



Installing and using our app for BigCommerce

How to plug Cashflows payment processing into
your BigCommerce website

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About this guide

Welcome to this guide to Installing and using our app for BigCommerce. This guide is for Cashflows customers who are using our Gateway with BigCommerce. It explains how to add Cashflows to a checkout by installing our app for BigCommerce. There is also guidance on how to configure settings such as whether to store card details and so on.

For more information

The latest version of this guide is available from our [Cashflows Help Centre](#).

The following information is also available:

- [How can I test a payment request?](#)
- [Which shopping cart plug-ins are available from Cashflows?](#)
- [Cashflows Go Guide](#) (PDF)
An introduction to Cashflows Go which is your online account with Cashflows. It gives you access to all your transaction data, payment tools, and notifications.
- [Adding a hosted payment page to a website](#) (PDF)
An integration guide for website developers who want to use a payment page that we host.
- [Customising a Cashflows hosted payment page](#) (PDF)
A customisation guide for website developers.
- [Payment processing response codes](#)
Our Cashflows Help Centre has a section of Developer information with explanations of response codes from our payment processing (acquiring) platform. These codes can help you to understand why a payment may not have been successfully processed.

The following information may be useful:

- [Best Practices for Securing E-commerce](#)
Information about best practices as recommended by the PCI Security Standard Council.

For support, you can find different ways to contact us in the Cashflows Help Centre: [Who can I contact for support?](#)



Introduction

The Cashflows Gateway delivers a range of services designed to help you manage your business payments. One of the ways that you, as a merchant, can link your business to our gateway is by using our plug-in. Our plug-in uses a payment page that we host for you. You can customise it to match the other pages of your website so that your customers have a seamless experience. For more information, refer to [Adding a Cashflows hosted payment page to a website](#) (in the Cashflows Help Centre).

This guide provides step-by-step instructions for installing the plug-in and configuring your system to process eCommerce payments with Cashflows.



Getting started

Although it's not required, we recommend that you install the plug-in and perform some testing in a non-production environment, before using it for live transactions in your production environment. To support your testing, we have a dedicated integration environment. For information, see [Testing](#).

What you need

To start the installation process, you need:

- A BigCommerce website.
- Access to Cashflows Go so that you can:
 - Collect your API access credentials. You need these during the installation process. For information, see [Collect your API access credentials](#)
 - Enable Auto Capture for cards. For information, see [Enable/disable Auto Capture for cards](#)
 - Customise a hosted payment page, if you choose to use one. For information, see [Customise the Cashflows hosted payment page](#)

When you first sign up with us, we send you a welcome email that includes the details that you need to sign into Cashflows Go. You can also visit the Cashflows Help Centre and read: [How do I sign into Cashflows Go?](#)

Important: You need different sign-in credentials for the integration and production environments.

Before you can connect to our production environment for going live, you need:

- A production account
- Sign-in credentials

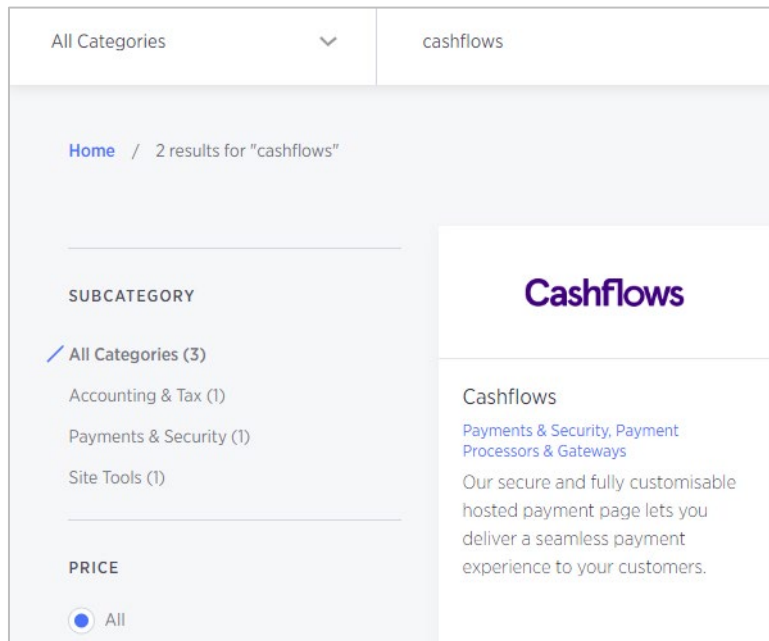
We provide these when your account has been approved, but if you have not received these, you can email support@cashflows.com.



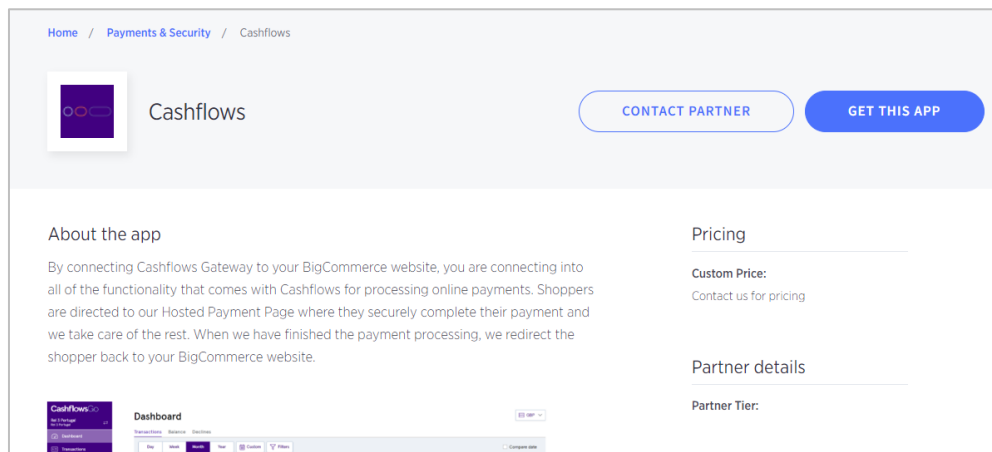
Installing the Cashflows app

To install the Cashflows app within BigCommerce you need to find the Cashflows app on the [BigCommerce marketplace](#).

1. Locate the Cashflows app.



2. Select the Cashflows app.

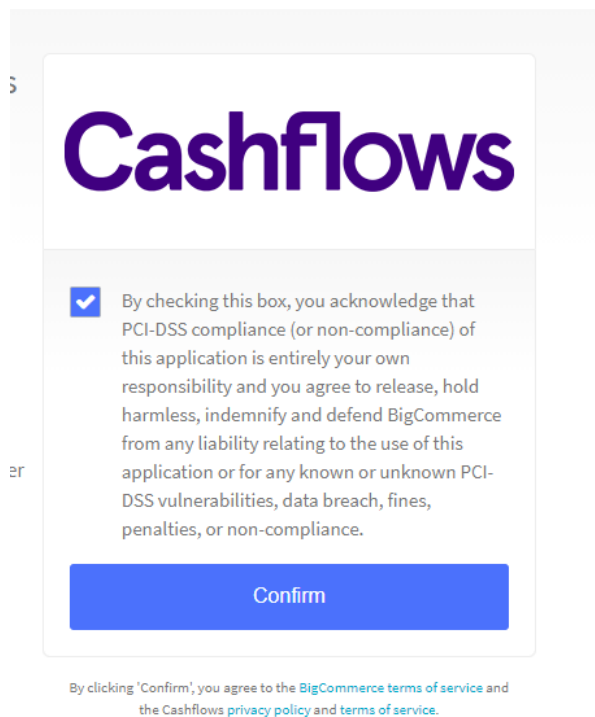


3. Select **GET THIS APP**.
4. If you're not already signed in, sign in to your BigCommerce store.

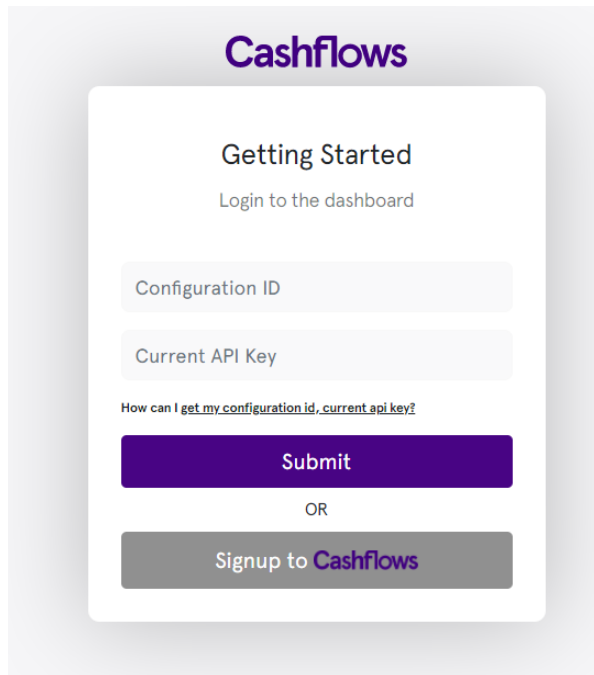
5. Select **Install**.

6. Wait for the app to install.

7. To complete the installation, select the PCI DSS compliance box.



8. Select **Confirm**. The following page is displayed:

The image shows a 'Getting Started' page for Cashflows. At the top is the 'Cashflows' logo in purple. Below it, the heading 'Getting Started' is followed by the subtext 'Login to the dashboard'. There are two input fields: 'Configuration ID' and 'Current API Key'. Below these fields is a link that says 'How can I get my configuration id, current api key?'. There are two buttons: a purple 'Submit' button and a grey 'Signup to Cashflows' button, separated by the word 'OR'.

9. If you have a Cashflows Gateway account with us, provide your Configuration ID and API key and select **Submit**. Otherwise select **Signup to Cashflows** to start creating an account.

To find out how to collect your Configuration ID and API key, see [Collect your API access credentials](#).



Collect your API access credentials

To connect BigCommerce to the Cashflows Gateway, you need to collect your API access credentials from Cashflows Go. This is where you can find your:

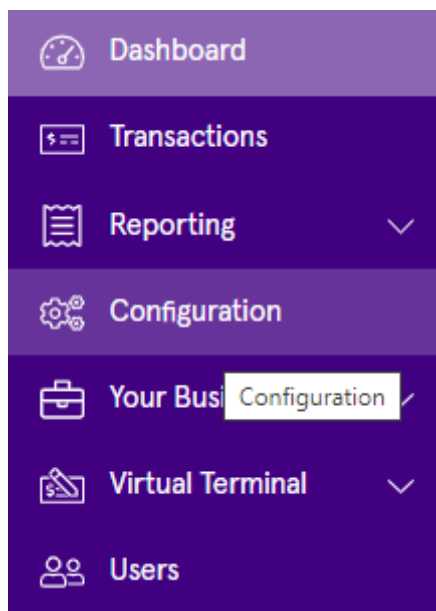
- Configuration ID
This is the unique identifier of the business account (also referred to as the merchant account). You need to include this in API messages so that we can recognise the business and match transactions to it.
- Current API key
This is the key to use for encrypting API messages that you send us.

To collect these details:

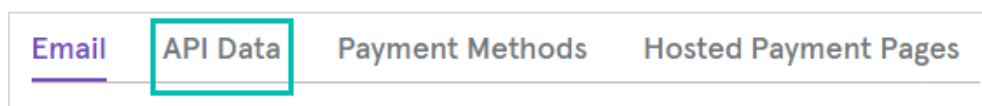
1. Sign into [Cashflows Go](#)

Tip: For step-by-step instructions, you can visit the Cashflows Help Centre and read: [How do I sign into Cashflows Go?](#)



2. From the Cashflows Go menu, select **Configuration**.



3. Select the **API Data** page.



The API Data page displays your API configuration details:

Use your ID and key to connect your website to our payment solutions.		
Configuration ID	201226100000131072	
Current API Key	e6d3ec72-7515-4774-81a5-5459b395ac0f	
New API Key	Generate a new API key	

4. Copy these values directly into the BigCommerce configuration page for Cashflows and select **Submit**. Your BigCommerce website and Cashflows Gateway are now connected to each other.
5. While you are signed into Cashflows Go, you can also enable/disable Auto Capture for cards, as required. For information, see [Enable/disable Auto Capture for cards](#).



Enable/disable Auto Capture for cards

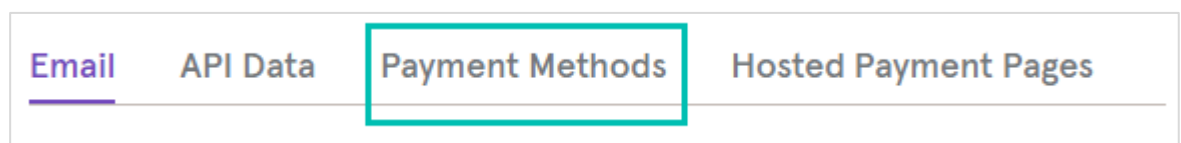
By default, the Auto Capture option for cards is enabled. When this option is enabled, we send both an authorisation (to reserve the funds on the card) and a capture request (for the funds to be transferred) from your customer's bank. You can disable this option at any time.

To enable/disable Auto Capture for cards:

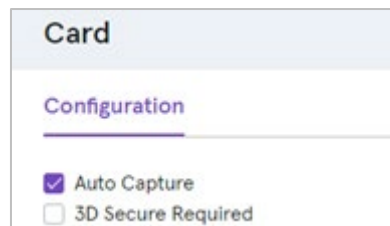
1. Sign into [Cashflows Go](#).

Tip: For step-by-step instructions, you can visit the Cashflows Help Centre and read: [How do I sign into Cashflows Go?](#)

2. Select **Payment Methods**.



3. Select **Card**.
4. Set or clear the Auto Capture box.





Turning on the app

When you are ready to take payments, you need to turn on the app.

To turn on the app:

1. In Payment Options, set the Action switch next to **Capture on order placed**:

The screenshot shows a form titled "Payment Options" with two radio button options: "Capture on order placed" (selected with a red dot) and "Capture on Shipment". To the right of these options is a toggle switch labeled "Action", which is currently in the "off" position. A purple "Update" button is located at the bottom right of the form.

To

The screenshot shows the same "Payment Options" form, but the "Action" toggle switch is now in the "on" position, indicated by a green bar. The "Capture on order placed" option remains selected. The purple "Update" button is still at the bottom right.

2. Select **Update**. The app is activated and your website is connected to the Cashflows Gateway.



Customise the Cashflows hosted payment page

To provide a seamless experience for your customers, we offer the option to add a secure payment webpage that looks and feels like part of your website but is created and hosted by us. We call this a hosted payment page.

Our hosted payment page is a secure webpage that you can incorporate into a website. By connecting our hosted payment page to your website, you are integrating with the Cashflows Gateway and all of the functionality that comes with it for processing online payments. You direct your customer to our hosted payment page where they check out and pay. We take care of the processing, including security aspects and many of the technical complexities. Then when we have finished the payment processing, we redirect the customer back to your website.

You can use the default hosted payment page as we provide it, or you can customise the look and feel to match the other pages of your website. For example, you can add your logo, apply your branding, font, and colours.

You can choose what to change and what to leave as it is. We recommend that you consider changing the following elements as a minimum:

- Business logo
- Colour of the text and background of the content header bar
- Page background colour or add an image
- Pay button

The screenshot shows a mobile app interface for a payment screen. The top header bar is purple with the 'Cashflows' logo in white. Below the header, there's a white box containing the order details: 'Order: Your order ref' and 'GBP 10.00'. The main content area is white and contains a 'Card' payment section. It has a '< Back' button and a card icon. The section is titled 'Use your saved card to pay' and lists two saved cards with their numbers and expiration dates. Below this, there's a radio button for 'Use a new card'. The 'Use a new card' section includes input fields for 'Card Number', 'Cardholder Name', 'Expiration Month', 'Expiration Year', and 'Security code'. There's also a checkbox for 'Save payment information to my account for future purchases *'. At the bottom, there's a large purple 'Pay using Card' button and a red 'Cancel payment' button. Annotations with arrows point to various elements: 'Business logo' points to the 'Cashflows' logo; 'Content header' points to the purple header bar; 'Page background' points to the white background; 'Pay button' points to the 'Pay using Card' button; and 'Content header' points to the order details box.

For step-by-step instructions that show you how to customise a hosted payment page, refer to [Customising a hosted payment page](#) (PDF).



Custom payment button

The Cashflows app enables you change the colour, font and text of the payment button on your checkout page. This allows you keep consistency during the final stages of checkout process.



Payment options

Payment options enables you to tell the Cashflows app if you want to capture and take funds immediately or if you wish to only take the funds when you have shipped the items or goods to the customer.

Important: If you select **Capture on Shipment**, make sure that you disable the **Auto Capture** feature in Cashflows Go. For information, see [Enable/disable Auto Capture for cards](#).



Shipping

If you have selected **Capture on Shipment**, you need to make sure that you settle the transaction when you are ready to send the goods or items. If you don't, you will not receive the money.



Refunds

If you need to refund a payment, you should use the Cashflows app.

To make a refund:

1. Locate the transaction that needs to be refunded.
2. Select **Refund**.
3. Enter the amount of the refund.
4. Select **Update**.



Testing

When you have completed the configuration described, we recommend that you carry out sufficient testing to ensure that everything is working as expected. For payments made in the production environment, you can cancel or refund them, if required.

For more information about testing and going live, visit the Cashflows Help Centre where you can find:

- [Getting started with the Cashflows Gateway API](#) (PDF)
- [How can I test a payment request?](#)



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