GrabPay Plugins for Shopify and WooCommerce

Guides and FAQs Version 2.0 - Updated as of 23 June, 2021



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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
- How to Install Price Divider Display
 (for merchants accepting PayLater by Grab)
- Frequently Asked Questions



How to enable GrabPay as a Payment Method



1. Initiate Installation

Grab Checkout Test grab-checkout-test.myshopif	← Grab Checkout					
Store details	About Grab Checkout	About Grab Checkout				
Plan	Using the Grab Checkout app, you can act Wallet and PayLater. Your shoppers can ea	cept payments from shoppers via GrabPay arn rewards and pay later with 0% interest.				
S Billing	What's in it for you?					
Users and permissions	Get paid upfront while offering inter Increase conversions by offering shumonthy instalment	est-free payment options to shoppers oppers the flexibility to pay next month or in 4				
Payments	Delight and incentivise shoppers with	Delight and incentivise shoppers with GrabRewards points for every transaction				
Checkout	Learn more about Grab Checkout P					
Shipping and delivery	Account status					
Taxes and duties	You are not currently connected to Grab C	You are not currently connected to Grab Checkout. Click connect to install the app and				
Locations	set up your account.					
Gift cards		Contact Grab Checkout Connect				
Markets Markets						
👗 Sales channels	Uninstall Grab Checkout	Activate Grab Checkout				
Domains						
Notifications						
Aa Metafields						
Ø Files						
A Languages						
E Policies						

- 1. <u>Click on this link</u> to initiate installation
- Log in to your Shopify Dashboard (if required)
- 3. Select Shopify Store
- 4. (As pictured) Click **Connect**

1. Initiate Installation

stall		Cancel	Install app
Grab Checkou	ıt		
	Ê	Grab	
	Grab Checkout Test	Grab Checkout	
	This app need	s to	
•	Access store information	Edit store information	
You're agreeing to before installing.	share personal information with this a	app. View the <u>developer's priva</u>	ecy policy
Deleting this app fr information if it was	om your store will remove its access, collected. Learn more about <u>data pr</u>	and request the removal of cu rivacy.	stomer
	Contact GrabPay for	support	
PRIVACY DETAILS What this app ca	n access in your store		
Store owner info	rmation		
	MATION O LOCATION		
Name	Physical address		
Email address			
Phone number			
PERMISSION DETAIL	3		
What this app ca	n do in your store		
EDIT OTHER DATA			
This includes: payn	nent gateways and payment sessions		
0			
Jancei			Install app

5. (As pictured) Click Install app

1

1. Initiate Installation

Checkout with Grab

New to GrabPay and PayLater?

- Get started by signing up for GrabPay, PayLater or both using the links below.
- You will receive confirmation with your Store Grab ID within 3 business days.
- Return here to the Grab Checkout Shopify app to activate the payment options with your Store Grab ID.



Complete your Activation

Fill in your Store Grab ID and enable GrabPay and/or PayLater by Grab as a payment option at checkout in



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

Grab Checkout Test grab-checkout-test myshopity.com 12	Payments			
Store details	3 shopify payments	Manage	Payment capture	
Pian			Automatic	
Billing	W54 🛑 ANXEE OPay 4Pay 6 Pay		The customer's payment method is authorized and channed	
Users and permissions	Credit card rate Transaction fee		automatically.	
Payments	As low as 3% + \$0.50 0%		Manage	
Checkout	You need to provide some additional information about your busine provide narrow to from Shorida Parments	ess to start		
Shipping and delivery	A sector of the			
Taxes and duties	Compare account antip			
C Locations	Additional payment methods			
Gift cards	Payment methods that are available with one of Shopify's approve providers.	d payment		
Markets				
Sales charnels		Manage		
C Domains	Provider Status Tran	maction Fee		
Notifications	PayPal (Setup incomplete) 0%			
Ag Metafields	Complete your Paypal account setup to start receiving payouts Paypal. Complete account setup.	: from		
(P Files				
R Languages	Add payment methods			
E Policies				
	Manual payment methods Payments that are made outside your online store. When a custom monual payment method such as cash on delivery, you'll need to a order ballow it can be fulfilde. Add manual payment method *	ter selects a approve their		

- From your Shopify Admin Dashboard go to Settings > Payments
- 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



- Ensure that the box beside GrabPay is checked
- Ensure that the box beside Enable
 Test Mode is unchecked
- 7. Click Activate

PayLater Promote Plugin Installation Guide For Shopify



Overview: Plugin Installation

PayLater by Grab



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

GRAB PAYLATER PLUGIN SETUP

1. Link Online Store

PayLater by Grab

E	nter your Shopify Store Addr	ess
Your shopify store address		
Eg: myshop.shopify.com		

Enter your **Shopify Store URL** (e.g. myshop.shopify.com)

2. Login to Shopify



Login to your Shopify dashboard

3. Install PayLater Plugin

	Srab Store Test Pa	Grob IyLater Prom
	App support provided by Gra	abPay
PayLater Promote wi	l be able to:	
View Shopify account c	ata	View details
Edit your Online Store		View details
To erase your customers' a request will be sent to	personal information from PayLater Prom PayLater Promote to erase this data. Learn	note, remove the app. After 48 hours, more about data privacy. 🗗

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 Shopfly 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 ③			
4 monthly instalments (1st instalment paid at checkout)	6		
	Undate		
	opdate		

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



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 Grob Info



- 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

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.



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 <u>PayLater Integrations Launchpad</u> for more information about installing Price Dividers for other shop builders.

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.

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.

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.

ayLater instalments display	
ou will be taken to a form to submit information on your Shopify theme, elect the pages to display price dividens and customise price dividers. ou are required to make a submission to complete installation.	Lets go!
linimum product value	
Eg: \$20	
laximum product v value	
Eg: \$100	
umber of Instalments ①	
4 monthly instalments (1st instalment paid at checkout)	â

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 <u>paylater.support@grab.com</u> and we will assist you.

WooCommerce Guide



How to install the GrabPay Plugin



1. Install GrabPay Plugin

1	宿 Grab Test 🛛 📀	6 ₽ 0 + New H	lowdy, admin 📃
æ	Dashboard	WordPress 5.6 is available! <u>Please update now</u> .	Help 🔻
*	Posts		
97	Media	Add Plugins Upload Plugin	
۲	Pages	Featured Popular Recommended Envorites	
•	Comments	Regword V Search plugins	
Woo	WooCommerce	Plugins extend and expand the functionality of WordPress. You may automatically install plugins from the <u>WordPress Plugin Directory</u> plugin in .zip format by clicking the button at the top of this page.	or upload a
۲	Products		
al	Analytics		
P	Marketing	Install Now More Details	
x	Appearance	Update Now Mor	e Details
<u>k</u> e	Plugins 😢 🔹 🤇		
Ins	talled Plugins		
Ad	d New		
Plu	igin Editor	★★★★★ (917) Last Updated: 4 weeks ago	

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

2. Upload GrabPay Plugin

Add Plugins Upload Plugin		
lf you have a plugi	in in a .zip format, you may instal	ll or update it by uploading it here.
	r	
	Choose File No file chosen	Install Now

- Select the downloaded zip file (grab-paylater.zip)
- Click Install Now

3. Enter Server Details

Installing plugin from uploaded file: woocommerce-gatewaygrabpay.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

ordpres

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

4. Activate GrabPay Plugin

Plugins Add New) Undate Available (2) Auto-undates Disabled (4)	Search installed plugins
Bulk actions	Apply	4 iten
D Plugin	Description	Automatic Updates
WooCommerce Gra	bPay Gateway Grab Payment Solutions Version 1.0.0 By GrabPay Visit p	lugin site

• After plugin is installed, click on

Activate

5. Configure GrabPay Settings

🚳 Dashboard	WooComn	nerce / <u>Setting</u>	I <u>s</u> / Payments						
📌 Posts									
93 Media	General	Products	Shipping	Payments	Accounts & Privacy	Emails	Integration	Advanced	
📕 Pages 🥖	Payment n	nethods							
Comments	Installed paym	nent methods a	are listed below	and can be sor	ted to control their display	order on th	e frontend.		
👐 WooCommerce 🔹		Method	1					Enabled	Description
Home Orders 🙆	= ~ ~	Direct I	bank transfer						Take payments in per
Customers									
Coupons	= ^ >	Check p	payments						Take payments in pers
Reports	_								
Status	= ^ ~	Cash or	n delivery						Have your customers
Extensions	= ~ ~	PayPal	Standard – Pa	yPal					PayPal Standard redire
Products									
Analytics	= ^ ~	GrabPa	y Gateway – (GrabPay Gatew	vay test				
🖗 Marketing			K						
Appearance	Save change	25							
😰 Plugins 😰									
🕹 Users									
🗲 Tools									
Settings									

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

5. Configure GrabPay Settings

Ø	备 Grab Test	0 6	# 0 +	New								He	eedy, admin 🖡
	Dashboard	Γ	WooCom	nerce / Setting	s / Payme	nts						Inbox	O Store Setu
													Help ¥
	Media		General	Products	Shippin	g Payments	Accounts & Privacy	Emails	Integration	Advanced			
			GrabPay G	Sateway 🖃									
	Comments												
-			Core Contre	guration									
Ho	the		Enable/Disal	ble		Enable Grabi	⁵ ay						
			Tisle			Cubbu Cutu							
			True			This controls the	ownent method title w	hich the use	er sees during ch	eckout.			
Set	tings		Description		0	You will be redi	rected to GrabPay Check	out page					
50a Ext	us mions												
*	A		API Environe	ment		Sandbox Mode			~				
1	dest also					Note: Sandbox a	nd Production API crede	ntials are no	it interchangeab	de.			
	Analytica												
			Partner ID		0								
			Partner Secr	et	0								
	Dashboard				-								
			Client ID		0								
9)	Media												
	Pages		Client Secret	t	0								
			Marchant ID										
1411	WooCommerce		merchant ib										
140			Debug Mod	e		🕑 Enable verbo	ise debug logging						
	ini kers 🕢					The GrabPay log	is in the wo-logs folde	r, which is a	ccessible from t	he <u>WooComm</u>	erce System Status pag	e.	
			Order Minim	num Amount		0							
Rep						Order Minimum	Amount						
Sta	unga		Order Maxie	num Amount		10							
			order mater	NULL PRINCIPLE		Order Maximum	Amount						
۲	Products												
	Analytics		Price Divid	er Tool Confi	guration								
ø	Marketing		Frankla (Disa)			Q							
			Enable/Disa	Die		enable on Ph	oduct nage						
	Studior 0		Placement			Below Add to c	art		~				
	lizer												
2	Tools		Save chang	8									
	Cottione												
	Collarse mese												
~	- apprentice to												

Setup GrabPay checkout

- API Environment: Production Mode
- Enter Partner ID, Partner Secret,

Client ID, Client Secret, Merchant

ID that you received during GrabPay

onboarding

6. Configure PayLater Settings

Customers			
Coupons	Order Minimum Amount	0	
Reports		Order Minimum Amount	
Settings			
Status	Order Maximum Amount	10	
Extensions		Order Maximum Amount	
Products			
Analytics	Price Divider Tool Configuration		
Marketing			
T	Enable/Disable	 Enable on Product Page 	
🔊 Appearance			
🖌 Plugins 🔕	Placement	Below Add to cart 🗸	
👗 Users			
🖋 Tools	Save changes		
5 Settings			
Collansa manu			
Conapse menu			

- 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. 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

Payment via Grab - Pay now or pay later. Paid on June 14, 2021 @ 7:35 am. Customer IP: 1.23.81.21 Cho	oose an action 🗸 🗸
General Billing Shipping	e to Trash Update
Date created:	
2021-06-14 @ 07 : 06 Orde	er notes ^ V
Status:	
Processing V	abPay] Order Transaction
Customer: Profile - View other orders	arge ID : 1/227964664950b18069f3b989f019
admin (#1 - × V Stat	itus : success
Phone: 123123123	e 14, 2021 at 7:35 am <u>Delete note</u>
[Grz	abPay] Order Transaction
Item Cost Oty Total Cha	arge ID :
9ed Star	td227964664950b1806913b9891019 itus : success
Test.product \$0.15 × 1 \$0.15	e 14. 2021 at 7:35 am Delete note
Ord	der status changed from Pending
Free shipping \$0.00	ment to Processing.
Items: Test product × 1	e 14. 2021 at 7:35 am Delete note
Awr	aiting Grab Payment Order status
Items Subtotal: \$0.15 cha	anged from Failed to Pending
Shipping: \$0.00	ment.
Order Total: \$0.15	e 14. 2021 at 7:34 am Delete note

- 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

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 <u>WooCommerce documentation</u>

2. Check email notifications

	Email	Content type	Recipient(s)	
8	New order 🔞	text/html	example@test.com	Manage
0	Cancelled order 👩	text/html	example@test.com	Manage
0	Failed order 🔞	text/html	example@test.com	Manage
0	Order on-hold 🔞	text/html	Customer	Manage
0	Processing order 🔞	text/html	Customer	Manage
0	Completed order	text/html	Customer	Manage
0	Refunded order 🔞	text/html	Customer	Manage

- 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

Important

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.

3. Enable/Disable notifications

Dashboard Dashboar	Emails								
Blocksy									
🖈 Posts	General Pro	ducts Ship	ping	Payments	Accounts & Priva	cy Emails	Integration	Advanced	
ុ ក្ក Media									
Pages	We made a few t	weaks to the plug	gin, Opt	t in to make "B	locksy Companion" b	better!			
Comments 1	Blocksy Compar	nion							
MailPoet	Cancelled orde	г <u>т</u>							
-	Cancelled order em	ails are sent to cl	nosen r	ecipient(s) whe	n orders have been m	narked cancelled	(if they were pre-	viously processing	or
WooCommerce		[-	x 855 barat					
Home	Enable/Disable		E	nable this ema	il notification				
Orders			_						
Customers	Recipient(s)	0	exa	mple@test.co	n				
Coupons									
Reports	Subject	0	[{sit	te_title}]: Orde	r #{order_number} h	has been cancel	led		
Settings									
Status	Email heading	0	Ord	er Cancelled:	#{order_number}				
Extensions									
Products	Additional conten	t @	Tha	nks for readin	g.				
Analytics									
Marketing							10		
Elementor	Email type	0	HTN	ИL			~		
📂 Templates	HTML template								

- 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

Updating the GrabPay Plugin



1. Check your plugin version

🕅 🔗 Grab Ravi Store	0.	0 + New		How	dv. admin 🔲
Dashboard		Elementor Settings Deactivate Go Pro	The Elementor Website Builder has it all: drag and drop page builder, pixel perfect design, mobile responsive editing, and more. Get started now! Werkin 3:14. By Elementor.com View details Docs & FADs! Video Tutorials	Enable auto-updates	
📌 Posts		• There is a new version of Elemen	tor available. Yeev version 3.2.5 details or update now.		
91 Media		Heads up. Please backup before	e upgradet		
Comments		The latest update includes some you first update in a staging env	s substantial changes across different areas of the plugin. We highly recommend you <u>backup your site before upgrading</u> , and make sure vironment		
WooCommerce		Hello Dolly Activate Delete	This is not just a plugin, it symbolies the hope and enthuisatem of an entire generation summed up in two words sung most famously by Louis Armstrong Hello, Dolly. When activated you will randomly see a loci form Hello, Dolly in the upper right of your admin screem on every page.	Enable auto-updates	
Marketing	0	Speed Booster Pack Activate Delete	Pagespeed optimization is vital for SIGN A faster website equals better conversions. Optimize & cache your site with this smart plugint Vension 4.1.3 (by Optimiccha View details:	Enable auto-updates	
Templates		WooCommerce Settings Deactivate	An eCommerce tookit that helps you sell anything. Beauffully, Venian 51.0 [9/Automathic View details Docs API docs Community support	Enable auto-updates	
Appearance Plugins 4		• There is a new version of WooCo	smmerce available. <u>View version 5.4.1 details</u> or <u>update now</u> .		
Installed Plugins Add New	0	WooCommerce Activate Delete	An «Commerce tookit that helps you sall anything, Beaufifully, Vencion 4.7.0 (by Automathic View details	Enable auto-updates	
Plugin Editor		O There is a new version of WooCo	mmerce available. <u>View version 5.4.1 details</u> or <u>update now</u> .		
➡ Tools ➡ Settings	0	WooCommerce GrabPay Gateway Deactivate	Grab Payment Solutions Version 2.0.3 (by Grabelay Wait plugin site		
Collapse menu	0	WP Crontrol Events Schedules Help Deactivate	WP Crotrol enables you to view and control what's happening in the VP-Cton system. Version 1.10.0 [9] John Blackbourn & contributors View details ★ Sponor	Enable auto-updates	
		Plugin	Description	Automatic Updates	
	Bulk	actions V Apply			8 items
	Thank	you for creating with WordPress.		Get V	ersion 5.7.2

- <u>Latest version: 2.0.3</u> (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

2a. Updating Plugin

🔞 🎢 Grab Ravi Store 🔹	0,	🛡 0 🕂 New		How	dy, admin 🔲
Dubboard		Elementor	The Elementor Website Builder has it all: drag and drop page builder, pixel perfect design, mobile responsive editing, and more. Get started now!	Enable auto-updates	
eg Dashooard		Settings Deactivate Go Pro	Version 3.1.4 By Elementor.com View details Docs & FAQs Video Tutorials		
A Posts		• There is a new version of Elemen	ntor available. <u>View version 3.2.5 details or update now</u> .		
🖓 Media		C Unada una Diseas handras hadas			
Pages		The latest undate includer some	e upgrader: a potential channer scorer offerent stear of the planin. We biobly recommend your bridge nour visit before upgrading, and make stres		
Comments		you first update in a staging env	autominum comparations and a contraction and program the ingrity recommitted your <u>automatic sequences</u> , and make sale		
📟 WooCommerce		Helle Dalle		Parable and a surdated	
Products		Activate Delete	This is not just a plugin, it symbolizes the hope and embassion of an embre generation summed up in two works sung most semiously by couls atmistering, neuro, body, where activated you will anatomity see a lync from Help, Dobly in the upper right of your administeree on every page.	Enable auto-updates	
II Analytics			Version 1.7.2 By Matt Mullenweg View details		
Marketing		Speed Booster Pack	PageSpeed optimization is vital for SEO: A faster website equals better conversions. Optimize & cache your site with this smart plugin!	Enable auto-updates	
Elementor		Activate Delete	Version 4.1.3 By Optimocha View details		
Templates	0	WooCommerce	An eCommerce toolkit that helps you sell anything, Beautifully.	Enable auto-updates	
		Settings Deactivate	Version 5.1.0 By Automattic View details Docs API docs Community support		
P Appearance		There is a new version of WooCo	ommerce available. <u>View version 5.4.1 details or update now.</u>		
😰 Plugins 🔕 🛛 <					
Installed Plugins		WooCommerce	An eCommerce toolkit that helps you sell anything. Beautifully.	Enable auto-updates	
Add New		Activate Delete	Version 4.7.0 By Automattic View details		
Plugin Editor		• There is a new version of Woo	mmerce available. <u>View version 5.4.1 details on polate now</u> .		
🚢 Users		the edition of the second second			
🖋 Tools		WooCommerce GrabPay Gateway Deactivate	orizor zaymente socioloma		
🖬 Settings	~		Asheni 572 LBA orapish Laur brillin nus		
Collapse menu		WP Crontrol	WP Crontrol enables you to view and control what's happening in the WP-Cron system.	Enable auto-updates	
		Events Schedules Help Deactivate	Versien 1.10.0 By John Blackbourn & crentributors View details 🛣 Sponsor		
		Plugin	Description	Automatic Updates	
	Bulk	actions			8 items
	Thank	you for creating with WordPress.		Get V	fersion 5.7.2

- 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/woocom merce/v2.0.3/grab-paylater.zip

2b. Updating Plugin (continued)

W 🔐 Grab Ravi Store 🗧	99	🗭 0 🕂 New		Howdy, adm	an ja
Dashboard	U	Elementor Settings Deactivate Go Pro	The Elementor Website Builder has it all: drag and drop page builder, pixel perfect design, mobile responsive editing, and more. Get started now! Version 3.1.4 By Elementor.com View details Docs & FAQs Video Tutorials	Enable auto-updates	
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📕 Pages		Heads up. Please backup before	e upgrade!		
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F Tools	0	WooCommerce GrabPay Gateway	Orab Payment Solutions		
Settings	7	Deactivate	Version 2.0.3 By GrabPay Visit plugin site		
Collapse menu		WP Crontrol	WP Crontrol enables you to view and control what's happening in the WP-Cron system.	Enable auto-updates	
		Events Schedules Help Deactivate	Version 1.10.0 By John Blackbourn & crontributors View details 🖈 Sponsor		
	0	Plugin	Description	Automatic Updates	
	Bulk	actions 🗸 Apply		8 it	tems
	Thank	you for creating with WordPress.		Get Version.	5.7.2

- In your Wordpress host directory, replace the existing plugin files in: wp-content/plugins/woocommerc e-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

Frequently Asked Questions



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.

\$\$ 199.00 Or \$49.75 x4 with PayLater by Grob 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.

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 <u>website</u> 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.

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.

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.

Price Divider Tool Configuration						
Enable/Disable	Enable on Product Page					
Placement	Below Add to cart	~				

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.

× ∎ GrabPay □ < :	🕥 💣 Your Brand Name 📀 6 📮 0 🕂 New	
X Check Out with Grab	Dashboard WordPress 5.6.1 is available! F	Please update now.
Your Brand Name	Posts	
Total \$\$ 599.00	General Settings	
No points	Pages Site Title	Your Brand Name
Promo and GrabReward points do not support PayLater. But stay	Comments	
tune! They are coming soon!	WooCommerce Tagline	a WordPress site
Payment Methods	Products	In a few words, explain what this site is about.
Pay in 4 instalments No Interest, no hidden fees	Analytics WordPress Address (URL)	
- Druct the and of the month	P Marketing	
Contrastico a mount is more than available balance.	Appearance Site Address (URL)	
Pay Now Not ensuith balance: \$50.18	🖌 Plugins 2	Enter the address here if you want your site home page to be different from your WordPress installation directory.
	Lusers Administration Email Address	
4 x payments of \$\$149.75	Tools	This address is used for admin purposes. If you change this, we will send you an email at your new address to confirm it. The new address v
Due today S\$149.75	4t Settings	
Top up your wallet to make the first payment.	General Membership	Anyone can register
Top Up Now	Writing	Coloridar a
By continuing, you have read and agree to the GrabPay Terms and Conditions .	Reading New User Default Role	Subscriber

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



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

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.

	#27327	•	53 mins ago	Pending payment
	#27323	•	1 hour ago	Pending payment
	#27321	•	1 hour ago	Pending payment
GrabPay:	CronJob is not running. Please n	nake sure CronJob is configured correctly.		

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 <u>WordPress</u> and <u>WooCommerce</u> to the latest version.

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

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

