Installation & Users manual

Supported versions:	**Shopware Version 6.5.x**
Available products	**Brite Instant Payments** **Brite Instant Refunds**
Available markets	**Germany, Netherlands, Belgium, Sweden, Denmark, Finland, Estonia, Latvia, Lithuania**

Table of Content

About Brite Payments

Brite Payments is a second-generation fintech based in Stockholm. With Brite, Shopware merchants can easily activate Brite Instant Payments, which enables their customers to pay instantly, directly from their bank account, via highly secure, cost-effective payments, available 24/7, 365 days a year. Brite is connected to more than 3,800 banks within the EU, and its offering is currently available in 26 European markets.

Prerequisites

Commercial requirements

To offer Brite Payments to your customers, contact Brite's Commercial team at sales@britepayments.com.

Technical requirements

You have to meet the following technical requirements to run the Plugin properly in your Shopware shop.

- Shopware (Version >= 6.5.x)
- Complete installation of Shopware (Storefront and Administration, not only Headless)
- Get API Keys from Brite to connect to their technical infrastructure

Plugins functionalities

The plugin supports the following functionalities:

- Brite Instant Payments
- Brite Instant Refunds (full & partial)
- Download of transactions list (in CSV file format)

Installation / Configuration

Once you have made sure your shopware installation meets the technical requirements you can download the Plugin from the Shopware community store using the link above.

Brite Payment will show up in the "Extension" as well as in the "Payment" section in Shopware backend where you must configure the following settings:

API Configuration

The plugin requires the Brite credentials to be stored in the API configuration section. You'll get the API keys from Brite once you have signed the contract and have fulfilled the commercial requirements (see above)

The API configuration section contains the following elements:

- Sandbox = (true/false)
- Public Key = (text)
- Secret = (text)

To test the API connection, a test button is available. A pop-up message will confirm whether the connection was successful, or not, together with the environment tested.

For testing purposes you must set the Sandbox parameter to "true" and configure the Sandbox credentials. Once you go live you will be provided with production API credentials and you will have to make sure to set the Sandbox parameter to "false".

API Configuration

Sandbox

Public Key

sandbox-xxxx

Secret

••••••••••••••••••••••••••••••••••••

Test API connection

Test

Enable Logs

In Sandbox and during debugging we recommend setting this (true) because then all kinds of information are logged into a custom log file which is helpful for detecting issues. Once you switch to production we recommend setting this to(false) due to performance reasons.

Email notifications

This setting enables administrators to define the threshold period, measured in days, during which a transaction must remain in the "Authorized" state before triggering an email notification to the shop owner. It ensures timely alerts for pending transactions, facilitating proactive action and transaction oversight. Each email notification is sent only once per order to minimize redundancy. This mechanism serves to detect instances where a transaction fails to transition from the "Authorized" to the "Paid" state within the expected timeframe, prompting necessary follow-up actions.

The Email template can be changed under the settings: Settings → Email templates → BritePayment - Payment state.

Payment method configuration

Once you select the Payment method in the list of installed payment methods you can configure the Brite payment method in the section of "Settings > Payment method" by clicking on "Edit details".
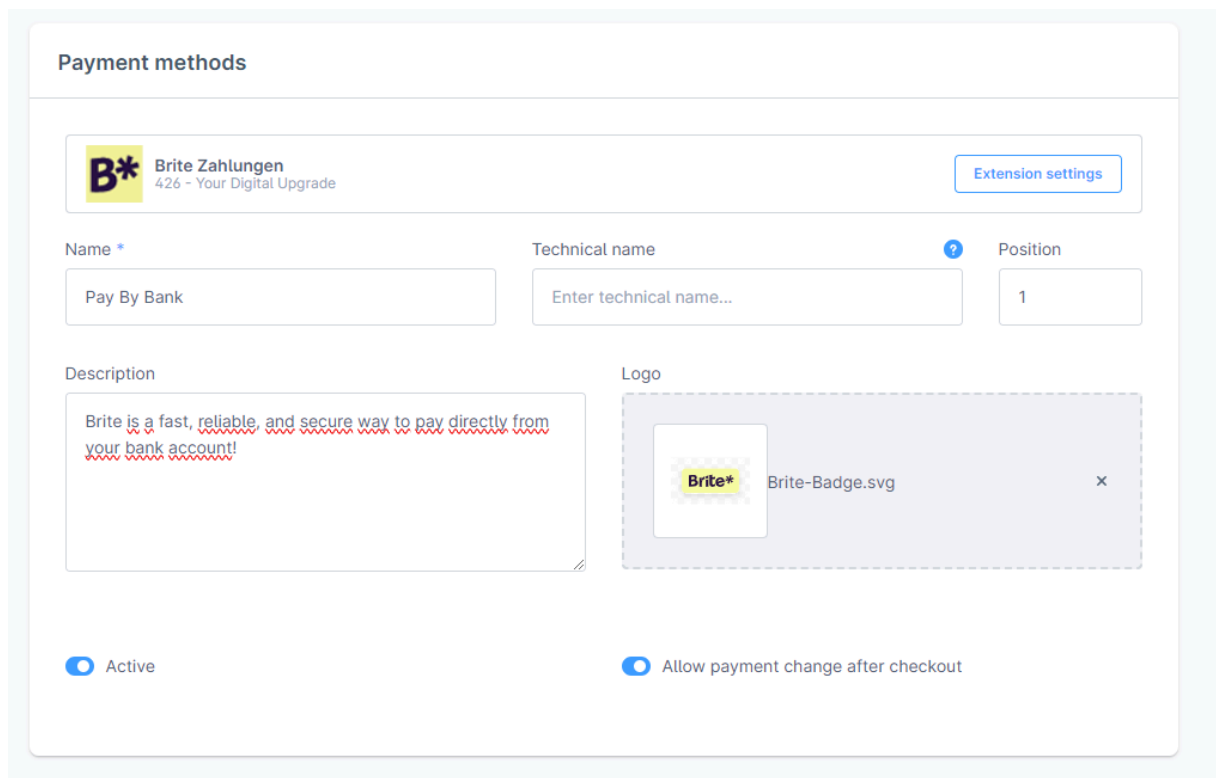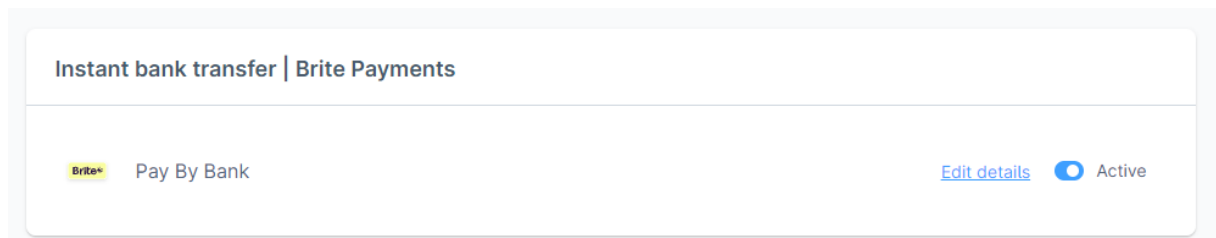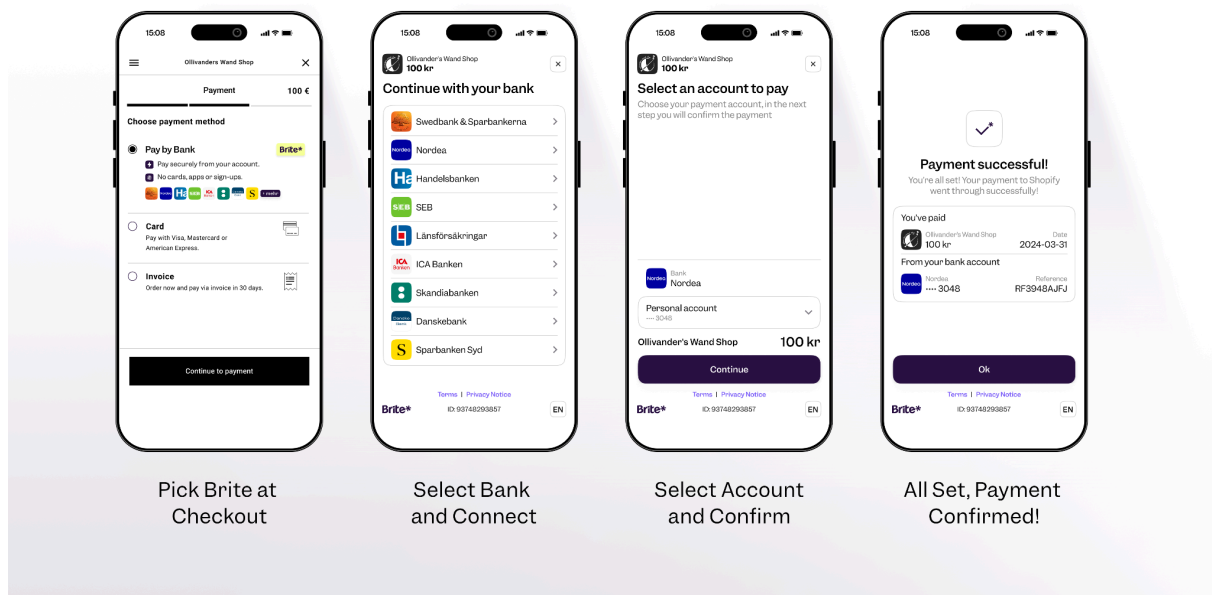
Important: By default we deliver the Plugin with the correct naming and branding of the payment method for each market so that you don't have to change anything if you want to have the best possible conversion.

Checkout Flow

In this section we describe the customer journey when a customer pays with Brite Instant Payment during checkout.

Brite Payments work based on a Javascript SDK which renders an iFrame. This iFrame is hosted by Brite and contains all functionality which is legally but also technically needed to perform a transaction. The customers interact with the iFrame, which is shown to them after they selected Brite as a payment option.

| Pick Brite at Checkout | Select Bank and Connect | Select Account and Confirm | All Set, Payment Confirmed! |

Brite should be offered to the customers as a payment method in the checkout process. Due to the simplicity of the payment method for customers but also because of the operational efforts for merchants we highly recommend promoting the payment methods (see best practices in the section "Conversion improvement recommendations").

The customer Flow looks like this:

1. Add products to cart
2. Go to checkout and login or register
3. Select the payment method "Brite Payments"
4. The customer will then click on the button "Place Order"
5. The customer will then see the Brite Widget in the order page.
6. The customer will then input their bank login details and select the bank from which they want to make the payment, authenticate the transaction, and complete the payment.

7. After the customer completes the payment (or cancels it), he will be redirected to one of the following pages:
   a. Thank you page
   b. Error page

Backend process & features

You will see all Brite orders as part of your orders list.

Payment Details

If you want to get the details of the order you have to select one and check the detailed view from which you can also initiate the instant refund process.

The Plugin will update the "Payment status" automatically on a regular basis. You'd have to build your own logic on top of that. The payment status "Paid" indicates a successful and completed payment.
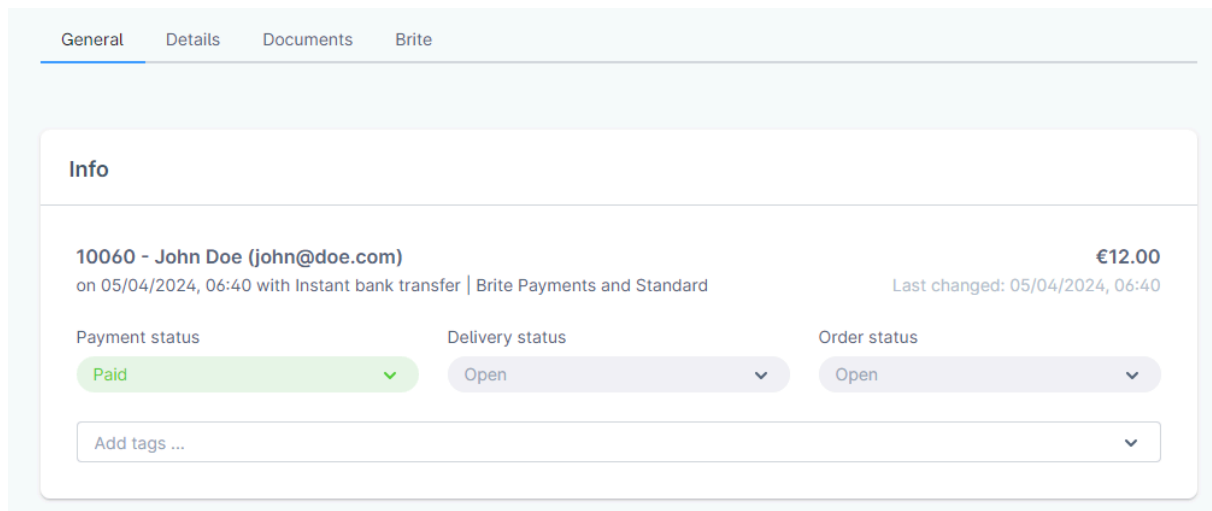
In the "Brite" Tab you can see all details related to Brite in particular incl. the functionality to register a refund to the customer.

Order 10060

| | Deutsch ▼ | Cancel | Save |

General   Details   Documents   **Brite**

Payment informations RF17300000003058000021

| Date of payment | Totale of the payment | **Refresh** |
| 5.4.2024 | 12.00 € | |

Bank information	Created at
Nordea	5.4.2024
45*******456456	

Merchant bank	Updated at
Test Bank	5.4.2024
NL**********123123	

| | Type |
| | DEPOSIT |

State

STATE_SETTLED

	Type	State	Amount	Message Error	Created At	Updated At
☐	deposit	STATE_SETTLED	12.00 €		5.4.2024	5.4.2024

❓	Refund available amount
Enter the quantity to be refunded	12.00 €
Refund	Refunded amount
	0.00 €

This page gets loaded and updated every time you open an order to ensure you always have the final information in it. That's why it can be that some fields are not populated initially, but after a refresh they might appear.

On the following table we describe the available information on this page:

Field / Area	Description
Payment information RFxxxx	The RFxxx number in the title is the unique identifier towards Brite and the number which is shown in the endcustomers bank account. Also when you talk to your customer or merchant support about a dedicated payment, please use this reference number
Bank information	This is the bank account of the end customer
Merchant Bank	This is your bank account

Type	DEPOSIT (Instant Payment from customer) REFUND (in case of refund)
State	Please check https://docs.britepayments.com for detailed explanation of the different states

Instant Refund Flow

You can refund up to the total order amount and you can trigger several refunds by entering the amount you want to refund to the customer. Brite will then make sure that the customer gets the money transferred back to their bank account.

After a refund it might take some seconds until it's reflected in the details view. You can use the "Refresh" button on top of the page to get the final status.


Important notes:

Please be careful with triggering a refund twice. Wait until you see the triggered refund first before doing it again, because that might lead to several unwanted refunds!

If you register a refund through Brites Backoffice, this won't be reflected in Shopware. We recommend you to register all refunds in Shopware and only in edge cases through Brites Backoffice.

Download Brite Orders

For reporting or bookkeeping purposes you have an option to download all Brite orders as CSV file so that you can easily import them into Excel or other tools.
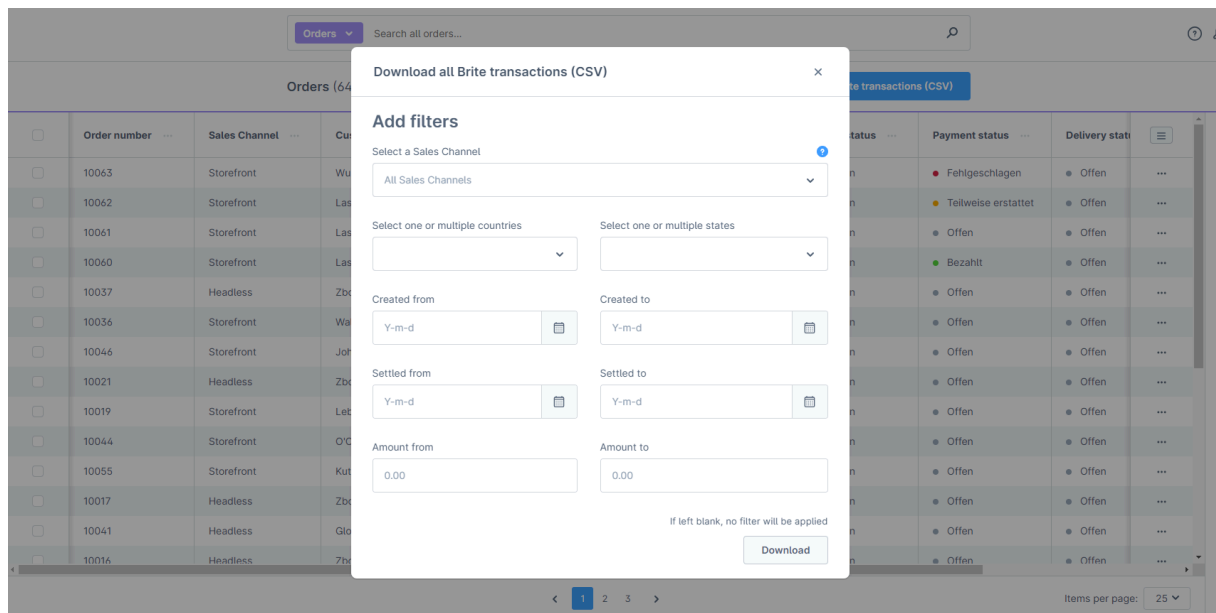
There are several filters available to limit the orders to be exported.

This table describes what the different Brite transaction states mean to you as a merchant:

State	Description
Aborted	The order has been aborted for a <u>known reason</u>, e.g. the recipient account is invalid
Failed	The order has been aborted for an <u>unknown reason</u>
Completed	The customer flow has been finished without errors in the customer bank. Usually this state get updated to state "Credit".
Credit	Funds have not yet been settled, but the transaction was marked as successful by the money sending bank
Settled	The funds have arrived in the Brite bank account. This is the final state for an order.

Conversion improvement recommendations

In order to have the best conversion we recommend to follow our Marketing Guidelines which you can find here: https://docs.britepayments.com/marketing-assets/starter-guide/

It's key for the best conversion to educate your customers about the advantages and security of this payment method in your checkout by promoting it properly with the correct Logos, Names and additional information (like FAQs, Newsletters, etc.).

Testing & Go-live

Before you can go live you must test certain scenarios to ensure the Plugin works properly.

Test Cases

The minimum tests you should do with the Sandbox API credentials but also with the Production credentials:

- ☐ Place an order with Brite Instant Payments
- ☐ Refund this order via the Shopware Backend
- ☐ Make sure you implemented and followed the "Conversion improvement recommendations"

You can find additional information about how to test and what to focus on in detail on this page: https://docs.britepayments.com/test-go-live-integration-test-and-verification/

Go-live procedure

Before you go live please ensure you can check of of these boxes:

- ☐ Successful test on Sandbox incl approval from Brite
  (we also recommend a test on Production before you enable the option to your customers!)
- ☐ Production API Keys are configured and the Sandbox Setting is set to "false"
- ☐ Correct Branding and naming of the Payment Method

Debugging & Support

In case you have issues with the Plugin you can get help and support in different ways.

Start by enabling the Logs (see section Installation / Configuration) and dive into them to figure out what the problem might be. You will get more detailed information from the logs and many problems can be identified already.

Visit the Plugin page in the Shopware Store to see if there is a new version available which fixes the issue you have.

If you can't identify and solve the problem, you can reach out to the email address shopware.support@britepayments.com by providing the following information:

- Environment where the issue occurs (Production / Sandbox)
- Exact timestamp of the issue
- Any identifier which is available (RFxxx number, amount, etc.)
- Detailed Description of the error
- Logfile

Important: Only when we get this information we can ensure to support you in the best possible way.