

Synchrony Payment App Integration Guide for WooCommerce Merchants



CHANGING WHAT'S POSSIBLE

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Introduction

WooCommerce is an open-source e-commerce plugin for WordPress that is used to create online e-commerce shops.

About This Document

This document provides the steps to integrate the Synchrony payment extension into the installed WooCommerce site in WordPress. The Synchrony onboarding team will contact the merchant to discuss the steps required to go live. Merchants will not be able to configure or test the plugin without receiving Synchrony credentials. The final test and config require a scheduled time for live collaboration to finalize the Synchrony WooCommerce payment gateway.

Intended Audience

This document is intended for the merchant and/or merchant development team to integrate the Synchrony payment extension to their application, and to use the applications for consumers to apply for and pay with Synchrony at checkout.

Terms and Definitions

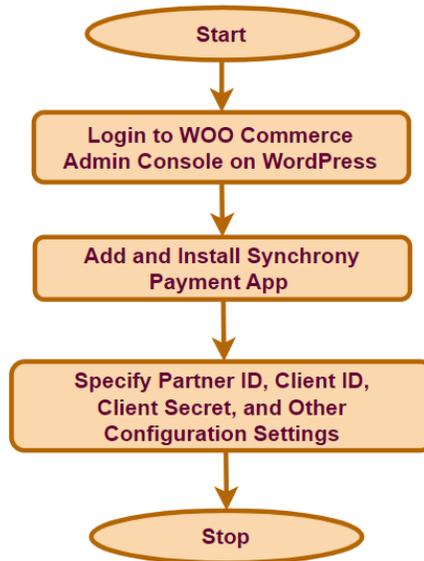
| Term | Definition |
|---------------|---|
| Merchant | Merchant enrolled with Synchrony to provide financing and payment options. |
| Merchant ID | A unique 16-digit identification number assigned to a merchant. |
| Partner ID | A unique 10 alphanumeric code assigned to the partner. |
| Authorization | The purchase was approved by Synchrony, and the merchant can prepare the merchandise for shipping. |
| Captured | After the order is placed and approved by Synchrony Financing and when the order is shipped, the order is captured, and this begins the funding process, so the merchant gets paid. |

Technical Support

For technical support related to the Synchrony payment app, send an email to eCommerce@syf.com.

High-Level Steps to Integrate Synchrony Payment Extension

The high-level steps to install and configure the Synchrony payment app to WooCommerce site is as shown.



Prerequisites

Before installing and configuring the Synchrony payment app to your WooCommerce site, make sure the following prerequisites are met:

- WooCommerce extension is installed in WordPress. For details, see [Installing and Uninstalling WooCommerce](#).

Installing and Integrating Synchrony Payment App

To install the Synchrony payment app and integrate it into WooCommerce site:

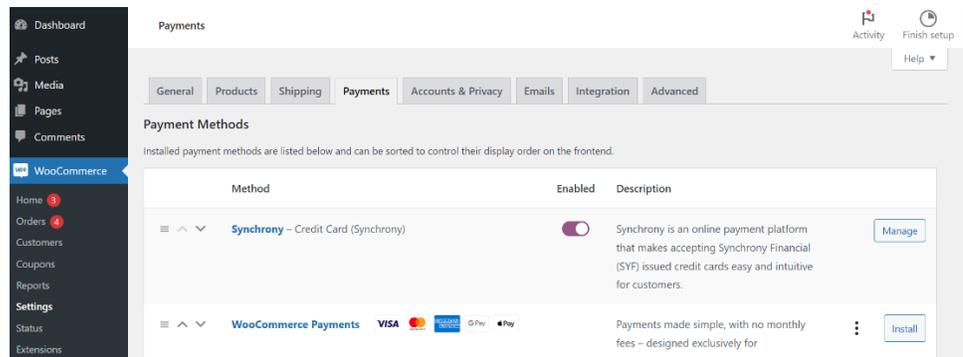
1. Log into your WooCommerce Admin Console.
2. On the left panel, click **Plugins**.
3. Click **Add New**.
The Add Plugins page is displayed.
4. Click **Upload Plugin**.
5. Click **Choose File** and specify the plugin in a **.zip** format. The Synchrony payment app will be installed.

Configuring Synchrony Payment App

To configure the Synchrony payment app:

1. Log into your WooCommerce Admin Console.
2. Under **WooCommerce** on the left panel, click **Settings**.
3. Click **Payments**.

The Payment Methods are displayed and you can view **Synchrony** payment method as shown.



4. Click **Manage**.
The Synchrony page is displayed.
5. Specify the following information:
 - **Enable Synchrony Payment:** Select the **Enable this payment gateway** option.
 - **Title:** Name for the payment method. By default, it is **Credit Card (Synchrony)**. You can change it if you want to. This will be displayed in the payment method section during checkout.
 - **Logo:** You can upload a custom logo.
 - **Payment Action:** Select one of the following:
 - **Authorize:** Allows authorization only. It will not capture the payment at the time of the order. Instead, payment must be manually captured in the form of an invoice.
 - **Authorize & Capture:** Allows authorization and settlement in the same transaction. It will capture the funds immediately at the time of the order.
 - **Use Synchrony Sandbox:** Select **Yes**.
 - **Partner Id, Client Id, and Client Secret:** Provided by your Synchrony account representative.
 - **Display Area:** Select the pages where you want the Synchrony payment app to display. The options are:
 - All
 - Product Page
 - Cart Page
 - Checkout Page

- **Module Version:** Displayed by default and it is read-only.
 - **API Request Timeout:** Enter 30 as the timeout request for the API.
 - **Debug Mode:** Select Yes to enable logs.
 - **Address Passed to Modals:** Select **Billing Address** or **Shipping Address**.
 - **Send Error Log into Synchrony Server:** Select **Yes** to send all error logs to Synchrony server.
 - **Cache Time Out:** Enter a value for the cache timeout.
 - **Enable Synchrony Promotions:** Select **Yes** if you want to include the promotional offers as a part of the payment option. Else, select **No**.
6. Click **Save Changes**. The configuration settings are saved.

Upgrading Synchrony Payment App Version

For information about upgrading the Synchrony payment app version.

Effective Usage of Synchrony Payment App

This section provides information about promotions that you can use through Synchrony payment app. You can set it up on the WooCommerce site and then contact your Synchrony account representative to implement the requirements at the backend.

Promotions

Promotions are financing offers, such as 6 months deferred interest. Each promotion has a cost, which is expressed as the Merchant Discount Rate. This Merchant Discount Rate is subtracted from the funded amount of the purchase, and this amount represents the cost of financing provided by Synchrony. Merchants cannot pass on the cost of financing to consumers. Available promotions are determined by Synchrony.

A rate sheet was provided to you during enrolment and can be provided to you by calling 1-800-333-1082. The merchant can choose which promotions they add to their WooCommerce site, but it is required that all price points have a promotion available. We recommend that no more than five promotions be offered. The promotion that the consumer selects will be applied to the entire cart total, including shipping and taxes. To update promotions, send an email to ecommerce@syf.com.

Configuring Synchrony promotions is done through the WooCommerce backend with the assistance of your Synchrony account representative. It's extremely important to ensure that promotions are configured correctly to prevent errors from occurring during the customer sales experience. Work with your Synchrony account representative to validate your promotion setup because it is a critical step in ensuring that your store is properly setup.

Troubleshooting

Schedule a call with your account representative to review and test your installation prior to enabling the extension for production use. Your account representative can access Synchrony logs to verify and correct any misconfigurations.

Frequently Asked Questions (FAQs)

- Will your advertisement widget work with custom themes?
 - Custom themes using WooCommerce hooks will work.
 - If you are not using WooCommerce hooks, the advertising widget will need to invoke the short code available within the extension to function.
- How do I troubleshoot the plugin.
 - Review the logs under WooCommerce > Status > Logs.
 - Contact your account representative.
- What are the system requirements for the extension?
 - PHP 7.1
 - WooCommerce 5.x
 - Wordpress 5.2
- Does the Synchrony extension support WooCommerce Blocks?
 - This is not currently supported.
- Does the Synchrony extension support partial refunds?
 - Yes.
- Does the Synchrony extension support authorize only?
 - Yes.
- How can I settle and order from the admin?
 - Go to WooCommerce > Settings > Payments > Synchrony > Payment Action.
- Does the Synchrony extension display a monthly breakdown?
 - Yes, please contact account representative to enable this feature.