GrabPay Plugins for Shopify and WooCommerce

Guides and FAQs

Version 2.0 - Updated as of 23 June, 2021

Grab

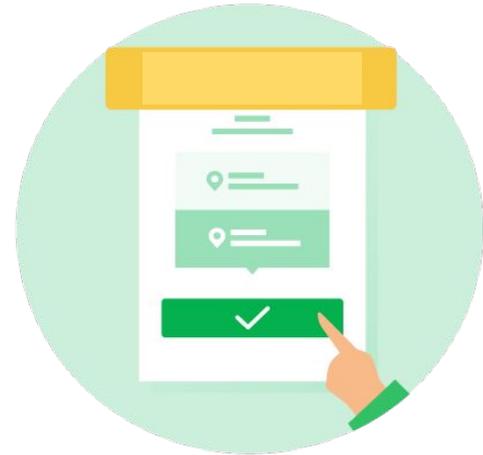# Table of Contents

Shopify Guide

GrabPay Guide for Shopify Stores

Guide and FAQs

Version 3.0 - Updated as of 11 May 2022

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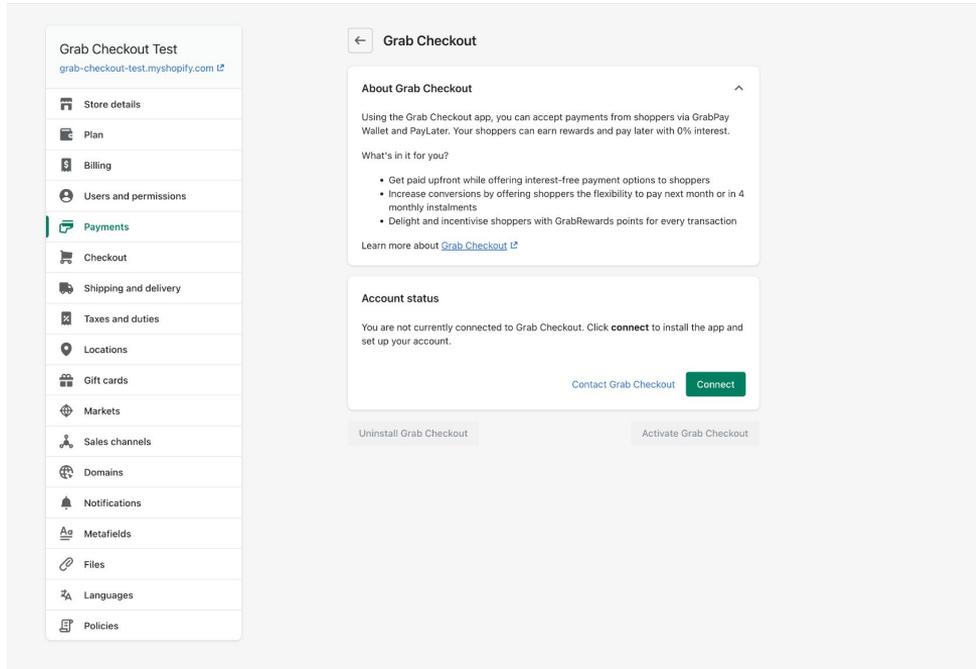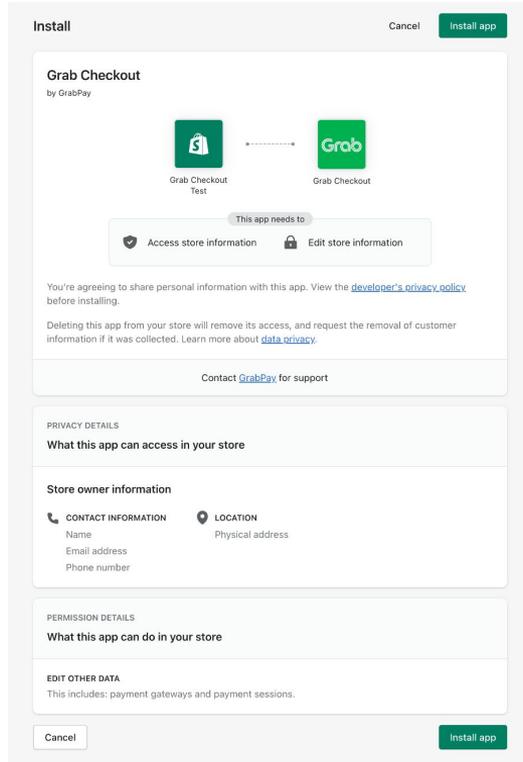# How to enable GrabPay as a Payment Method

1. Initiate Installation

1. **Click on this link** to initiate installation

2. Log in to your Shopify Dashboard (if required)

3. Select Shopify Store

4. (As pictured) Click **Connect**

1

1. Initiate Installation

5. (As pictured) Click **Install app**

1

1. Initiate Installation

6. Enter your Store Grab ID. You would have received your Store Grab ID in your onboarding email.

7. Select your local currency registered with Grab.

8. Click **Activate**

Note:

If you have also signed up to accept PayLater by Grab, completing the steps above will also enable PayLater as an option for your shoppers at checkout.

2. Complete Activation
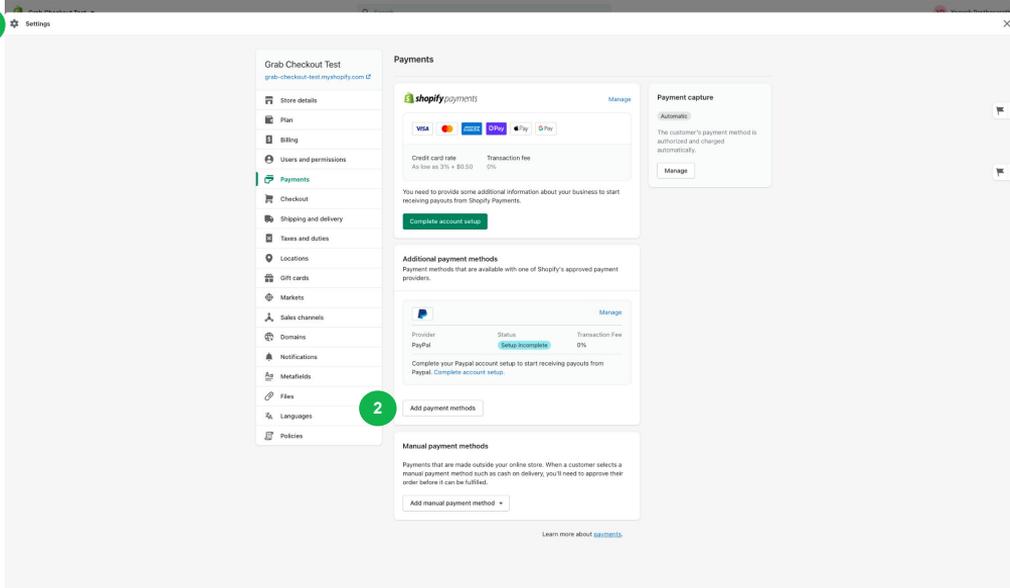
1. From your Shopify Admin Dashboard go to **Settings > Payments**

2. Under the Alternative Payment Methods section click on **Add payment methods**

2. Complete Activation
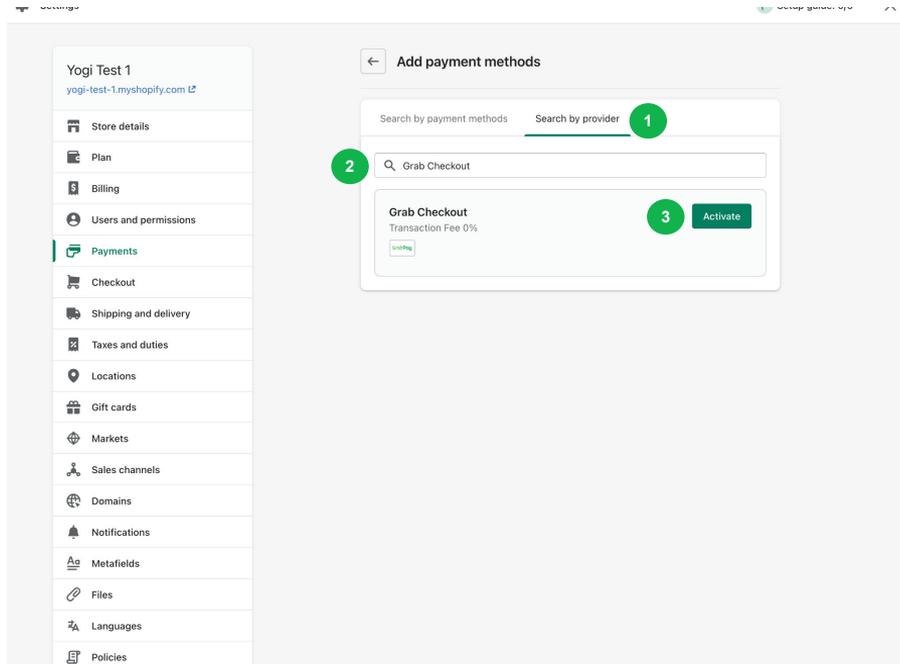
3.   Click on **Search by provider**

4.   Search for "**Grab Checkout**" and select the app from the results. Click **Activate**.

3. Complete Activation
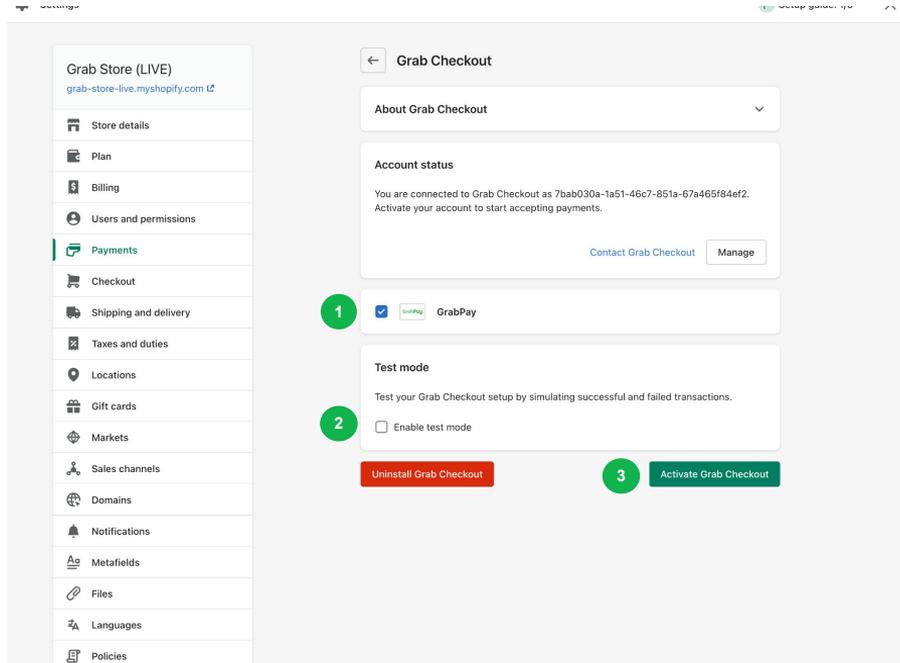
5. Ensure that the box beside **GrabPay is checked**

6. Ensure that the box beside **Enable Test Mode is unchecked**

7. Click **Activate**

PayLater Promote Plugin Installation Guide For Shopify

Overview: Plugin Installation

Go to: **api.grabpay.com/mb-shopify/install**

1. Link Online Store

PayLater by Grab
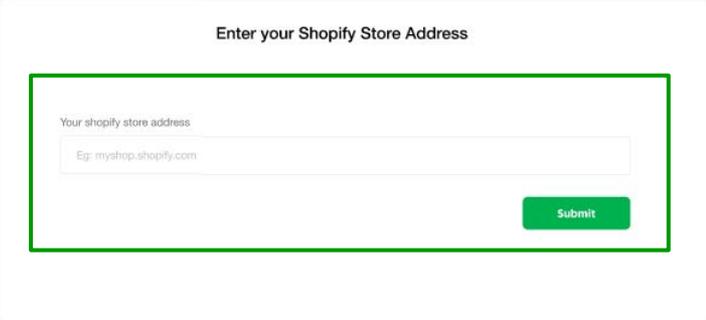
Enter your Shopify Store Address

Your shopify store address

Eg: myshop.shopify.com

Submit

Enter your **Shopify Store URL** (e.g.

myshop.shopify.com)

2. Login to Shopify
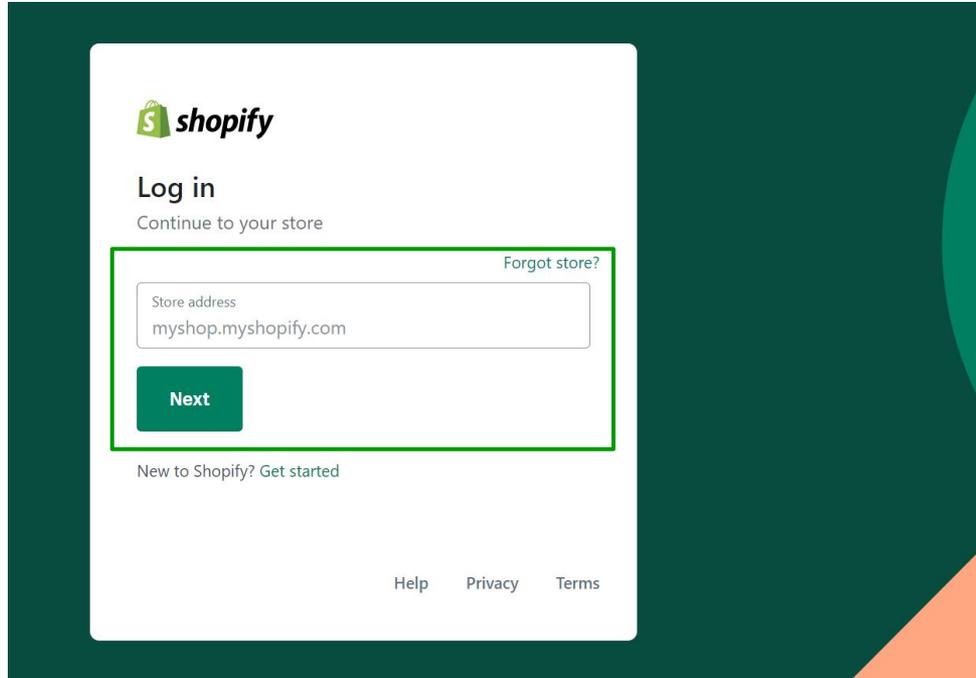
Login to your **Shopify dashboard**

3. Install PayLater Plugin

You are about to install PayLater Promote

Grab Store Test   PayLater Prom...

💬 App support provided by GrabPay

PayLater Promote will be able to:

View Shopify account data   View details

Edit your Online Store   View details

To erase your customers' personal information from PayLater Promote, remove the app. After 48 hours, a request will be sent to PayLater Promote to erase this data. Learn more about data privacy. ↗

Cancel   **Install app**

Click **Install app**

4. Configure Settings

PayLater by Grab

PayLater Instalments Display

PayLater instalments display

You will be taken to a form to submit information on your Shopify theme,
select the pages to display price dividers and customise price dividers.
You are required to make a submission to complete installation.

Lets go!

Minimum product value

Eg: $20

Maximum product v value

Eg: $100

Number of Instalments ⓘ

4 monthly instalments (1st instalment paid at checkout)

Update

Switch this on to **display the Price Dividers**

Customise PayLater Instalments Display

● Follow this link and complete this form

● You will be asked to identify your Shopify theme. Need help?

4. Configure Settings

PayLater by Grab

PayLater Instalments Display

PayLater instalments display ⬤

You will be taken to a form to submit information on your Shopify theme, select the pages to display price dividers and customise price dividers. You are required to make a submission to complete installation.

Lets go!

Minimum product value

Eg: $20

Maximum product v value

Eg: $100

Number of Instalments ⓘ

4 monthly instalments (1st instalment paid at checkout)

Update

If you would like to limit the display of the price divider tool to items within a price range, you may include a **minimum and/or maximum** value.

Note: You are not able to limit the checkout to qualify shoppers to use PayLater.

The **number of instalments** is currently fixed at 4 payments. PayLater currently offers users with the option to pay in 4 instalments.

5. Review Installation

$ 299

or **$74.75** X 4 monthly payments.
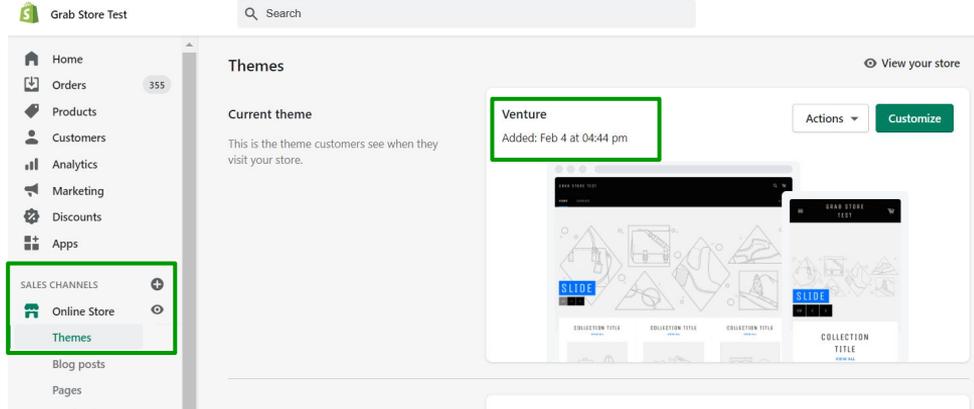Earn rewards, 0% interest with Grab Info

ADD TO CART

- Installation will take up to 48 hours to complete.
- You will receive an email informing you of the installation.
- Please review the installed Price Dividers.

Frequently Asked Questions

How do I find my theme?

- Go to your **Shopify dashboard** > **Online Store** > **Themes**
- Your theme will be displayed under the **Current theme** section

FAQs

What is the PayLater Promote Shopify app?

The PayLater Promote Shopify app allows merchants who accept PayLater by Grab to display an instalments display on their product pages. An instalments display will allow your customers to better visualize PayLater payment plans and drive greater sales. For example, an item priced at $299 will be displayed as $74.75 x4 with PayLater by Grab.

$ 299
or **$74.75** X 4 monthly payments.
Earn rewards, 0% interest with Grab Info

Do I need a Shopify store before I can install the PayLater Promote app?

Yes, the PayLater app is available for Shopify stores only. Please sign-up and setup your Shopify store before you install the app. Visit the [PayLater Integrations Launchpad](#) for more information about installing Price Dividers for other shop builders.

FAQs

Can I choose a different colourway option so that it fits better with my store design language?

Currently we have one version of the PayLater Instalments Display.

Can I choose to have only one provider's instalments display showing or show multiple?

Yes, you can disable other provider's instalments display or choose to show multiple instalments displays.

FAQs

Can I hide this for certain products / SKUs?

You can define the minimum and maximum order value for which the instalments display will be shown. If the item price is below the minimum amount or above the maximum value, the instalments display will not be shown. Go to PayLater app to change the settings.

Do I need to sign-up to accept GrabPay or PayLater before I install the PayLater app?

Yes, please sign-up as a GrabPay merchant before you can accept GrabPay and PayLater and install the PayLater app.

FAQs

If I do not want to show the PayLater Instalments Display, can I turn it off?

It's optional! But the PayLater Instalments Display has been proven to be a great tool to further drive conversion by

visualizing how PayLater works. To turn off the price divider tool, go to the PayLater app > click on the status toggle.

FAQs

How do I set minimum order amount for PayLater?

We are working on it! Please note that changing the minimum order amount in the PayLater Promote app will not restrict users from using PayLater at your checkout. The minimum order amount in the PayLater plugin allows you to choose when to show the instalments display.

Help! I tried installing the PayLater app but its not working.

We are sorry to hear that, please drop us an email at paylater.support@grab.com and we will assist you.
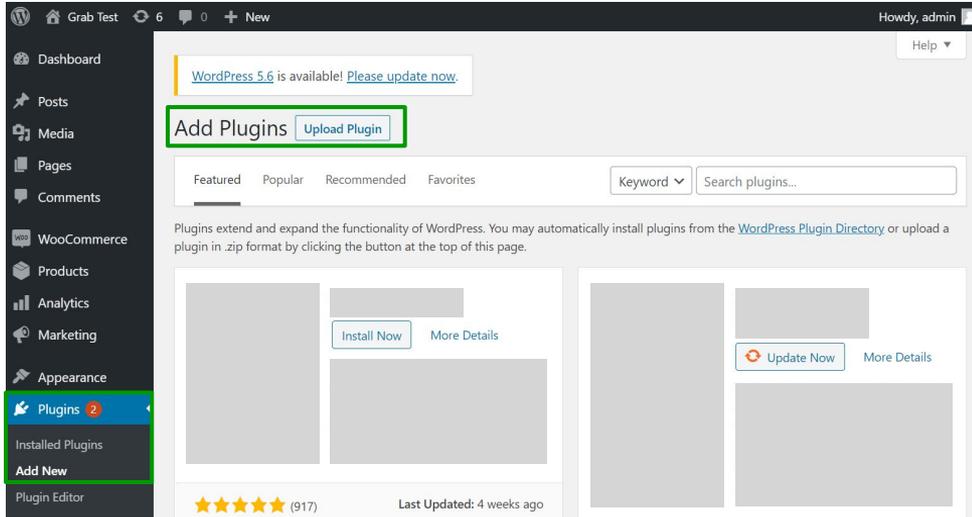
WooCommerce Guide

How to install the GrabPay Plugin

1. Install GrabPay Plugin

- **Download the plugin package at** https://cdn-gp01.grabpay.com/woocommerce/v2.0.3/grab-paylater.zip
- Go to your **WordPress admin** dashboard
- Navigate to **Admin > Plugins > Add New > Upload Plugin**

1

2. Upload GrabPay Plugin

Add Plugins Upload Plugin

If you have a plugin in a .zip format, you may install or update it by uploading it here.

Choose File No file chosen Install Now
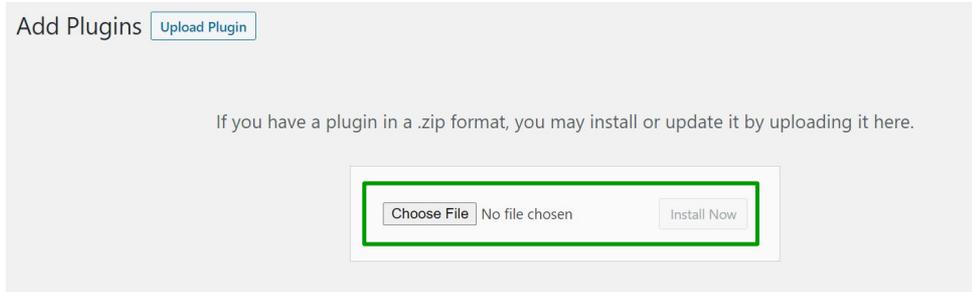
- Select **the downloaded zip file** (grab-paylater.zip)

- Click **Install Now**

2

3. Enter Server Details

Installing plugin from uploaded file: woocommerce-gateway-grabpay.zip

Connection Information

To perform the requested action, WordPress needs to access your web server. Please enter your FTP credentials to proceed. If you do not remember your credentials, you should contact your web host.

Hostname
`example: www.wordpres`

FTP Username
`admin`

FTP Password
`••••••••••••`
This password will not be stored on the server.

Connection Type
◉ FTP ◯ FTPS (SSL)

`Proceed`

- Enter your **server ftp/sftp details and password**
- Click **Proceed**

How to find your FTP details?

- CPanel > "FTP Accounts" link > usernames are displayed, but not the passwords
- If you forget your password, you can change it

3

4. Activate GrabPay Plugin
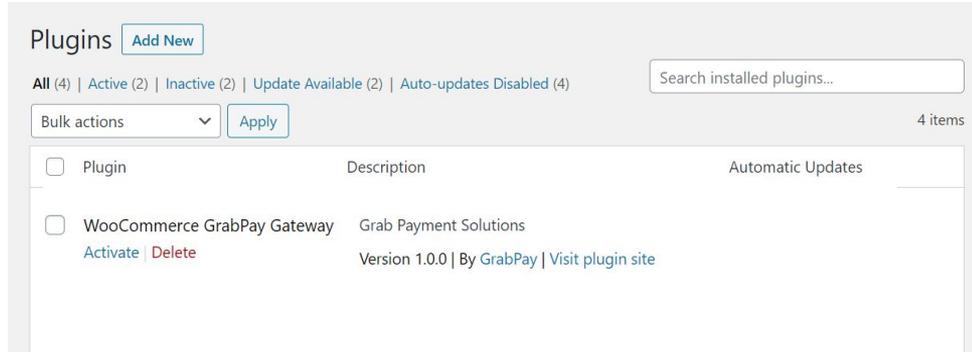
Plugins [Add New]

All (4) | Active (2) | Inactive (2) | Update Available (2) | Auto-updates Disabled (4)

Search installed plugins...

Bulk actions [Apply]

4 items

|	Plugin	Description	Automatic Updates
☐	WooCommerce GrabPay Gateway Activate | Delete	Grab Payment Solutions Version 1.0.0 | By GrabPay | Visit plugin site	

- After plugin is installed, click on **Activate**

4

5. Configure GrabPay Settings
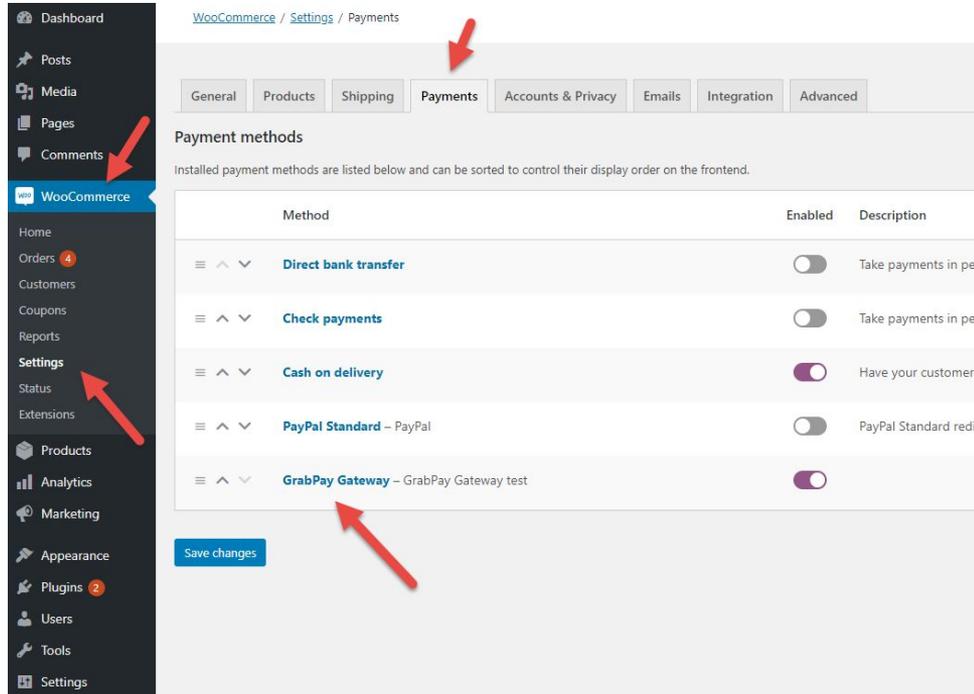
- After plugin is activated, navigate to **Admin > WooCommerce > Settings > Payments > "GrabPay Gateway"** to configure and modify settings

- **Enable GrabPay Gateway**

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5. Configure GrabPay Settings
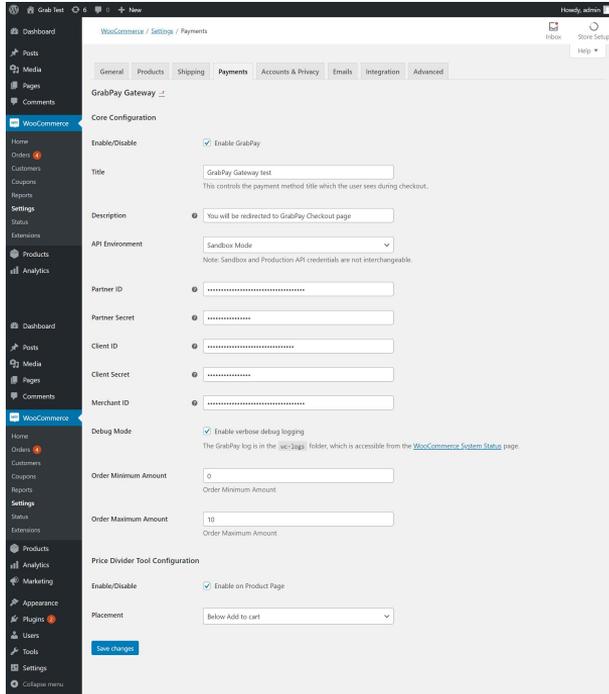
Setup GrabPay checkout

- **API Environment:** Production Mode

- Enter **Partner ID, Partner Secret, Client ID, Client Secret, Merchant ID** that you received during GrabPay onboarding

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6. Configure PayLater Settings

- Enter **Order Minimum Amount ***
- Enter **Order Maximum Amount ***
- **Customise placement of PayLater Instalments Display:** Below Add to cart, Above Add to cart, Above Product Price, Below Product Price
- Click on **"Save changes"** button
- **Note:** Instalment tenure is currently fixed at 4 payments.
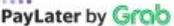
Note *

The Min/Max is only for customizing when the price divider is displayed, and has no impact on the order amount
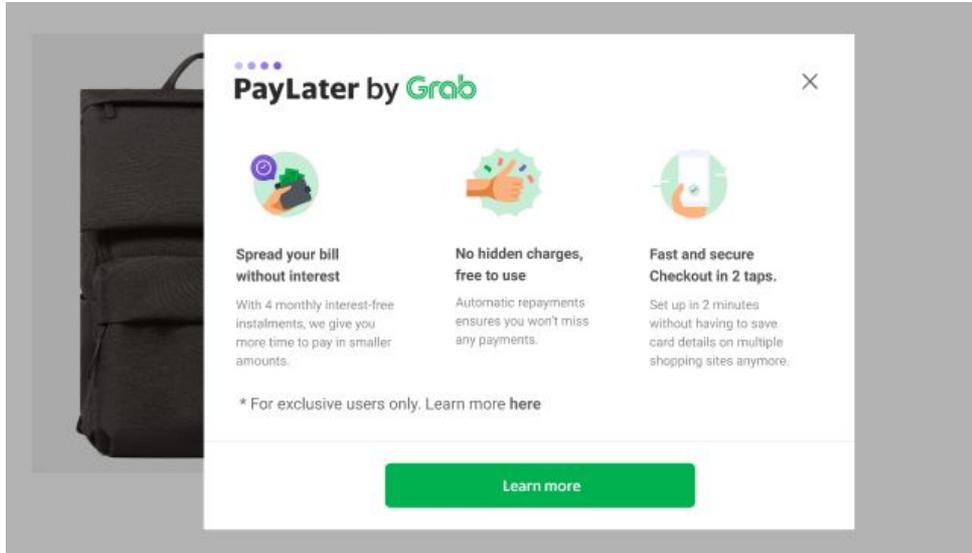
7

7. Review your online store

- Review your online store
- **You are all ready to go!**
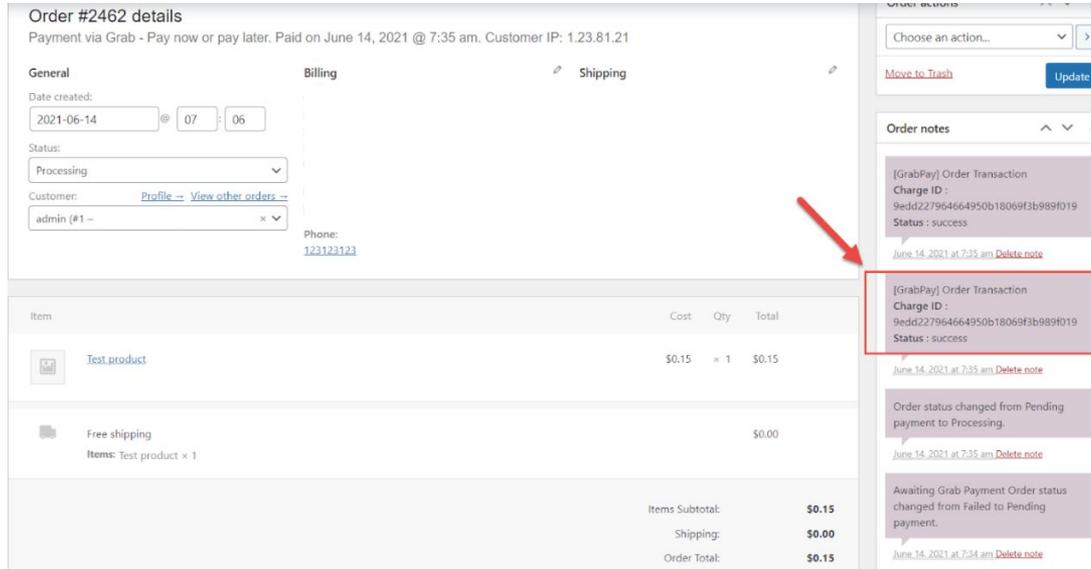
7. Review your online store

- Review your online store
- **You are all ready to go!**

How to identify GrabPay transactions in WooCommerce

Identifying GrabPay transactions

- Go to your WordPress Admin dashboard > **Order > Order Details**
- GrabPay will be shown as the Payment Method below **Order #XXXX details**
- See **Order Notes** in the right hand sidebar
- Your **GrabPay Transaction ID** is the **Charge ID** field

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Managing Orders and Email Notifications

1. Understand Order Statuses
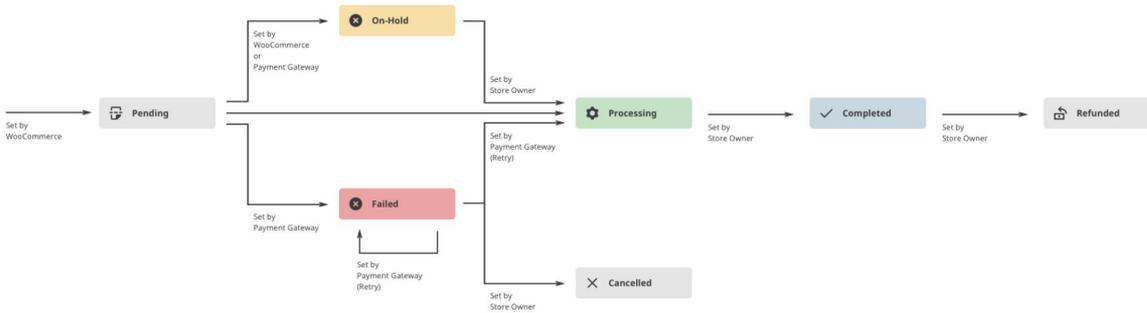
- WooCommerce has **8 Order Statuses**
- Do familiarise yourself with the meaning of each Order Status
- In particular, note that **payment has only been received, after Order Status reaches the Processing status**
- Read more about **Order Statuses** at **WooCommerce documentation**

1

2. Check email notifications

- Go to Wordpress Admin panel > **WooCommerce** > **Settings** > **Emails**
- Check the **Recipients** column to ensure that the correct parties are notified for each Status
- **Enabled** notifications have a **purple check mark** beside it
- **Disabled** notifications have a **grey cross mark** beside it

<u>Important</u>

If you wish to receive notifications for unpaid orders (e.g. On-Hold), do ensure that you are able to differentiate these notifications from those that have been paid.

2

3. Enable/Disable notifications
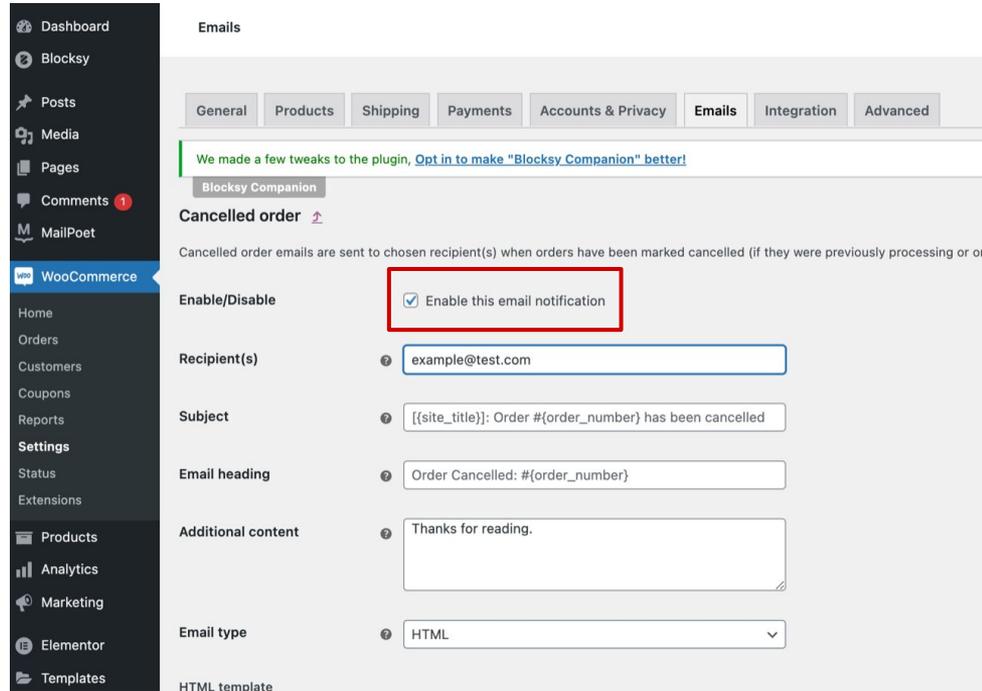
- Go to Wordpress Admin panel > **WooCommerce** > **Settings** > **Emails**
- Click into the template name or **Manage**, and ensure that the *Enable this email notification* checkbox is marked accordingly

2

Updating the GrabPay Plugin

1. Check your plugin version
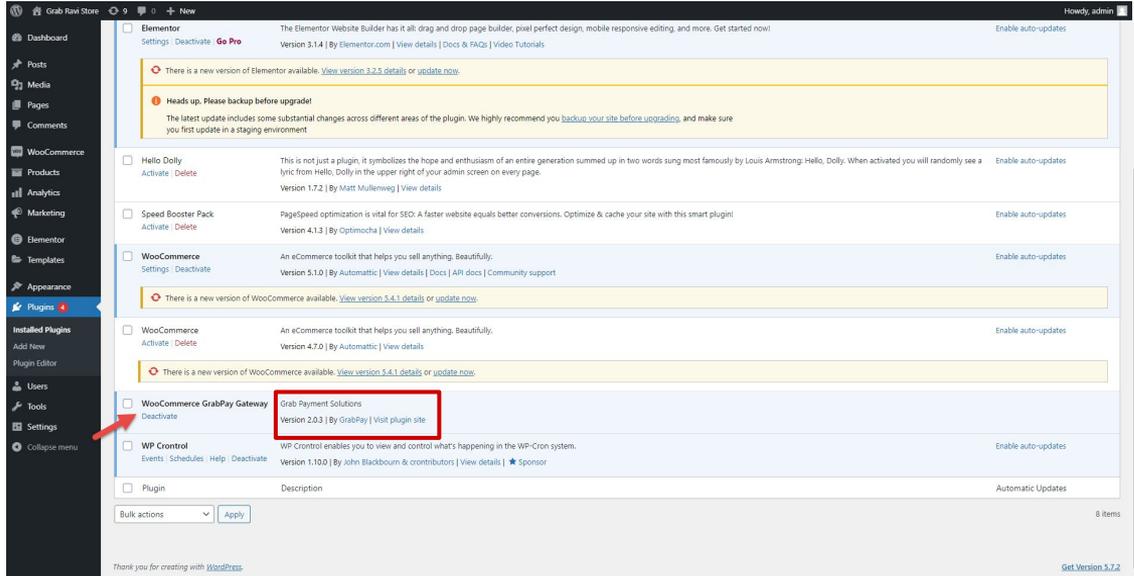
- **Latest version: 2.0.3** (as of 23 June 2021)
- Navigate to Wordpress Admin panel > Plugins > Installed Plugins
- Look for **WooCommerce GrabPay Gateway** and check the version as per screenshot

1

2a. Updating Plugin
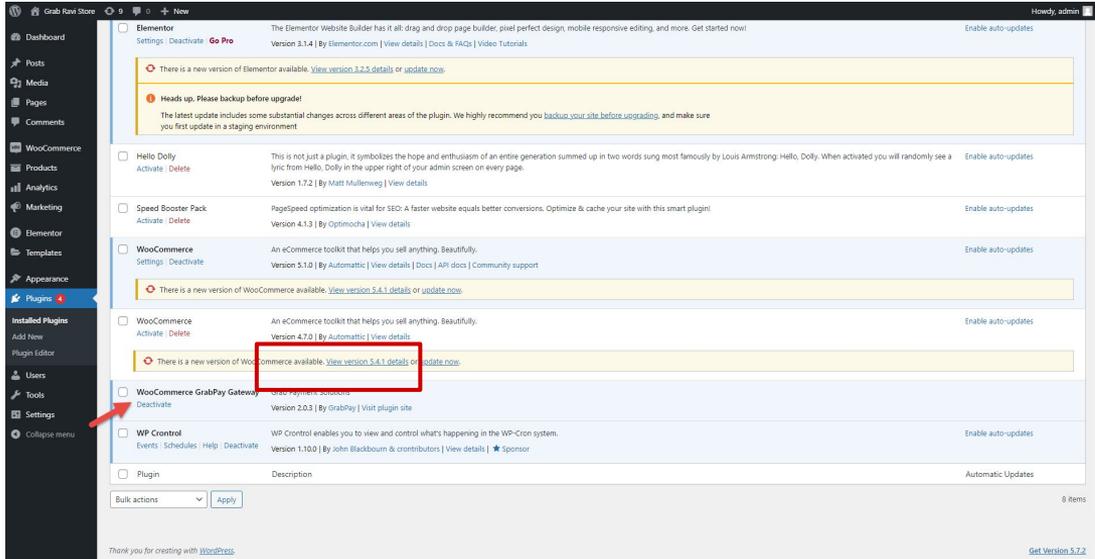
- Navigate to Wordpress Admin panel > Plugins > Installed Plugins > find **WooCommerce GrabPay Gateway,** and click **Deactivate**

- Download latest plugin files from: https://cdn-gp01.grabpay.com/woocommerce/v2.0.3/grab-paylater.zip

2

2b. Updating Plugin (continued)
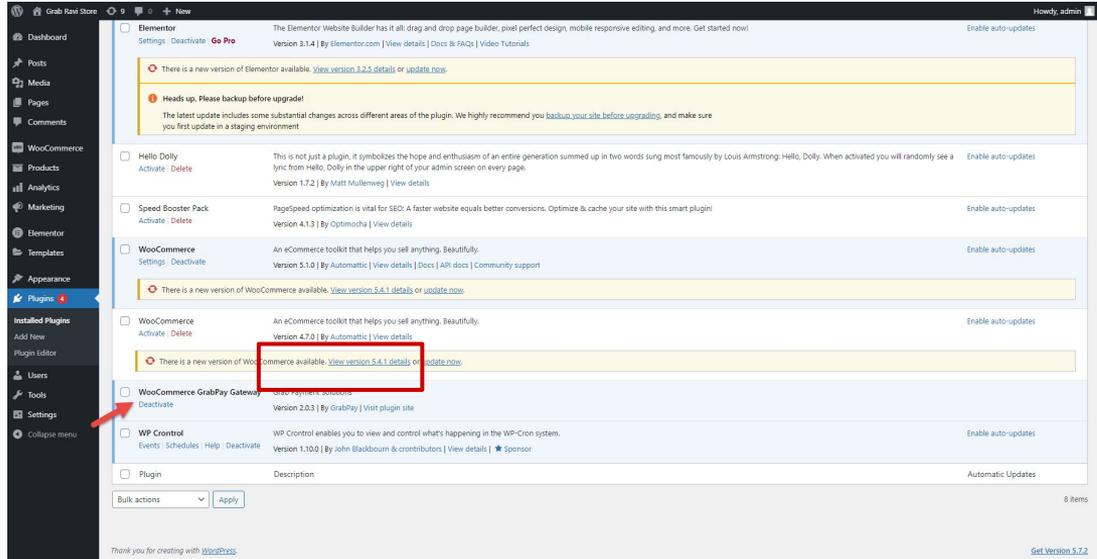
- In your Wordpress host directory, replace the existing plugin files in: **wp-content/plugins/woocommerce-gateway-grabpay ***

- Go to Wordpress Admin panel > Plugins again and click **Activate Plugin**

- Perform a few test transactions to ensure there are no issues

* Note

Depending on your hosting provider, you may need to use a FTP transfer application e.g. Filezilla to perform this step

2

Frequently Asked Questions

FAQs

What is the GrabPay WooCommerce plugin?

The PayLater WooCommerce plugin allows merchants who accept GrabPay and PayLater as payment methods in their online store.

The plugin also allows merchants who accept PayLater to display an instalments display on their product pages. An instalments display will allow your customers to better visualize PayLater payment plans and drive greater sales. For example, an item priced at $199 will be displayed as $49.75 x4 with PayLater by Grab.

S$ 199.00

Or $49.75 x4 with **PayLater** by Grab More info

Do I need a WooCommerce store before I can install the GrabPay app?

Yes, the GrabPay app is available for WooCommerce stores only. Please sign-up and setup your WooCommerce store before you install the plugin.

FAQs

Do I need to sign-up to accept GrabPay or PayLater before I install the PayLater app?

Yes, you will have to go to this [website](#) and sign-up as a GrabPay merchant before you can accept GrabPay and PayLater and install the PayLater app.

Can I choose different colour options for the PayLater Instalments Display?

Currently we have one version of the PayLater Instalments Display. Please email us at paylater.support@grab.com if you have any color option preferences.

Can I choose to have only one provider's instalments display showing or show multiple?

Yes, you can disable other provider's instalments display or choose to show multiple instalments displays.

FAQs

Can I hide the PayLater Instalments Display for certain products / SKUs?

You can define the minimum and maximum order value for which the instalments display will be shown. If the item price is below the minimum amount or above the maximum value, the instalments display will not be shown. Go to PayLater app to change the settings.

FAQs

If I do not want to show the PayLater Instalments Display, can I turn it off?

It's optional! But the PayLater Instalments Display has been proven to be a great tool to further drive conversion by visualizing how PayLater works. To turn off the PayLater Instalments Display, go to Admin > WooCommerce > Settings > Payments > "GrabPay Gateway" > "Manage" button > click on the status toggle.
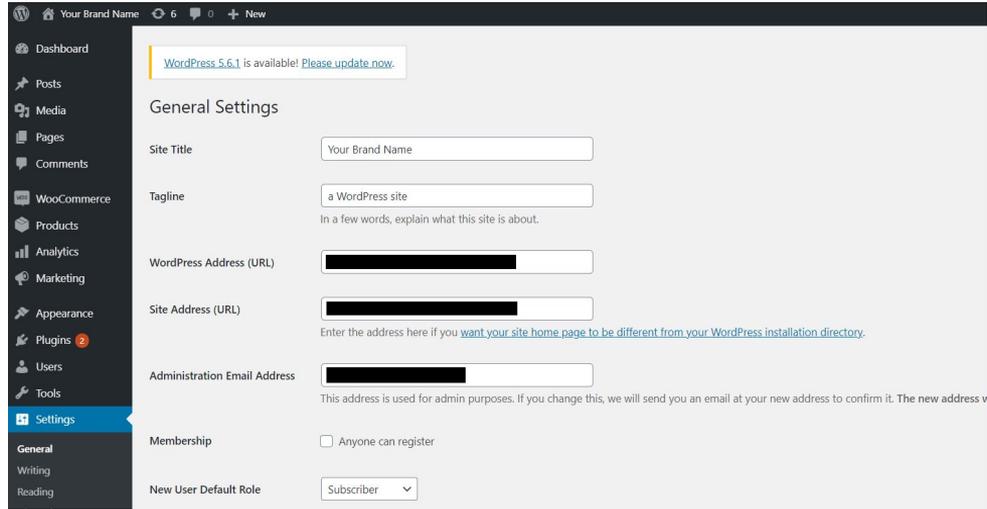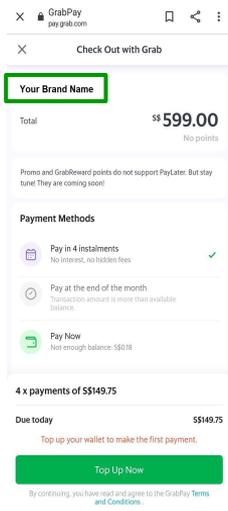
FAQs

The brand name that appears in the GrabPay checkout screen is incorrect.
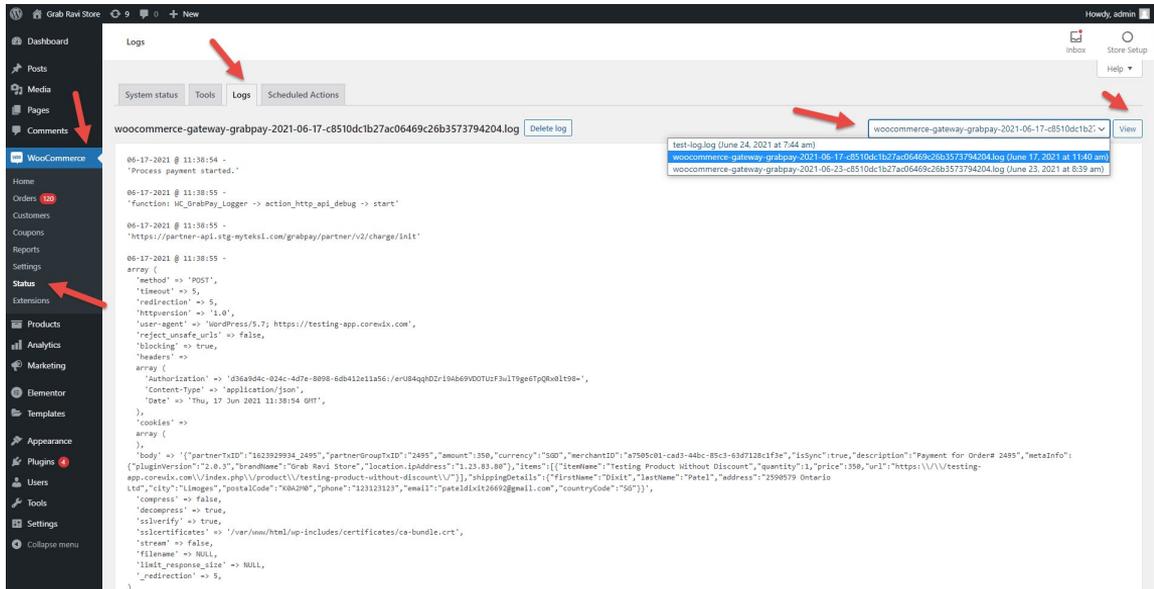
The GrabPay plugin gets the Brand Name from your site name. Please update your site name by going to Settings > General Settings > Update Site Title.

FAQs

How do I retrieve Plugin logs? (may be required for plugin troubleshooting)

Go to your Wordpress admin panel > WooCommerce > Status > Logs, then select the log you wish to obtain from the dropdown menu

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FAQs

What is my redirect url and webhook url?

We will need the redirect url and webhook url to send users back to your website after they have completed their transactions.

My Website URL: https://mywebsite.com

Redirect URL: https://mywebsite.com/?wc-api=WC_GrabPay_Payment_Redirect

Webhook URL: https://mywebsite.com/?wc-api=WC_GrabPay_IPN_Handler

FAQs

What is this Error? - "Cron job is not running. Please make sure cron job is configured correctly."

For Order status to move from one status to another, cron job needs to be configured correctly. For example, orders stuck in "Payment Pending" will not move to "Failed", if Cron job is not configured correctly. Please contact your developer or hosting provider to configure cron settings.

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FAQs

Can I use the plugin if I have multiple URLs?

The plugin does not work for multiple URLs currently. We are looking to enhance the plugin in future versions, and will keep you updated!

What is the minimum WordPress and WooCommerce versions that are compatible with the GrabPay plugin?

The plugin will work on WordPress 5.7 and WooCommerce 5.1.0. If your website is on the old WordPress or WooCommerce versions, please update WordPress and WooCommerce to the latest version.

Help! I tried installing the GrabPay plugin but its not working.

Ensure that you are using the correct version of the plugin. Additionally, do ensure that the **minimum and maximum order amount** is set correctly.

Thank You!