



Installation and Configuration of EVO Payments as a Payment Method for Ecwid

Germany, UK and Spain

This document describes how to install and configure EVO Payments as a payment method for the Ecwid E-Commerce platform in Germany, UK and Spain.

Ecwid

Ecwid is a cloud-based e-commerce platform that can seamlessly integrate with almost any existing website, business page, blog, marketplace or mobile app. All the storefronts are synced and managed from one control panel (learn more about Ecwid and supported websites here: <https://www.ecwid.com/ecwid-101>).

EVO Payment Method

If you want to accept online payments in your online store, you must connect to a payments provider. EVO Payments is an international payment service provider offering secure payment processing around the world. Ecwid integrates with EVO Payments as a payments gateway to process your transactions quickly and safely.

When customers add products to the cart and go to the checkout, they can choose how they want to pay for their order using any of the payment methods enabled in the Payment page in your Ecwid admin. There are different options available for you to set up, i.e.:

- Online payment methods by EVO Payments Germany: Credit cards, Debit cards, PayPal, paydirekt, giropay, Sofort
- Online payment methods by EVO Payments UK: Credit cards, Google Pay, PayPal
- Online payment methods by Universalpay (EVO Payments Spain): TBC

Setting up EVO Payments in your store

Pre-requisites

Before adding EVO Payments online gateway to your Ecwid store, you need to have an EVO Payments merchant account (currently Germany, UK and Spain). To sign up, simply fill out the linked online form:

<https://www.evopayments.eu/en/plesk/>

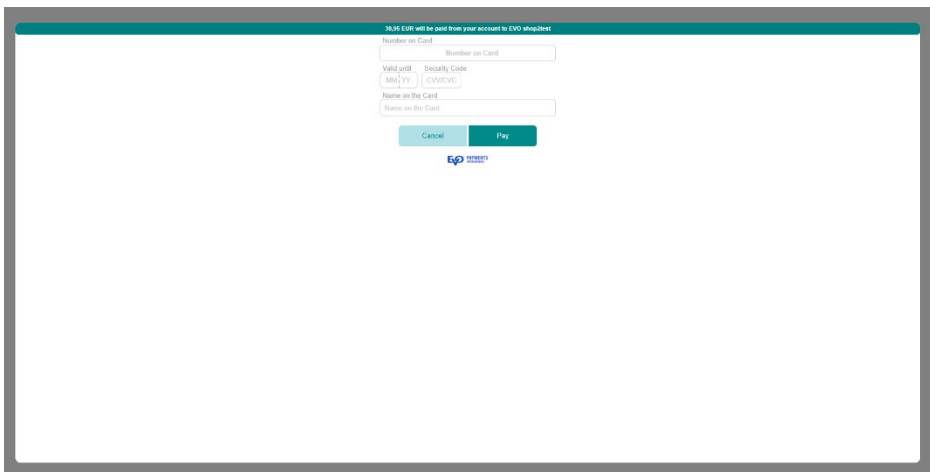
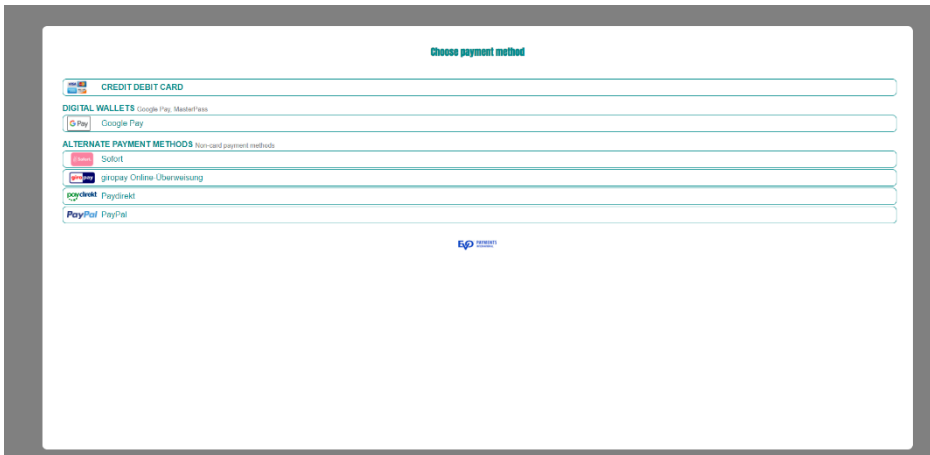
- ➔ Please note some payment types and wallets require additional registration steps with EVO Payments and other organizations.

Creating EVO Payments method in your Ecwid store

01. From your Ecwid admin, go to **Payment**.
02. Scroll down to **More options to accept online payments in Germany / United Kingdom / Spain**.
03. From the **Choose Payment Method** dropdown, please select **EVO Payments**.
04. Enter your EVO Payments account credentials – Merchant ID, Password and Brand ID. These details are shared with the merchant via e-mail during the EVO Payments account set-up. If lost please contact 1st line support. Enter your data into the **Merchant ID, Password** and **Brand ID** fields.
05. By default, the EVO Payments method will appear at the checkout by the name **Credit or debit card & any other payment methods**. Your merchant account with EVO Payments is set up to support. If you are going to use only EVO Payments to provide online payments, you may leave its name as is in the **Payment method name at checkout** field.
06. Turn on the **Enable this payment method at checkout** toggle.
07. Leave the **Set payment instructions at checkout** field empty. We recommend it empty because paying with the EVO Payments is simple and well-known by most of the customers.
08. Click **Save**.

Accepting payments with EVO Payments

After you enable EVO Payments in your Ecwid store, your customers from all over the world will be able to choose this payment option at the checkout. As soon as they choose EVO Payments as the payment option, they will be presented with the EVO Payment screens:



You can always check what payment method has been used for an order by viewing an order's details in your Ecwid admin, **My Sales** → **Orders**.

Important note on refunds

Ecwid does not directly support the refund process. In the event that either a full or partial refund needs to be sent to the customer, the merchant (you) will have to action this in the EVO Payments Back-Office system, and then manually update the Ecwid admin, **My Sales** → **Orders** pages.

In order to initiate full or partial refunds please follow below steps:

01. Login to your EVO Payments Back-Office System.
02. Navigate to **Process Refund**.
03. Click on **Full Refund** or **Part Refund** as required.
04. The refund is being processed and full or partial refund is being received once fulfilment is completed.
05. Update the Ecwid admin page.

Do you have commercial or technical questions about your payment solution? Our friendly and competent support team is at your disposal for all your concerns – from tips and explanations on functionality to solutions to problems. Simply select the appropriate Client Service Team in your country:

- > Germany: <https://www.evopayments.eu/en/company/contact/>
- > UK: <https://evopayments.co.uk/contact-us/>
- > Spain: <https://www.universalpay.es/contacto/>