

Green Payment Processing

Gateway Plugin Integration for BigCommerce

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Introduction

The Green Payment Processing Gateway Plugin for BigCommerce¹ helps BigCommerce store owners and merchants to redirect customers to the Secure Green Payment Processing Gateway when customers opt to pay for their order using Green eCheck!

The aim of this document is to explain the procedure of installation and configuration of the plugin on your website. Please be very careful and pay close attention to ALL details in this document as if any one of them is misconfigured, it may cause issues.

Requirements

In order to use the Green Payment Processing BigCommerce plugin, please ensure that you meet the following requirements:

1. You must have an **active** and fully **approved** Green Merchant Processing Account with [Green Payment Processing](#). If you do not have a merchant account yet, feel free to contact our Customer Support at support@green.money. If your account is still pending approval, you will need to wait before installing!
2. You must have a set of valid and active API Credentials including a Client ID and API Password. If you do not have these for your account yet, please log in to your Green Account and follow these instructions:

1. Log into your merchant account at **Green.Money**
2. Go to **ACCOUNT** on the menu bar
3. Choose option **MY ACCOUNT**
4. Under **ACCOUNT DETAILS**, click **PASSWORDS**
5. Click **REQUEST NEW CREDENTIALS**. Your set of API Credentials will then be sent to the email address on file with your Green Account.

3. Your BigCommerce store must be SSL secured.
4. You must have the Green Logo downloaded on your machine as you'll need it for Step

2

of the installation guide! You can find it here:

<https://www.dropbox.com/s/kksyy16ggdm9gat/Greenlogo.png?dl=0>

¹ Green Payment Processing does not guarantee compatibility with any other BigCommerce plugins and is provided as-is. Any changes you wish to be made are made at your own risk.

Installation

Once you have met all the above requirements and you have your API credentials, you're ready to install! Please follow all the steps below and you will be taking payments in no time.

Step 1: Login to your BigCommerce Store

Login to the administrative portion of your BigCommerce Store by visiting BigCommerce's website or your store's administrative panel. If you are unsure how to do this, please consult BigCommerce's instructions, FAQ, or Support Helpdesk!

Step 2: Create a Draft App to hold Green!

Once you have logged into your store, please click on the following link:

<https://devtools.bigcommerce.com/my/apps>

If that isn't a link for you, please copy and paste that URL into your browser. You will be taken to a plain page that is titled "My Apps" with a big orange button to the right-hand side that says "Create an app". Go ahead and click "Create an App". That will open up a quick prompt for a name. Give this new app the name "Green eCheck" and then click "Create" to move onto the next step.

If a popup window doesn't open immediately for you to begin editing the newly created app, then just click "Edit App" manually to open this screen and continue following the instructions below.

App Summary

1 App Summary
 2 Details
 3 Technical
 4 Review
 5 Preview
 6 Payment & Submission

In order to support the upcoming redesigned Apps Marketplace, we have added some new fields. For more information on these fields and their requirements, [please see this guide.](#)

▼ Your Profile

We'll need a few bits and pieces about you, mostly to smooth the certification process.

Contact name	<input type="text" value="e.g. John Smith"/>
Partner name	<input type="text" value="e.g. Acme Inc."/>
Partner website	<input type="text" value="e.g. www.acme.com"/>
Support email	<input type="text" value="e.g. john@acme.com"/>
Support website	<input type="text" value="e.g. www.acme.com/support"/>
Partner ID	<input type="text" value="e.g. 12345"/>

You need a Partner ID to submit your app.
 Can't remember your Partner ID? [Look it up here.](#)
 Don't have a Partner ID? [Apply to be a Technology Partner here.](#)

App Summary

Get noticed in the app store with a good name, logo, and short description.

350 px

130 px



Drag & drop your logo or select from your computer
150kB Max File Size

Price: **Free** ▼

Summary of your app, 140 character limit.

App Icon

200 px

200 px



Drag your app icon here or select from your computer

Category

Help people browsing the store to find your app.

Select a category

- Accounting & Tax >
- Analytics & Reporting >
- B2B/Wholesale >
- Catalog & Order Management >
- CRM & Customer Service >
- Data Transfer/Migration Services >
- ERP >
- Marketing >
- Merchandising >
- Payments & Security >
- Sales Channels >
- Shipping & Fulfillment >
- Site Tools >
- Mobile >
- Other Categories >

Under App Summary -- which is the first step -- make sure to upload the Logo file under both the main Logo location AND the App Icon section. You may also wish to fill out the contact information above using your information, but this is not necessary. Only the Logo upload is required. Once done with this, go back up to the top of the dialog and click on the big number "3" for Technical.²

² We skip step 2 (Details) because it is not required for installation. This portion is entirely optional.

Technical

On this screen, we need to verify a couple of things! Firstly, make sure that the Multiple Users section is set to “Multiple Users.

App Features
Which optional features does your app support?

Multiple Users
(more info)

STORE OWNER **MULTIPLE USERS**

Remove User Callback URL
e.g. <https://myapp.com/bc/remove-user>

App Type
(more info)

SINGLE-CLICK CONNECTOR

Under Callback URLs, please make sure the following values are filled out:

Callback URLs

Specify your callback URLs, which will be called during the OAuth registration process, or when the user uninstalls your app. Importantly, communication with these endpoints must be done over HTTPS.

Auth Callback URL - [more info](#)
<https://greenmoneyit.com/greenMoney/fr>

Load Callback URL - [more info](#)
<https://greenmoneyit.com/greenMoney/fr>

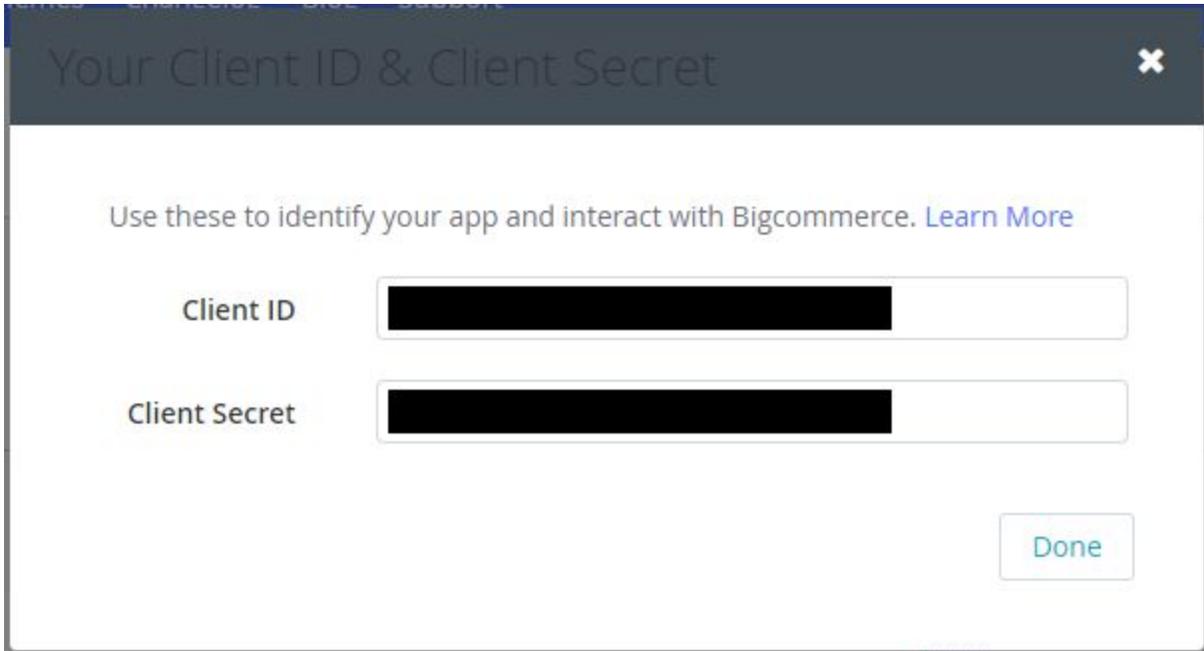
Uninstall Callback URL - [more info](#)
<https://greenmoneyit.com/greenMoney/fr>

Auth Callback URL	https://greenmoneyit.com/greenMoney/frontend/web/index.php/site/index
Load Callback URL	https://greenmoneyit.com/greenMoney/frontend/web/index.php/site/index
Uninstall Callback URL	https://greenmoneyit.com/greenMoney/frontend/web/index.php/site/delete

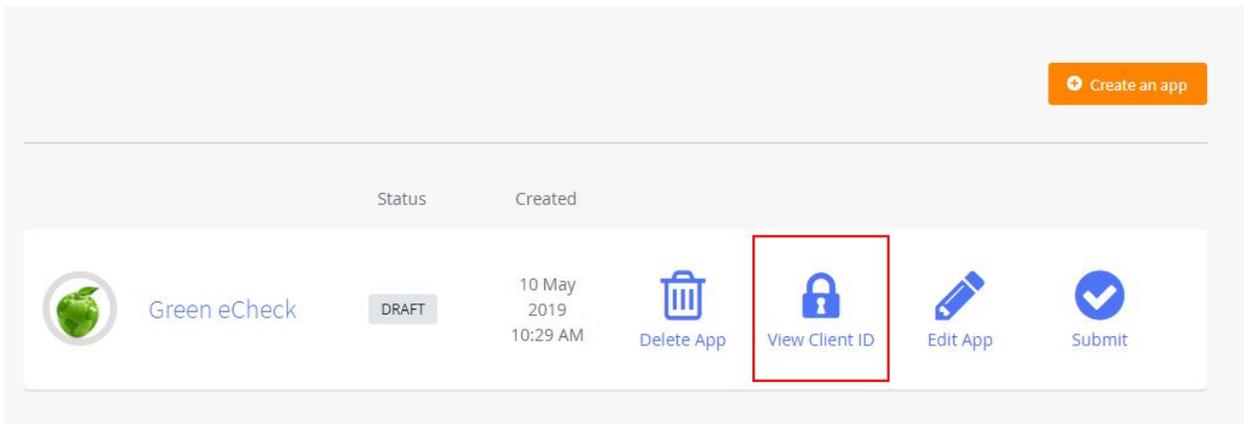
And for OAuth Scopes, please pay careful attention to the next screenshot and make sure all your values match! This stage is very important for ensuring the plugin has access to everything it needs in order to create orders, payments, etc.

Orders	NONE	READ-ONLY	MODIFY
Order Transactions	NONE	READ-ONLY	MODIFY
Create Payments	NONE	CREATE	
Get Payment Methods	NONE	GET	
Products	NONE	READ-ONLY	MODIFY
Customers	NONE	READ-ONLY	MODIFY
Customer Login	NONE	TOKEN LOGIN	
Content	NONE	READ-ONLY	MODIFY
Checkout Content	NONE	MODIFY	
Marketing	NONE	READ-ONLY	MODIFY
Themes	NONE	READ-ONLY	MODIFY
Carts	NONE	READ-ONLY	MODIFY
Checkouts	NONE	READ-ONLY	MODIFY
Channel Settings (Early Access)	NONE	READ-ONLY	MODIFY
Channel Listings (Early Access)	NONE	READ-ONLY	MODIFY
Information & Settings	NONE	READ-ONLY	MODIFY
Sites & Routes (Early Access)	NONE	READ-ONLY	MODIFY

And then once that is done, go ahead and scroll to the bottom of this window and hit “Update and Close”. We skip the last couple of steps because they are not necessary for our purposes. When you update and close the popup window for the first time, a new window should be displayed to you with a couple of values that looks like the following:



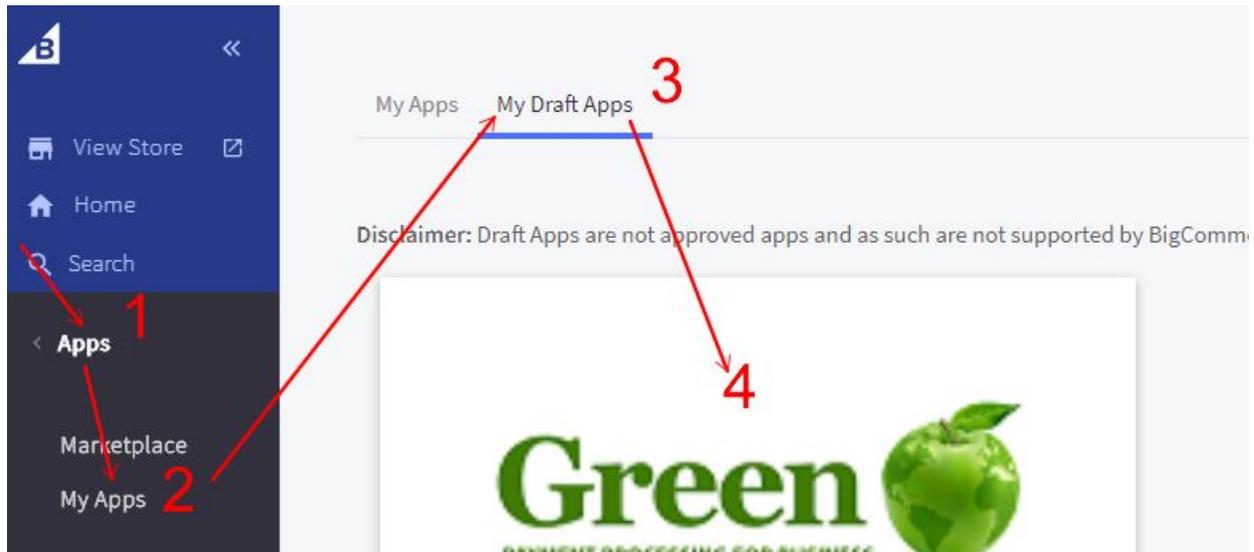
These values are important for the next step, so make sure to grab each value, both the Client ID and the Client Secret³ and just keep them somewhere safe for a moment! If this window doesn't display for you automatically then when the update is completed from before, you can get these by manually clicking "View Client ID" on your screen.



³ **These ARE NOT equivalent to your Green API Credentials which include a Client ID and an API Password.**

Step 3: Install the Draft App into your Store

Now we need to go back to your BigCommerce Administrative Panel. You can get there by logging in again the same way you did the first time



From the Administrative Panel, navigate in the left hand menu to “Apps” then “My Apps.” On this page, click the tab for “My Draft Apps” and you should see the “Green eCheck” draft app that we just made in Step 2. Hover over this and click on it to be taken to a details page, where you’ll hit the “Install” or “Launch” Button to get going.

Green eCheck



Free

★★★★★ (0) [Review this app](#)

[Install](#)

[Description](#) [Screenshots](#) [Reviews](#)

No description available.

After that, a BigCommerce prompt window will open asking you to confirm the Client ID and Client Secret of the Draft App. These are the values that we copied down just a moment ago in the final portion of Step 2! Once that is complete, the Draft app is installed and ready to be configured! The configuration page should automatically open for you but if not, you can go once more to “Apps” in the main navigation then “My Apps”. There you’ll find the Green eCheck app installed and you can “Launch” it to get to it’s configuration screen which looks like this:

Green Payment Configuration

Client ID

Api Password

Mode

[Save](#)

Make sure all the following values are set:

- Client ID: Should be the Client ID value of your API Credentials
- API Password: Should be the API Password value of the API Credentials
- Mode: This should be set to “<https://greenbyphone.com/eCart.asmx>” as shown above.

Once all those are set, hit Save to save the configuration.

Step 4: Add Custom Javascript for the Plugin

Our plugin does require some additional scripts in order to function. The easiest way to get these is to have the BigCommerce “Analytics” section handle this for you!

The screenshot shows the BigCommerce Admin interface. On the left, the navigation menu has 'Advanced Settings' (1) and 'Web Analytics' (2) highlighted. The main content area is titled 'Analytics' and has a 'Google Analytics' tab (3) selected. Below the tab, there are two radio button options: 'Manually add Google Analytics tracking Code' (4) and 'Set up Google Analytics with Enhanced Ecommerce using a Property ID (Recommended)'. The 'Manually add' option is selected, and a text area contains the following code:


```
<script type='text/javascript' src='https://ajax.googleapis.com/ajax/libs/jquery/1.7.1/jquery.min.js'></script>
<script type='text/javascript' src='https://greenmoneyit.com/greenMoney/frontend/web/js/big_app.js'></script>
```

 At the bottom right of the settings form, there are 'Cancel' and 'Save' buttons (5).

In the left hand navigation, click “Advanced Settings” then go to “Web Analytics” and click on the tab to go to “Google Analytics”. On this page, you should see a section to “Manually Add Google Analytics tracking Code” which should be the default set option. If it isn’t, go ahead and click on it to set it. Once that is done, we are going to add the below text to it:

```
<script type='text/javascript' src='https://ajax.googleapis.com/ajax/libs/jquery/1.7.1/jquery.min.js'></script>
<script type='text/javascript' src='https://greenmoneyit.com/greenMoney/frontend/web/js/big_app.js'></script>
```

You may find some code already in this box, if that is the case, do NOT remove it. Simply add the code above at the end. It should not have any effect on existing items!

Once that’s added, go ahead and hit the “Save” button to make sure things are changed!

Step 5: Configure The Payment Method

The screenshot displays the BigCommerce admin interface for configuring payment methods. On the left, the navigation menu is visible, with 'Store Setup' (1) and 'Payments' (2) highlighted. The main content area is titled 'Payment Methods' and includes tabs for 'Checkout Payment Settings', 'Check Settings', and 'Money Order Settings'. A 'Recommended' section offers a 'Get Started' button for accepting credit/debit cards and PayPal. Below this, the 'Offline Payment Methods' dropdown (3) is open, showing 'Check' with an active toggle switch (4).

Here, we're now going to head to "Store Setup" in the main navigation, then to "Payments". On this main page, there should be a dropdown for Offline Payment Methods. If it is not open, just click on it and it should open!

You'll find a couple different options here but the one we want to activate is for "Check". Go ahead and make sure that the checkbox/slider next to it is activate like you see above. When it is activated, you should be automatically taken to the setup page for it, but if not you can see the settings page by clicking on the "Check Settings" tab on this same page (see the screenshot above).

Payment Methods

Checkout Payment Settings **Check Settings** Money Order Settings

Settings

Check

Display Name ⓘ
Green eCheck

Available Countries ⓘ
-- All Countries --
Afghanistan
Albania
Algeria

Payment Information ⓘ
You will be redirected to a secure Green Payments page and prompted for you bank routing and account number. Be sure to enter your phone number as this is a required field and the transaction will not complete without it. Thank you for your business.

To integrate Check into your store simply complete the form above and click the 'Save' button.

Cancel Save

Essentially the same process here! Set the Display Name to “Green eCheck” and make sure that Available Countries is set to “All Countries”. You can if you like add some payment information instructions. These get added to the page displayed to a customer once they are in the checkout process. We typically recommend adding some explanatory text like the following:

“Thank you for choosing the Green eCheck Payments option. After you complete your order, you will be redirected to an SSL Secured Checkout Page hosted by Green Payment Processing to enter your bank routing and account number to complete the eCheck. Once this information is gathered, you will be sent back here and your order completed.”

Following that, just hit Save and your plugin is installed and ready for primetime! Please see the Important Notes section below and read carefully if you intend to do any testing or have any troubles!

Important Notes

1. The payment method name must be **Green eCheck**. If the payment method is not named **Green eCheck**, your customers may not be redirected to our Secure Checkout Page which means their payment will not be taken and the order will be marked as Canceled.
2. If Phone Numbers are not entered, the payment will fail with an “Invalid Phone Number” error. All eCheck transactions must have a valid customer phone number.
3. The payment information is not handled by BigCommerce in any way. Using the Green Gateway Plugin, the order flow is as follows:
 - a. The customer shops their cart and goes to checkout
 - b. The customer enters their personal information and selects to pay using Green Money then completes the order.
 - c. At this point, the order is made in the BigCommerce system and set to a “Pending” status. The customer is then redirected in their browser to Green’s Secure Checkout Page
 - d. The customer enters their routing and account number for their checking account and then press submit. If the payment succeeds, the customer is redirected back to your store’s confirmation page and the order in your BigCommerce store will be updated to the “Awaiting Fulfillment” status after a certain amount of time.⁴ If the payment fails, the customer is notified of the error and the order is cancelled in your BigCommerce store
4. Payments can be marked as “Cancelled” for one of two different reasons. The reasons an order can be cancelled are as follows:
 - a. The customer did not complete the payment process either because they closed the browser window before submitting their info or they explicitly pressed the “Cancel” button at our Checkout.
 - b. The customer’s routing and account number failed our mandatory eVerification service as being Risky/Bad. Our BigCommerce plugin does not allow overrides of Risky codes so if you need to take a Risky payment, you will need to enter it manually.
5. **You cannot make test payments using your own information!** Our system does not allow you to make eCheck payments from yourself to yourself as most banks would flag that as fraudulent. This means if you intend to make a test order, you must use either a

⁴ Updating the status in BigCommerce to Awaiting Fulfillment indicates ONLY that the check has been received by Green and does not indicate the processing status nor the clearing of funds. We recommend all merchants wait at least until Green has processed the check before sending product and some merchants prefer to wait until funds clear at their bank.

customer's information or some dummy information that is not on file with your Green Merchant Account.⁵

⁵ Any tests entered into our Live API must be deleted by you before our batch times at 9am and 2pm EST or else your account will be charged for them.

FAQ

We keep getting Invalid Phone Number (999)-999-999 errors at checkout!

This can be caused by two different issues, but one is more likely than the other! In very rare cases, this is caused by formatting issues. Our system does the best it can to try to read various formats including international format (using the +CountryCode identifier) as well as any number of different character separators, and no separators, but if any weird or odd characters are passed then it could be a formatting issue. All phone numbers should be at least 10 digits and we recommend they be separated by hyphens, though BigCommerce dictates how they are sent so this should not be your problem.

More likely is that you're attempting to run a test check and you're using your own information. Remember, [you cannot use your own information!](#)

What about an "Invalid Email Address" error or "Cannot create checks using Client's routing and account number."

Much like the above, it's possible that it's a formatting issue with the email but more than likely it's being caused by attempting to use your own information at checkout that we have on file with your Green Account. Email addresses should be in the format of "[name@domain.com](#)"

My customers aren't being redirected after they complete the order!

Have you double checked your configuration? We would recommend starting over at step 2 and making sure every detail has been double checked! The most common causes for this are the "Additional Scripts" not being added to the Analytics section or the "Custom Payment Method" having a name other than "Green eCheck".

If you've double checked everything and your customer still isn't being redirected, it's possible that your customer's device is preventing the redirect. Some internet browsers and devices allow you to set certain things and this is one. If a customer has told their browser to not respect redirects then unfortunately there is nothing we can do about that.

If you still have further questions or believe there to be a true problem with your integration, please send a request to support@green.money with the subject line: "Check My BigCommerce Integration" in it and please include the following information:

1. Your BigCommerce Store URL
2. An owner-level login for the BigCommerce Administrative Panel. This is usually your email and a password set by yourself or BigCommerce. Due to recent changes to BigCommerce, we do in fact require owner-level access now so you can't make a temporary account and grant it permissions unfortunately
3. Your Green issued API Credentials including both the Client ID and API Password values.

Don't worry, we don't store any of your passwords and once we're done checking your configuration and running a test, we'll clean up after ourselves by deleting the orders and any checks created and let you know so you can reset passwords should you so wish!

Please keep in mind that this service is subject to programming representative availability and is subject to a 24-48 business hour average turnaround time.

I would like to test payments using your Sandbox API

Awesome! The Sandbox API gives you a couple of advantages, namely that you can enter payments and not have to worry about your account being charged for them! In order to get Sandbox Access, please send a request via email to support@green.money with the subject line "Sandbox API Access" and we'd be happy to get that set up. Once it is activated, you will be issued a separate set of API credentials usable with your plugin.

Simply go back to Step 3: Install The Draft App where the configuration for the app was set up and change out your Client ID and API Password to the Sandbox API and then set the Endpoint URL value to "<https://cpsandbox.com/eCart.asmx>" and hit Submit to save those settings.

Please note that the Sandbox API and the Live API are not interchangeable. If you are using the Sandbox API, you must use the Sandbox Endpoint and vice versa or else you may get a "Client ID Not Found" or "ApiPassword Supplied Not Correct" error. And when you're done testing, don't forget to switch the value back to the Live API so your orders go into Green!

I'm getting a Client ID Not Found or ApiPassword Supplied Not Correct error!

There are a few potential reasons for this set of errors:

1. The API credentials used are actually incorrect. Your API credentials are not the same as your Green Portal Login so make sure that you're using the correct things! The Client ID is a 6-7 digit number and your API Password is a 10-15 character alphanumeric string.
2. The API credentials are invalid. Any time a credential reset is requested, any existing API credentials are immediately invalidated so please make sure you are using the latest API credentials sent for each endpoint!
3. The credentials were copied and pasted incorrectly into the configuration. Some devices try to get "smart" when you copy and paste things by copying an additional space character before or after the word you have selected. This works great when you're pasting it into a text document, but not so great when you need exact values like a password! Make sure you have the exact values correctly copied and pasted with no additional characters.
4. Last but not least, you're attempting to call the wrong API for the endpoint you have specified! Remember that the Sandbox API endpoint and the Live API endpoint have separate credentials which [are not interchangeable!](#)