	Method	Remote ID	Result message	Amount	Operations
✓	12/16/2020 - 07:48	Windcave	00000002064ea4e5	Windcave purchase: approved	\$16.00	view refund delete

Then enter the amount they would like to refund (this can be a partial refund or full refund; merchants can refund multiple times up to the total transaction amount) and press the **Refund** button.

Refund amount

 NZD

Enter the amount to be refunded.

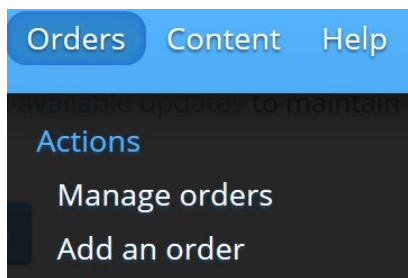
The result of the refund transaction will be displayed in the **Payment** tab of the order.

✓ Windcave refund approved.

Status	Date ▲	Method	Remote ID	Result message	Amount	Operations
✓	12/16/2020 - 07:48	Windcave	00000002064ea4e5	Windcave purchase: approved	\$16.00	view delete
✓	12/16/2020 - 07:50	Windcave	00000002064ead11	Windcave refund: approved Parent transaction: 00000002064ea4e5	-\$16.00	view delete

3.2.2 Completing an Order

From the Drupal 7 admin user merchants can complete orders for Auth type transactions processed through the Windcave plugin, to do so merchants simply navigate to the **Orders -> Manage orders** page and select the order they would like to complete.



Selecting the **Payment** tab in the order will reveal the payment details processed through the Windcave plugin, merchants can then press the **complete** button to start the completion process.

Status	Date ▲	Method	Remote ID	Result message	Amount	Operations
⊙	12/16/2020 - 08:15	Windcave	00000002064f510c	Windcave auth: approved	\$22.00	view complete void delete

Drupal will prompt the merchant to confirm they would like to complete the transaction.

Are you sure that you want to complete this transaction?

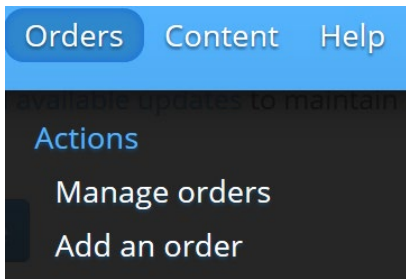
[Complete](#) [Cancel](#)

The result of the complete transaction will be displayed in the **Payment** tab of the order.

✔ Windcave complete approved.						
Status	Date	Method	Remote ID	Result message	Amount	Operations
✔	12/16/2020 - 08:15	Windcave	00000002064f56dd	Windcave auth: approved Windcave complete: approved	\$22.00	view refund delete

3.2.3 Processing Voids

From the Drupal 7 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 **Orders -> Manage orders** page and select the order to be voided.



Selecting the **Payment** tab in the order will reveal the payment details processed through the Windcave plugin, merchants can then press the **void** button to start the void process.

Status	Date	Method	Remote ID	Result message	Amount	Operations
⊖	12/16/2020 - 09:02	Windcave	000000020650d383	Windcave auth: approved	\$8.00	view complete void delete

Drupal will prompt the merchant to confirm they would like to void the transaction.

Are you sure that you want to void this transaction?

[Void](#) [Cancel](#)

The result of the void transaction will be displayed in the **Payment** tab of the order.

✔ Windcave void approved.						
Status	Date	Method	Remote ID	Result message	Amount	Operations
⊗	12/16/2020 - 09:02	Windcave	000000020650e542	Windcave auth: approved Windcave void: approved	\$8.00	view delete

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 **Payment** tab of each order.

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.