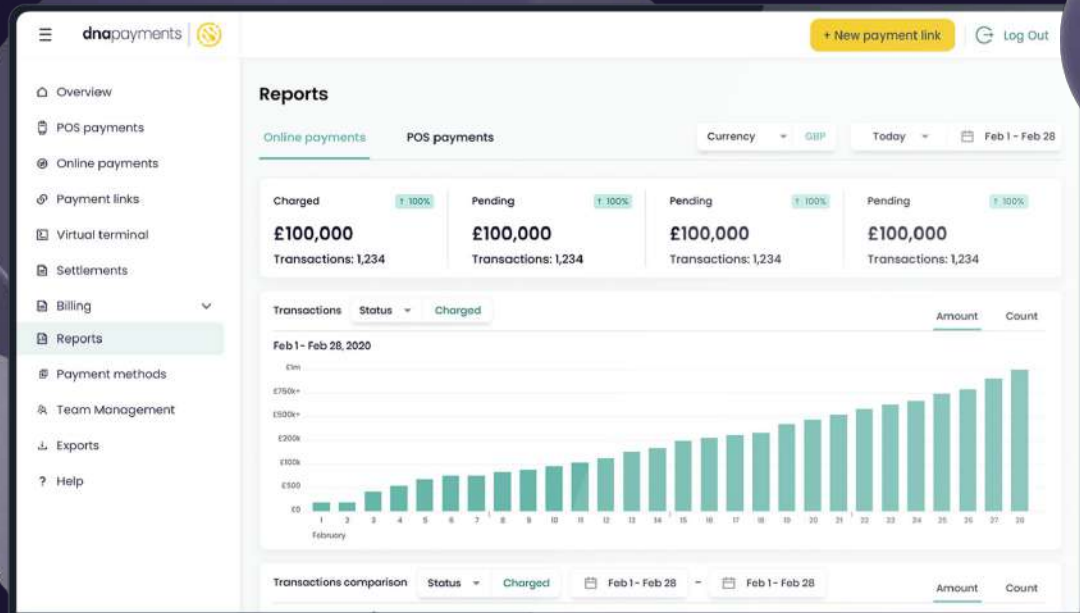


dnapayments



Website Payments Guide

Helping you focus on what's important

dnapayments.com/faq

support@dnapaymentsgroup.com

0208 102 8100

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Website Payments Guide

Welcome to DNA Payments, and thanks for choosing us as your Payments Partner.

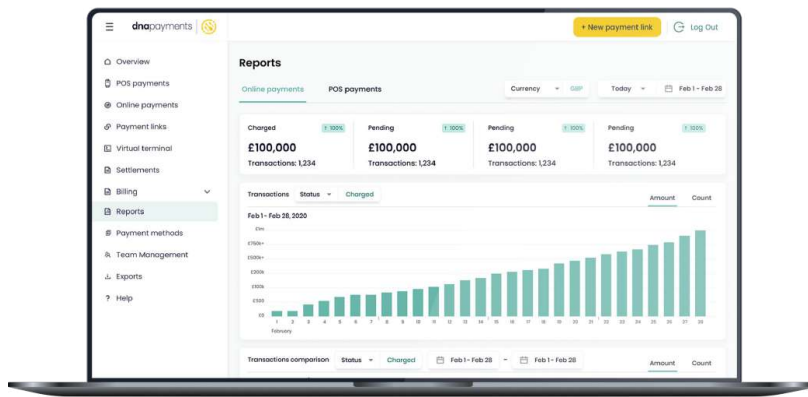
We look forward to getting you up and running and accepting payments as quickly as possible. Our experts have prepared this helpful guide to help you learn more about Website Payments.

Our Website Payment Solution is easily integrated with all the latest web platforms, accepts major cards and alternative payment methods and you can even custom brand it with your logo and colours!

We recommend looking through our guide's knowledge base to discover how to use our

Website Payments' features and functionality to their fullest potential, which include:

- **Payments methods and management + Merchant Portal access**
- **Website platforms supported + how it works**
- **Big Commerce integration**
- **Magento 2 integration**
- **Opencart integration**
- **PrestaShop integration**
- **WooCommerce integration**
- **Custom website integration**
- **Custom branding**
- **Website payments Settlements and Statements**

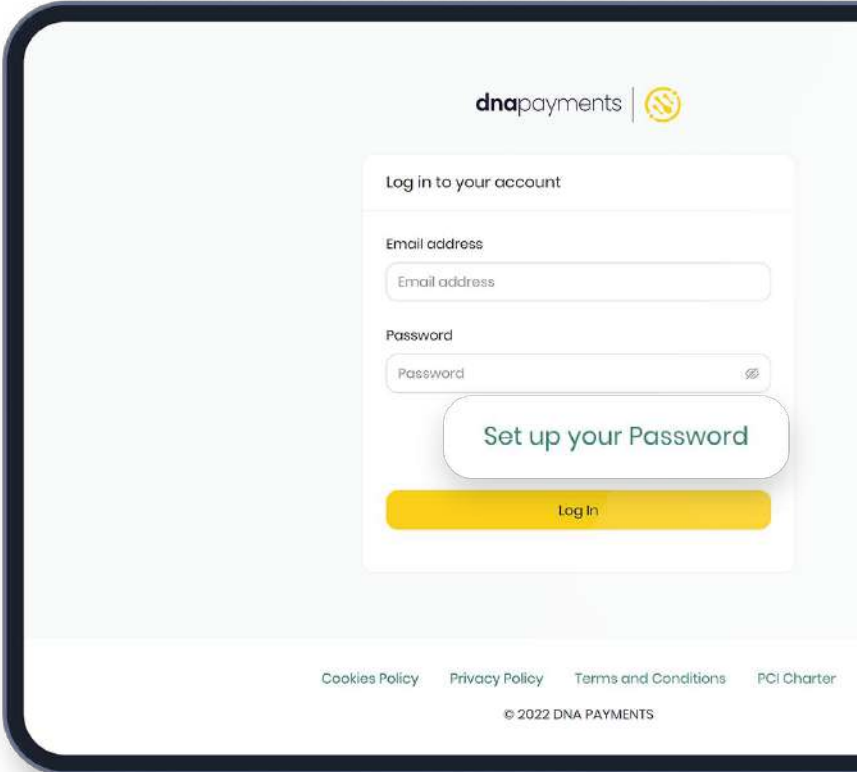


Merchant Portal Access

Once your Acquiring Agreement Application is approved and signed, you'll receive an email with your Merchant Portal Access details, so you can monitor and manage your website payments.

How to Set Up Your Password

- 1 Go to our Merchant Portal via the following link: portal.dnapayments.com
- 2 Select "**Set up your Password**" to set up your new password.
- 3 You'll receive an email with a confirmation code sent to the email address you used to apply.
- 4 Enter your confirmation code and proceed.
- 5 Create your new password.
- 6 Use your email as your username and enter your newly generated password to log in and access our Merchant Portal.



The screenshot displays the DnaPayments Merchant Portal login interface. At the top right, the 'dnapayments' logo is visible. The main heading is 'Log in to your account'. Below this, there are two input fields: 'Email address' and 'Password'. A prominent green button labeled 'Set up your Password' is positioned below the password field. At the bottom of the login form is a yellow button labeled 'Log In'. The footer of the page includes links for 'Cookies Policy', 'Privacy Policy', 'Terms and Conditions', and 'PCI Charter', followed by the copyright notice '© 2022 DNA PAYMENTS'.

i NOTE

You'll only be able to access our Merchant Portal after your acquiring application has been approved. Once approved, you'll be notified and can use the email address you used to apply to set up your password following the steps highlighted in the guide.

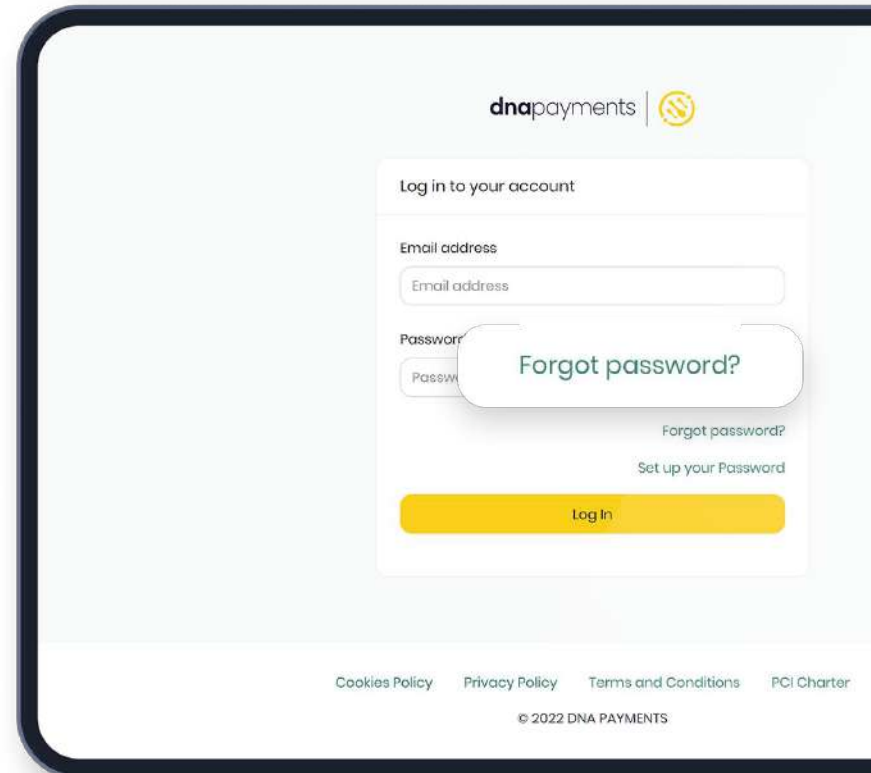
Merchant Portal Access

If you've forgotten your password, you can generate a new one by using these easy-to-follow steps:

- 1 Go to our Merchant Portal link: portal.dnapayments.com
- 2 Select the "**Forgot Password?**" link to set up your new password.
- 3 You'll receive an email with a confirmation code sent to the email address you used to apply.

How to change your login details

To change your login details, please send us a message using the contact details found in our guide, and one of our experts will be able to help you.



Payments Methods and Management

Our Website Payment Solution accepts all popular payment methods, giving complete control over payment types you choose to receive, managed using our Merchant Portal by logging in and visiting the payment methods section:



Apple Pay - Allows consumers to pay for their goods and services easily and quickly online. The consumers store their payment card information in their Apple Wallet, which can be invoked from their Apple devices or within the Safari web browser.



Google Pay - Allows consumers to pay for their goods and services easily and quickly online. The consumers store their payment card information in their Google Wallet, which can be invoked from their Android devices or within the Google Chrome web browser.

NOTE

We're constantly adding new payment methods, and each will become available on this page to manage upon its launch.



PayPal - Quickly accepts customer payments using a secure PayPal account. Payments can be managed via our Merchant Portal using this guide.

OPEN BANKING

Open Banking - Allows consumers to pay by bank transfer, sending funds from their bank account to the merchant.



Pay by Bank - Allows your customers to pay directly from their bank.

Klarna.

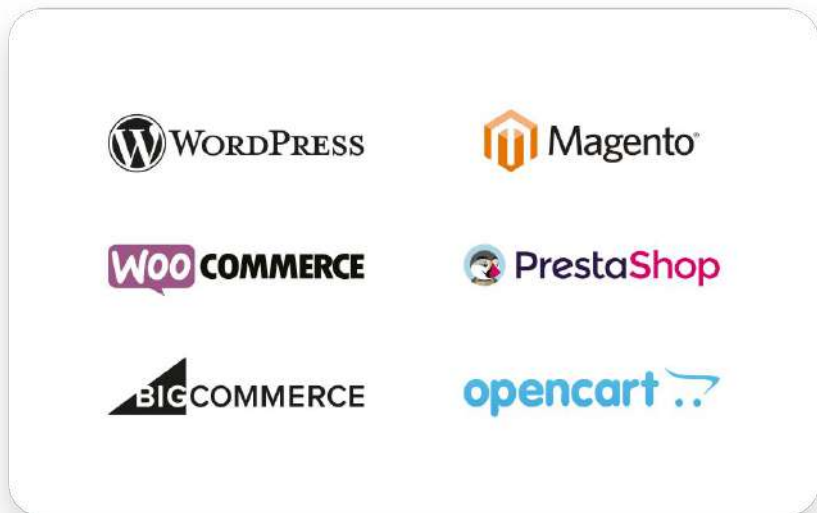
Klarna - A "Buy Now Pay Later" option, allowing customers to pay using flexible payments.



Platforms Supported

Our solution supports quick and easy plug-and-play with all of these popular website platforms:

- **Wordpress**
- **WooCommerce**
- **Big Commerce**
- **Magento**
- **PrestaShop**
- **Opencart**



It's really quick and easy to integrate our Payment Solution onto your website, and our team of experts are here to guide you through your journey.

Define your CMS platform

The CMS you're using will define which integration process to follow. If you're using a custom built website, reach out to us to help with direct integration.

Get a relevant integration guide

For each CMS that we support, we've a ready-to-use website integration guide presented on our developers portal, to help you on your journey

Test and go live

We'll thoroughly test your Online Payment Solution's credentials, so you can start accepting payments on your website 24/7.

BigCommerce Integration

Our Website Payments solution utilises a plugin for BigCommerce, helping online store owners and merchants to redirect customers to the Secure DNA Payments Processing Gateway when a consumer opts to pay for an order using DNA Payments!

To use the DNA Payments Processing BigCommerce plugin, please ensure that you meet the following requirements

- 1 You need to have an active and fully approved DNA Payments Acquiring Account with DNA Payments Processing. If you don't have an account, contact our Customer Support at support@dnapayments.com. If your account is still pending approval, you must wait before installing!
- 2 Please ensure that you have the credentials detailed below:
 - a. Client ID - ID issued by us.
 - b. Client Secret - Secret issued by us
 - c. Terminal - Live terminal number issued by DNA Payments - unique to each merchant site.

Once you've met all these requirements and you've got your API credentials, you're ready to install! Please follow all the steps shown via this [link](#) and you'll be accepting payments in no time.

[Click here for step-by-step instructions](#)



Magento 2 Integration

Our Website Payments solution uses a plugin for Magento 2 - the latest incarnation of the leading enterprise-class Ecommerce platform - helping online store owners, and merchants redirect customers to the Secure DNA Payments Processing Gateway when a consumer opts to pay for an order using DNA Payments!

To use the DNA Payments Processing Magento 2 plugin, please ensure that you meet the following requirements

- 1 You need to have an active and fully approved DNA Payments Acquiring Account with DNA Payments Processing. If you don't have an account, contact our Customer Support at support@dnapayments.com. If your account is still pending approval, you must wait before installing!
- 2 Create an account with Magento 2 and setup your test and live websites and obtain the installation resources and credentials.

Once you've met all these requirements and you've got your API credentials, you're ready to install! Please follow all the steps shown via this [link](#) and you'll be accepting payments in no time.

[Click here for step-by-step instructions](#)



Opencart Integration

Our Website Payments solution uses a plugin for Opencart - a free and Open-Source Ecommerce web platform, committed to providing the best shopping cart experience for both merchants and customers - helping online store owners, and merchants redirect customers to the Secure DNA Payments Processing Gateway when a consumer opts to pay for an order using DNA Payments!

To use the DNA Payments Processing Magento 2 plugin, please ensure that you meet the following requirements

- 1 You need to have an active and fully approved DNA Payments Acquiring Account with DNA Payments Processing. If you don't have an account, contact our Customer Support at support@dnapayments.com. If your account is still pending approval, you must wait before installing!
- 2 Please ensure that you have the credentials detailed below:
 - a. Client ID - ID issued by us.
 - b. Client Secret - Secret issued by us
 - c. Terminal - Live terminal number issued by DNA Payments - unique to each merchant site.

Once you've met all these requirements and you've got your API credentials, you're ready to install! Please follow all the steps shown via this [link](#) and you'll be accepting payments in no time.

[Click here for step-by-step instructions](#)

The Opencart logo is displayed in a white rounded rectangle with a subtle drop shadow. The word "opencart" is written in a blue, lowercase, sans-serif font. To the right of the text is a blue icon consisting of a horizontal line that curves upwards and ends in a small arrowhead pointing to the right.

PrestaShop Integration

Our Website Payments solution uses a plugin for PrestaShop - a free and Open-Source Ecommerce web platform, committed to providing the best shopping cart experience for both merchants and customers - helping online store owners, and merchants redirect customers to the Secure DNA Payments Processing Gateway when a consumer opts to pay for an order using DNA Payments!

To use the DNA Payments Processing Magento 2 plugin, please ensure that you meet the following requirements

- 1 You need to have an active and fully approved DNA Payments Acquiring Account with DNA Payments Processing. If you don't have an account, contact our Customer Support at support@dnapayments.com. If your account is still pending approval, you must wait before installing!
- 2 Create an account with PrestaShop and setup your website and download this [ZIP file](#) via Github.

Once you've met all these requirements and you've got your API credentials, you're ready to install! Please follow all the steps shown via this link and you'll be accepting payments in no time.

[Click here for step-by-step instructions](#)



PrestaShop

WooCommerce Integration

Our Website Payments solution uses a plugin for WooCommerce - an Open-Source Ecommerce web platform, committed to providing the best shopping cart experience for both merchants and customers - helping online store owners and merchants using WordPress redirect customers to the Secure DNA Payments Processing Gateway when a consumer opts to pay for an order using DNA Payments!

To use the DNA Payments Processing WooCommerce plugin, please ensure that you meet the following requirements

- 1** You need to have an active and fully approved DNA Payments Acquiring Account with DNA Payments Processing. If you don't have an account, contact our Customer Support at support@dnapayments.com. If your account is still pending approval, you must wait before installing!
- 2** 1. Create an account with Wordpress and setup your website.
- 3** Obtain the [DNA Payments WooCommerce plugin](#) (zip file). Please rename this file to wc-dnapayments.zip once it has downloaded.

Once you've met all these requirements and you've got your API credentials, you're ready to install! Please follow all the steps shown via this link and you'll be accepting payments in no time.

[Click here for step-by-step instructions](#)



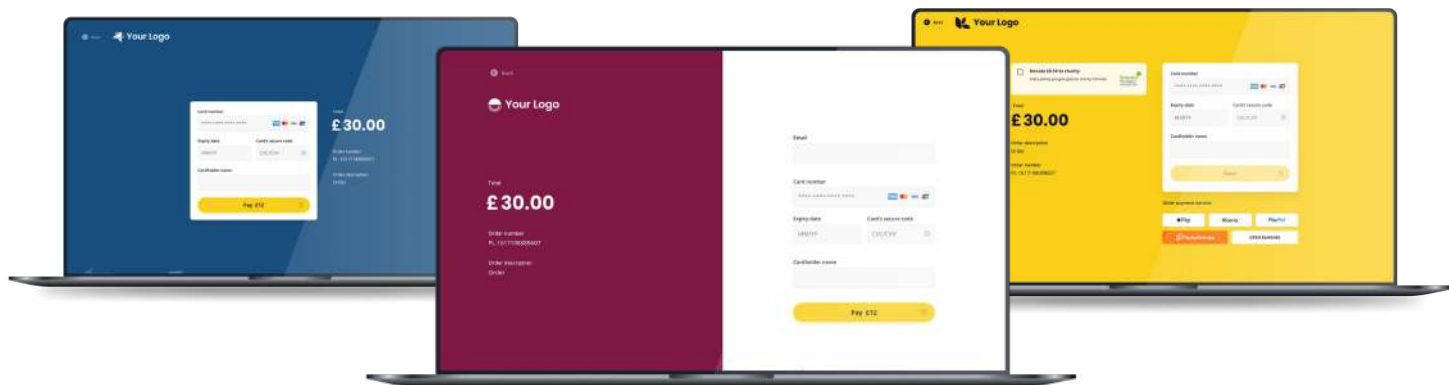
Custom Website Integration

Our Website Payments solution can easily be integrated with customer built websites using a variety of content management systems, web builders, PHP sites and web themes.

Please ensure you have the following before getting in touch with us:

- 1 You need to have an active and fully approved DNA Payments Acquiring Account with DNA Payments Processing. If you don't have an account, contact our Customer Support at support@dnapayments.com. If your account is still pending approval, you must wait before installing!
- 2 Create your website and have it ready to be integrated with our payment solution.

Once you've met all these requirements and you've got your API credentials, you're ready to install! Our team will help and here's the [quick description](#) link of what it will look like.



Custom Branding

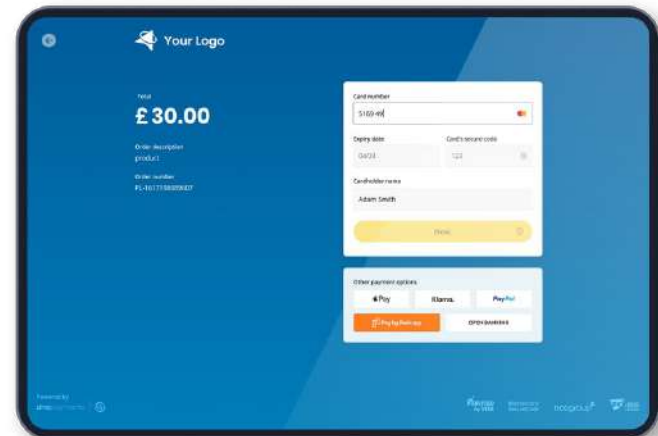
We understand you've put lots of effort into the branding and styling of your business to ensure it's unique and reflects your values and mission.

We also understand how important it is to promote your brand and get reputation and awareness across your entire business model.

These values are why we've implemented a branding module that lets you use our Payment Solutions with a seamless styling experience.

- 1 To get your website checkout customised with your brand and styling, just get in touch with our Support Team and we'll do the rest [Get in touch](#)
- 2 Simply provide use with your beautiful logo in the appropriate format and your business's colour schemes, and our team of experts will prepare mock-ups and apply any additional requests
- 3 Our custom branding solution is extremely flexible, and we're sure we'll be able to deliver something very special for your business, so just get in touch with us and we'll be happy to help [Get in touch](#)

Once you've met all these requirements, our team will help and here's the [quick description](#) link of what it will look like.



Monitoring Your Website Payments

Filtering Search Results

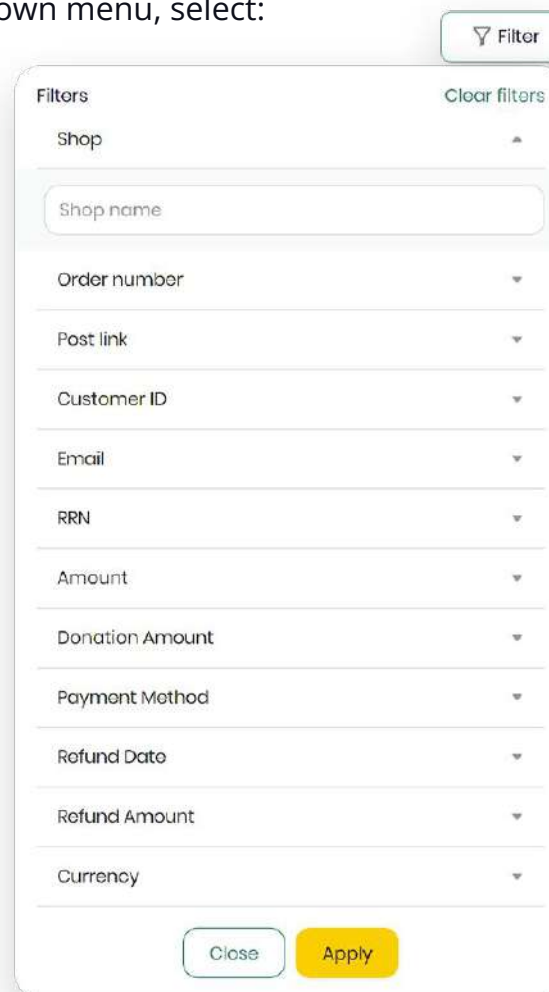
You can also use the Search tool at the top of the page to perform keyword-related searches for a particular result you want.

Online Payments is where you can also monitor your Payment Links and Virtual Terminal payments.

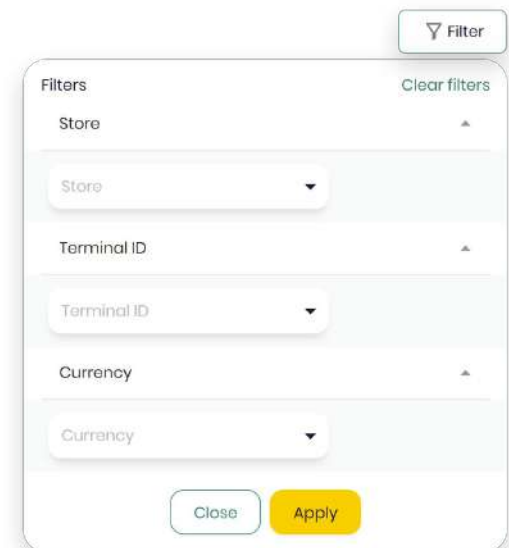
There are additional filters on your Online Payments page. To search using these, please:

- 1 Go to the top search toolbar items on your selected payments page.
- 2 Click the Filters dropdown menu.
- 3 From the Filters dropdown menu, select:

- **Shop name**
- **Order number**
- **Post link**
- **Customer ID**
- **Email**
- **RRN**
- **Amount**
- **Donation amount**
- **Payment method**
- **Refund date**
- **Refund amount**
- **Currency**



The screenshot shows a 'Filters' dropdown menu for the 'Shop' category. At the top right of the dropdown is a 'Filter' button with a funnel icon. Below it, the word 'Filters' is followed by a 'Clear filters' link. The main content of the dropdown is a list of filterable fields: 'Shop' (with an upward arrow), 'Shop name' (with a search input field), 'Order number' (with a downward arrow), 'Post link' (with a downward arrow), 'Customer ID' (with a downward arrow), 'Email' (with a downward arrow), 'RRN' (with a downward arrow), 'Amount' (with a downward arrow), 'Donation Amount' (with a downward arrow), 'Payment Method' (with a downward arrow), 'Refund Date' (with a downward arrow), 'Refund Amount' (with a downward arrow), and 'Currency' (with a downward arrow). At the bottom of the dropdown are 'Close' and 'Apply' buttons.



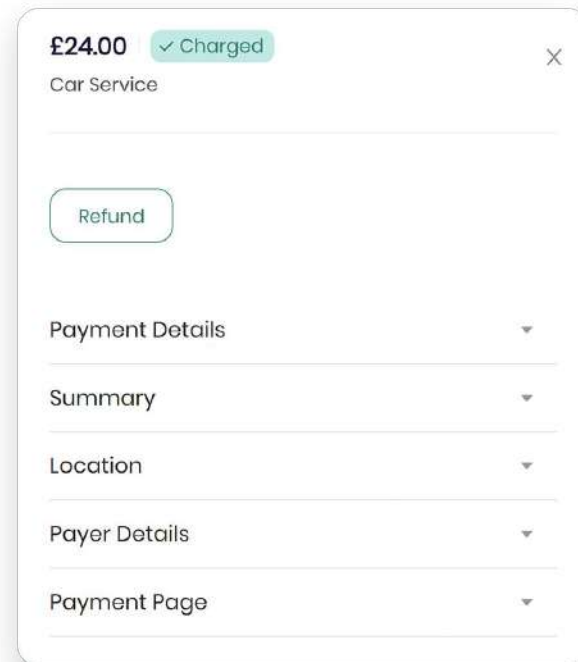
The screenshot shows a 'Filters' dropdown menu for the 'Store' category. At the top right of the dropdown is a 'Filter' button with a funnel icon. Below it, the word 'Filters' is followed by a 'Clear filters' link. The main content of the dropdown is a list of filterable fields: 'Store' (with an upward arrow), 'Store' (with a dropdown arrow), 'Terminal ID' (with an upward arrow), 'Terminal ID' (with a dropdown arrow), 'Currency' (with an upward arrow), and 'Currency' (with a dropdown arrow). At the bottom of the dropdown are 'Close' and 'Apply' buttons.

Monitoring Your Website Payments

View More Details

To find out more details about your Online Payments, please:

- 1 On your Online Payments page, click on the payment, and you'll see dropdown items.
- 2 Click the dropdown you want more information on, which are:
 - **Payment details** (amount, date, status, order number, payment ID, transaction type)
 - **Summary** (shop, description, authorised on, result message)
 - **Location** (payer IP, description)
 - **Payer details** (payer, account ID, email, phone)
 - **Payment page** (language, postlink address, postlink)



Understanding Your Website Payment Statuses

You can search the status of your Website Payments' statuses by:

- 1 Go to the top search toolbar on the payments page you've selected.
- 2 Select the Status dropdown button.
- 3 Select from the following dropdown options:
 - **Pending:** Payment is authorised and is waiting for the charge status. Applicable only to merchants using a manual "charge" completion scheme.
 - **Created:** Usually applicable only for alternative payment methods (APM), meaning payment is initiated and awaits completion on the consumer/APM side.
 - **Credited/refunded:** Refund payment completed and credited, meaning the Merchant has issued a refund and it has been credited.
 - **Charged:** Payment completion status, meaning the payment process has been completed and processed to the Merchant.

- **Cancelled:** Payment cancelled/reversed by the customer, integrator, payment processor, or in the Merchant Portal.
- **Declined:** The payment has been declined by the card issuer and/or acquiring processor for a variety of reasons, such as insufficient funds.
- **Failed:** When the payment has been Failed appears, it is due to due to technical issues, either with the consumer card, APM or checkout.
- **New:** Payment has been initialised/created, but the processing has not yet started.
- **3D Secure:** Payment awaits 3D Secure completion by the consumer, who has yet to pass this phase before completing the payment.
- **Tokenised:** Tokenised request completed successfully, and token created for payment to be processed and completed by the acquiring bank.
- **Verified:** Payment is verified by the card issuer who has fully verified the card details and payment.
- **Processing:** Payment awaits completion from the issuer and/or 3D Secure completion before it can be fully processed and shown as Charged or Declined.
- **Abandoned:** Payment has been initiated but not yet completed by the customer and therefore hasn't been processed.

Refunding a Website Payment

Our Merchant Portal provides you with functionality to manage your transactions easily, especially if you're using our Website Payment solution. These include:

Refund and Partial Refund

Using our Website Payment solutions you can process a Full or Partial Refund for any processed Payment using our Merchant Portal.

To process a Full or Partial Refund, please:

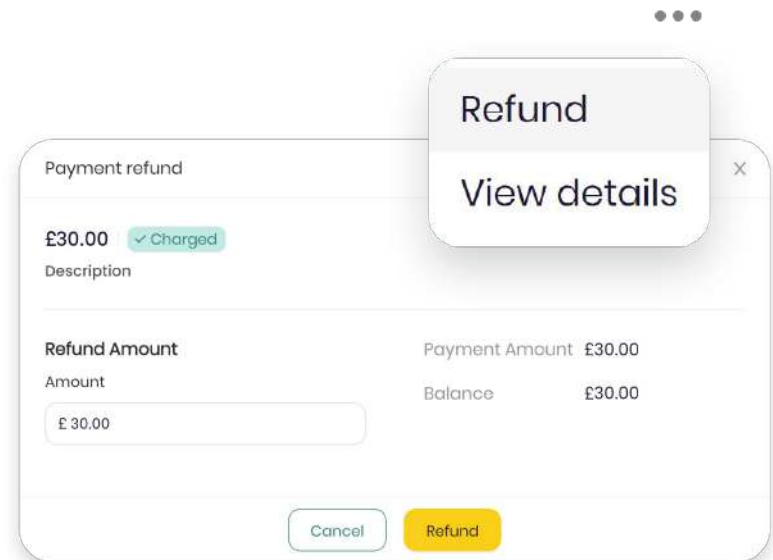
- 1 Select the transaction on your Online Payments page and click on it.
- 2 When our Payments Manager appears, select either the **"Refund"** button, and fill in the amount you would like to refund, either the total amount or a partial refund amount.
- 3 Refunds are then processed automatically and refunded back to the payment method used originally.

Funds are credited to the original payment method used for the Sale transaction and must not exceed the actual Sale amount.

Digital Refund Receipt

When a refund is processed, users can generate a **Digital Refund Receipt** in the same way that's currently supported via a Sale transaction.

The receipt is emailed to the original payee; the date on it is the date we process the transaction and may not be the date funds are credited to the Cardholder's account.



The screenshot shows a 'Payment refund' modal window. At the top, it displays '£30.00' with a 'Charged' status. Below this is a 'Description' field. A table shows 'Refund Amount' with a value of '£ 30.00' and 'Payment Amount' of '£30.00'. The 'Balance' is also listed as '£30.00'. At the bottom, there are 'Cancel' and 'Refund' buttons. A 'Refund' button is also visible in the top right corner of the modal, and a 'View details' button is located below it.

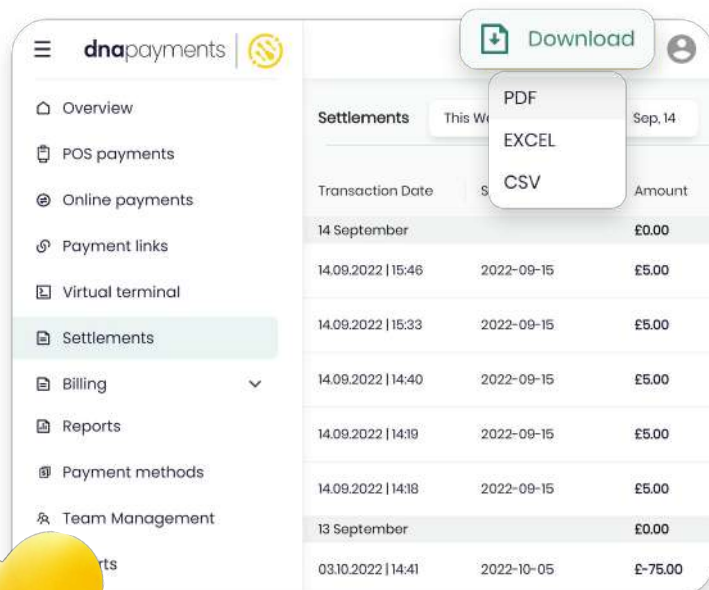
Settlements and Statements

Any transactions successfully processed through our Website Payment Solution are automatically settled in your Bank Account within the Settlement Period as per your Acquiring Agreement.

Downloading your Settlement Statements

To download your Settlements Statements, please:

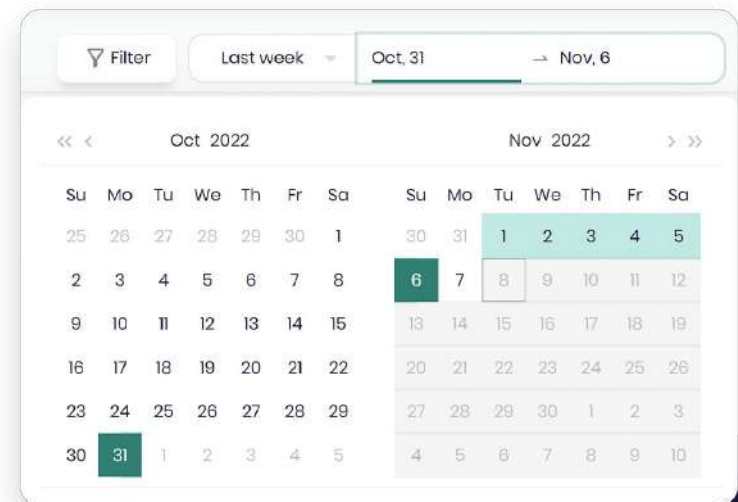
- 1 Select the **"Settlements"** page on the menu bar of our Merchant Portal.
- 2 Go to the **"Download"** button on the top right-hand side of the screen.
- 3 Download either as a **PDF, Excel, or CSV** file.



Set date parameters for custom downloads

To set custom date parameters:

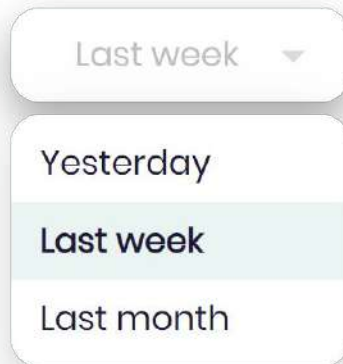
- 1 Go to the top search toolbar on your **"Settlements"** page.
- 2 Click on the dates shown.
- 3 Select your start and end date period using the calendar.
- 4 Select the **"Download"** button on the top right-hand side of the screen.
- 5 Select the format of the document (PDF, Excel, or CSV file).
- 6 Your Statement will download to your device.



Settlements and Statements

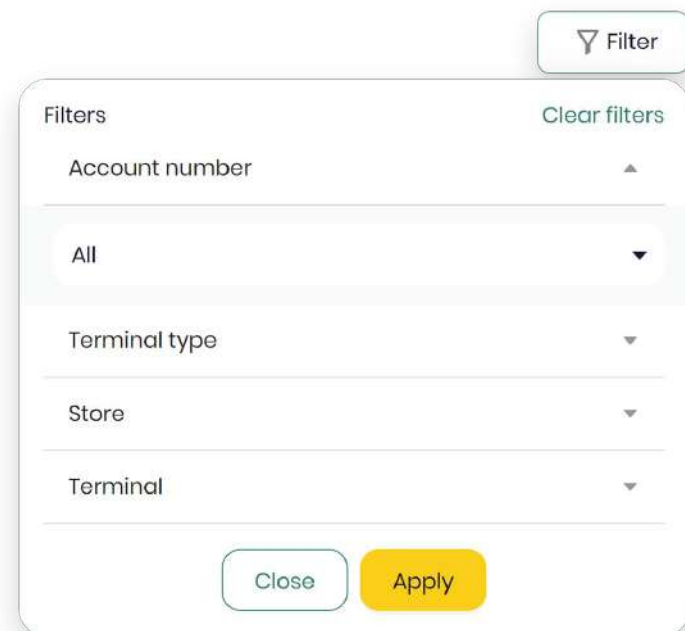
Alternatively, you can use the quick date parameter results button next to the calendar, just to the left, which gives you the option to search by:

- **Yesterday**
- **Last week**
- **Last month**



You can also search using the **Filter** dropdown option on the toolbar, where you can search by:

- **Account number**
- **Terminal type** (POS or any other type)
- **Store**
- **Terminal** (terminal ID)



TIP

If no Statements are shown, there still needs to be Settlements processed. It may also be because you still need to pass the Settlement Period from your first transaction, or maybe there are yet to be any successful transactions processed.

Settlements and Statements

Settlement Period

Your Settlement Period is in your Acquiring Agreement, and is typically from one to seven days. All payments successfully processed are automatically transacted to your Bank Account within the specified Settlement Period.

Settlements explained

Once you've downloaded Your Settlement Statement, you'll be able to explore the details provided, such as:

- **Payment amounts**
- **Payable amounts**
- **Payment methods**
- **Acquirer fees**
- **Transaction dates and times**
- **Settlement dates**

Here's a quick example for you: Your Settlement period is seven days (please refer to your agreement to identify your specific settlement period). You accepted Payment A on the 1st of January; Payment B on the 2nd of January; on the 8th of January, Payment A settles into your Bank Account, and you'll be able to view and download your Payment on your Settlements Statement in our Merchant Portal.

Finally, on the 9th of January, Payment B is settled to your Bank Account, and you can view and download your Payment on your Settlements Statement in our Merchant Portal.

For peace of mind, please wait for your agreed Settlement Period to allow each Payment to show on your Bank Account.

Billing

To keep track of all your fees from your Settlements, you can visit the Billing section, which will show a list of your Invoices from DNA Payments to download for your accounting.

Downloading your Invoices

To download your Invoices, please:

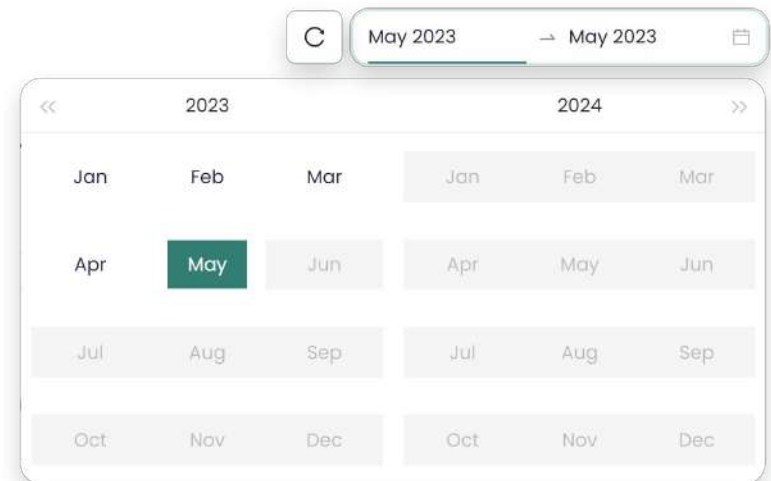
- 1 Select the **"Invoices"** page on the menu bar.
- 2 Go to the Invoice you'd like to download.
- 3 Download either as a **PDF** file in the **Actions** section.



Set date parameters for custom downloads

To set custom date parameters:

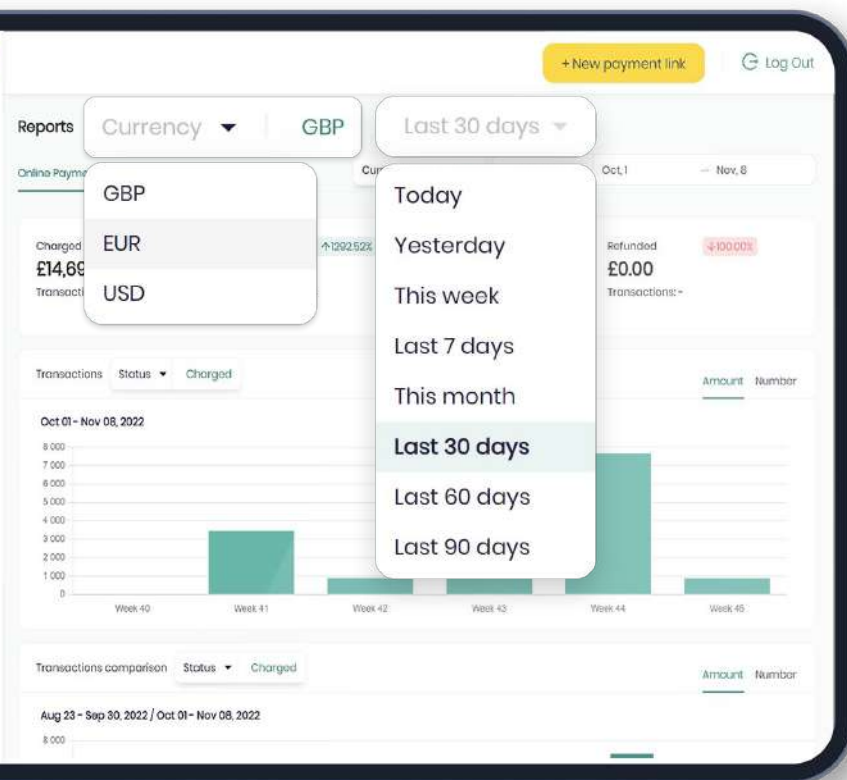
- 1 Go to the top search toolbar on your **"Billing"** page.
- 2 Click on the dates shown by month only.
- 3 Select your start and end date period using the calendar.
- 4 From the **Actions**, select the **"Download"** button.
- 5 Your **Invoice** will download to your device.



Reports

Our **Reports** page provides a detailed overview and breakdown of your transactions where you can:

- View analytics as real-time charts of your Website Payments.
- Monitor and report on the progress of your business's payment activity
- Get valuable insight into your growth, trends and much more



Using the top search toolbar bar on your Reports page, you can access your business's common day-to-date payment workflows and search by:

- **Currency**
- **Date**

Set date parameters

To set custom date parameters:

- 1 Go to the top search toolbar.
- 2 Click on the dates shown.
- 3 Select your desired start and end date period on the calendar that is then displayed, or you can use the quick set date parameter results button next to the calendar dates, just to the left, which gives you the option to search by:

- **Today**
- **Yesterday**
- **This week**
- **Last 7 days**
- **This month**
- **Last 30 days**
- **Last 60 days**
- **Last 90 days**

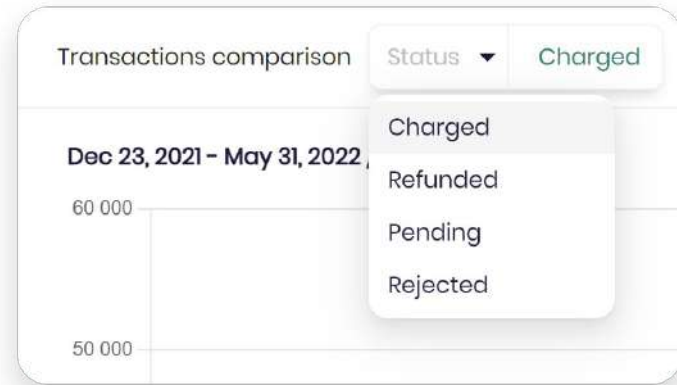
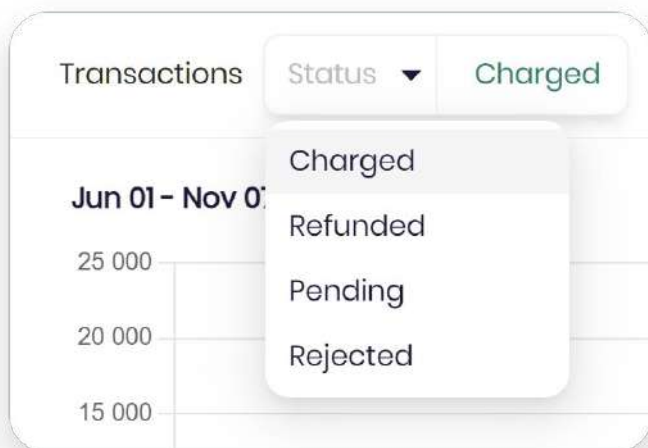
Reports

Once you've set the custom dates and highlighted your date period in yellow, your data will be ready to monitor or manage.

The top of your Reports page will display your search results: Charged transactions, Pending transactions, Cancelled transactions and Refunded transactions.

Your transaction search results are also displayed as line charts, which can be viewed as:

- **Transactions** (viewed either as Amount or Number of transactions)
- **Transactions comparison** (viewed either as Amount or Number of transactions)



You can also search for transactions on these charts by using the Status dropdown, which shows your transactions by:

- **Charged**
- **Refunded**
- **Pending**
- **Rejected**

The circular charts show you your transactions by:

- **Payment methods**
- **Card methods**
- **Issuing banks** (card payments only)

Again, these can be refined using the Status dropdown, which shows your transactions by:

- **Charged**
- **Refunded**
- **Pending**
- **Rejected**

Exports

To keep track of all your exported payment data CSV files from the **Online Payments** section, you can visit the **Exports** section, which will show a list of your exported files from DNA Payments and their status.

What you'll see

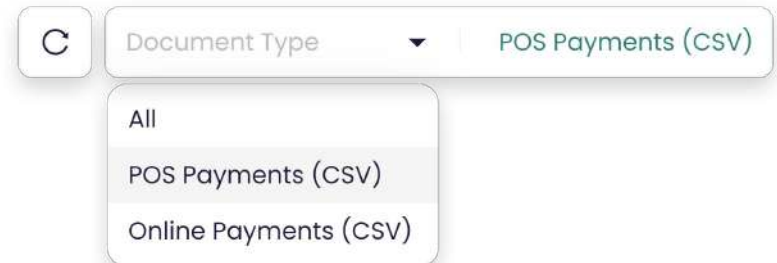
Once an Export is requested, you'll see:

- 1 Export ID.
- 2 File name.
- 3 Document type.
- 4 Date requested.
- 5 Last updated.
- 6 Status (pending or exported).

Select Online Payments

To see results by for Online Payments:

- 1 Go to the top **Document Type** dropdown toolbar on your **"Exports"** page.
- 2 Click on **Online Payments**
- 3 Your results will show as requested.



A screenshot of the 'Exports' table. The table has a header with columns: ID, File Name, Document Type, Date Requested, Last Updated, and Status. There is one row of data. At the bottom left, there is a 'Items per page' dropdown set to 20.

ID	File Name	Document Type	Date Requested	Last Updated	Status
23060500000594	Demo Merchant 13 Mar 2023 - 11 Apr 2023.csv	Online Payments (CSV)	05 Jun 2023 11:39	05 Jun 2023 11:39	FINISHED

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