STOREFRONT INTERACTION DESIGN

Intershop Commerce Suite

PAYONE Service Connector 3.0

PAYONE
more than payment.

intershop®
INSPIRED BY TOMORROW

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Intro
This document contains interaction designs for storefront pages.

This document shows and explains the functionality provided by the Payone Service Connector. Please see the Checkout and My Account wireframes for a complete documentation of the Intershop reference application.

Disclaimer
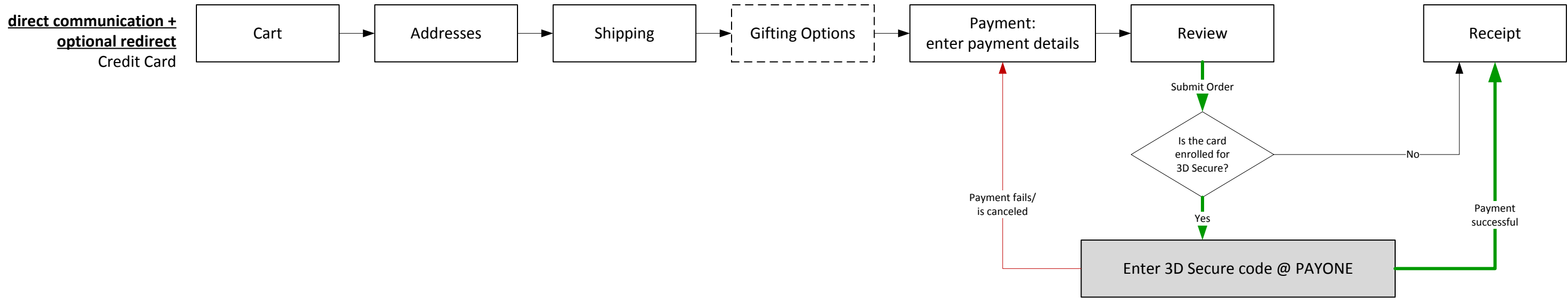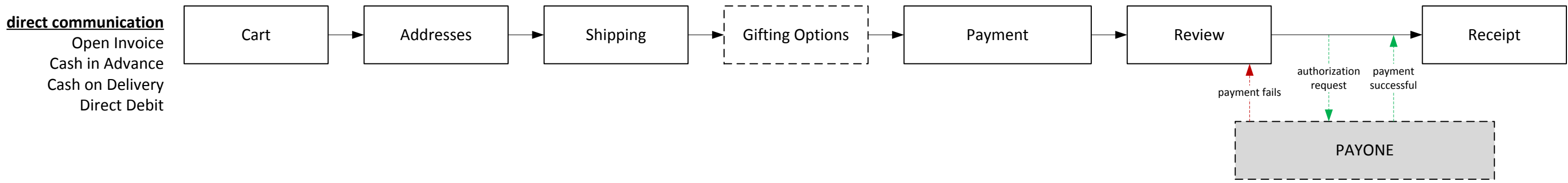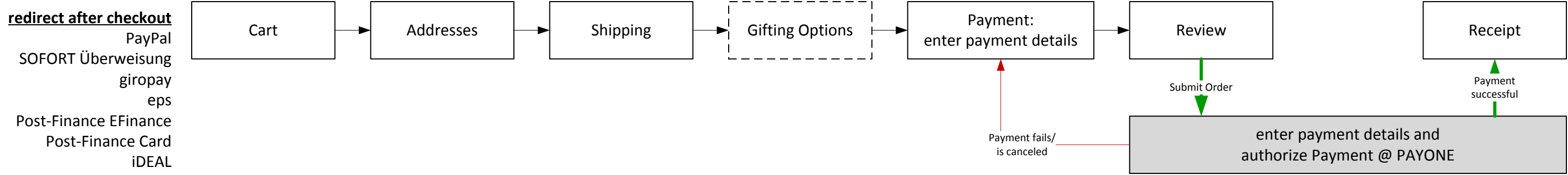This document strives for completion. However it cannot be guaranteed that 100% of all features are covered.

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Overview - Payment Workflows

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Payment Workflows

There are different ways how the different payment methods are integrated into the checkout.
The online payment methods use a redirect after the checkout.
The other methods work via direct communication.
Credit card is a combination of both, a redirect only happens if the customer's card is enrolled for 3D Secure.

redirect after checkout
PayPal
SOFORT Überweisung
giropay
eps
Post-Finance EFinance
Post-Finance Card
iDEAL

Cart → Addresses → Shipping → Gifting Options → Payment: enter payment details → Review → Receipt

Submit Order

Payment successful

Payment fails/ is canceled

enter payment details and authorize Payment @ PAYONE

direct communication
Open Invoice
Cash in Advance
Cash on Delivery
Direct Debit

Cart → Addresses → Shipping → Gifting Options → Payment → Review → Receipt

payment fails

authorization request

payment successful

PAYONE

direct communication + optional redirect
Credit Card

Cart → Addresses → Shipping → Gifting Options → Payment: enter payment details → Review → Receipt

Submit Order

Is the card enrolled for 3D Secure?

No

Yes

Payment fails/ is canceled

Payment successful

Enter 3D Secure code @ PAYONE

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Payment Page

| Logo | | | | |

| Addresses | Shipping | Payment | Review | Receipt |

Payment

Select a Payment Method

1 ◉ PAYONE PayPal

◎ PAYONE SOFORT Überweisung

◎ PAYONE giropay

◎ PAYONE eps

◎ PAYONE PostFinance E-Finance

◎ PAYONE PostFinance Card

2 ◎ PAYONE iDEAL
This payment method is not available in your country.

◎ PAYONE Invoice

◎ PAYONE Cash in Advance

◎ PAYONE Cash on Delivery

◎ PAYONE Direct Debit

◎ PAYONE Credit Card

Apply a Gift Card or Certificate

Gift Cart/Certificate Number [_____] PIN [____] **Apply** Details

Enter a Promotional Code

Promo Code [_____] **Apply**

Continue Checkout

Cart Summary — excl. VAT

1	Product Title May Wrap	$ 100.00
2	Product Title	$ 100.00
	Promotion applied	You Save $ 10.00
	Details	

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

Addresses

Invoice Address   Edit
Patricia Miller
Berliner Str. 20
14482 Potsdam
Germany

Shipping Address   Edit
Same as invoice address

Read our Security & Privacy Policy

PAYONE Payment Methods

All payment methods are displayed on the payment page.

Configurable via Commerce Management:
- availability by application
- availability by customer segment
- availability by currency
- payment costs
- threshold (available for orders above a certain value)

Configurable via a properties file
- availability by country

See the Checkout Baseline IAD file for details about the display of payment costs and order thresholds.

1 **Payment methods**
Display names can be configured via Commerce Management.

Input
Some payment methods require input on the payment page
- eps
- giropay
- iDEAL
- SOFORT Überweisung
- cash on delivery
- Credit card

radiobutton on select expand form (see next pages)

2 **Country specific availability**
can be configured via properties file.
In case a payment method is not enabled for the currently selected country, the radio button is disabled and a message is shown.

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Payment Page - SOFORT

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Logo

Addresses	Shipping	Payment	Review	Receipt

Payment

Select a Payment Method

(1a) ○ PAYONE SOFORT Überweisung

IBAN [_____]

BIC [_____]

Use account number and bank code (only for German bank accounts)

(2) ☑ Save this information for later purchases Details

Apply

(1b) ○ PAYONE SOFORT Überweisung

Account Number [_____]

Bank Code [_____]

Use IBAN and BIC

(2) ☑ Save this information for later purchases Details

Apply

---

(3) **My PAYONE SOFORT Überweisung**

○ Account Holder: Patricia Miller
  Bank Code: 123456789

○ IBAN: xxxxxxxxxxxxxxxxx1111
  BIC: TESTBIC987

○ Add a New PAYONE SOFORT Überweisung

Cart Summary

excl. VAT

2	Product Title May Wrap	$ 100.00
2	Product Title	$ 100.00
	Promotion applied	You Save $ 10.00
	Details	

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

PAYONE SOFORT Überweisung

(1) **SOFORT form**
User can either enter account number + bank code (Germany only) OR IBAN+BIC. Toggle between both options with the link below the form

a) default: IBAN + BIC

b) account number+bank code

(2) **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

(3) **Saved data**
A customer can have one or more saved accounts (SEPA or non-SEPA), if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment Page - giropay

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| Addresses | Shipping | Payment | Review | Receipt |

Payment

Select a Payment Method

(1) ● PAYONE giropay

    IBAN   [_____]

    BIC   [_____]

(2) ☑ Save this information for later purchases   Details

[**Apply**]

Cart Summary   excl. VAT

1	Product Title May Wrap	$ 100.00
2	Product Title	$ 100.00
	Promotion applied	You Save $ 10.00
	Details	

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

---

(3)

My PAYONE giropay

◉ IBAN: xxxxxxxxxxxxxxxxx1234
    BIC: TESTBIC123

◎ IBAN: xxxxxxxxxxxxxxxxx1111
    BIC: TESTBIC987

◎ Add a New PAYONE giropay

PAYONE giropay

(1) **giropay form**
The customer has to enter his account data.

(2) **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

(3) **Saved data**
A customer can have one or more saved accounts, if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment Page - eps

![Intershop]

Payment

| Addresses | Shipping | **Payment** | Review | Receipt |

Payment

Select a Payment Method

(1) ◉ PAYONE eps

Bank Group [_____ ▼]

(2) ☑ Save this information for later purchases   Details

[**Apply**]

Cart Summary   excl. VAT

1	Product Title May Wrap	$ 100.00
2	Product Title	$ 100.00
	Promotion applied	You Save $ 10.00
	Details	

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

(3)

My PAYONE eps
◉ Bank Group: Test Bank
◎ Bank Group: Bank of Testing
◎ Add a New PAYONE eps

PAYONE eps

(1) **eps form**
The customer needs to select a bank group.
The available options are configurably via properties file.

(2) **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

(3) **Saved data**
A customer can have one or more saved bank groups, if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment Page - iDEAL

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Payment

Select a Payment Method

(1) ● PAYONE iDEAL

Bank Group [▼]

(2) ☑ Save this information for later purchases   Details

[Apply]

Cart Summary   excl. VAT

1	Product Title May Wrap	$ 100.00
2	Product Title	$ 100.00
	Promotion applied	You Save $ 10.00
	Details	

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

---

(3) **My PAYONE iDEAL**

◉ Bank Group: Test Bank

◎ Bank Group: Bank of Testing

◎ Add a New PAYONE iDEAL

PAYONE iDEAL

(1) **iDEAL form**
The customer needs to select a bank group.
The available options are configurably via properties file.

(2) **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

(3) **Saved data**
A customer can have one or more saved bank groups, if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment Page - Cash on Delivery

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| Addresses | Shipping | Payment | Review | Receipt |

Payment

Select a Payment Method

(1) ◉ PAYONE Cash on Delivery

Shipping Provider [▾]

(2) ☑ Save this information for later purchases   Details

[Apply]

Cart Summary   excl. VAT

1	Product Title May Wrap	$ 100.00
2	Product Title	$ 100.00
	Promotion applied	You Save $ 10.00
	Details	

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

(3) **My PAYONE Cash on Delivery**

◉ Shipping Provider: DHL, Germany

◎ Shipping Provider: Bartolini, Italy

◎ Add a New PAYONE Cash on Delivery

PAYONE Cash on Delivery

(1) **Cash on Delivery form**
The customer needs to select a shipping provider.
The available options are configurably via properties file.

(2) **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

(3) **Saved data**
A customer can have one or more saved bank groups, if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment Page - Direct Debit

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Logo

| Addresses | Shipping | Payment | Review | Receipt |

Payment

Select a Payment Method

1a ● PAYONE Direct Debit

Account Holder [   ]

IBAN [   ]

BIC [   ]

[Use account number and bank code (only for German bank accounts)](#)

2 ☑ Save this information for later purchases [Details](#)

Apply

● PAYONE Direct Debit

1b

Account Holder [   ]

Account Number [   ]

Bank Code [   ]

Bank Country   Germany

[Use IBAN and BIC](#)

2 ☑ Save this information for later purchases [Details](#)

Apply

---

3 **My PAYONE Direct Debit**

● Account Holder: Patricia Miller
  Account Number: ********111
  Bank Code: 1234567
  Bank Country: Germany

◎ Account Holder: Patricia Miller
  IBAN: *************111
  BIC: AB1234567

◎ Add a New PAYONE Direct Debit

Cart Summary   excl. VAT

	[Product Title May Wrap](#)	$ 100.00
2	[Product Title](#) Promotion applied [Details](#)	$ 100.00 You Save $ 10.00

Order Summary

Subtotal	$ 200.00
Shipping	$ 20.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 273.00**

---

1 **Direct Debit Form**
User can either enter account number + bank code (Germany only) OR IBAN+BIC. Toggle between both options with the link below the form

a) default: IBAN + BIC

b) account number+bank code

2 **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

3 **Saved accounts**
A customer can have one or more saved accounts, if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment Page - Credit Card

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| Addresses | Shipping | Payment | Review | Receipt |

Payment

Select a Payment Method

1 ⦿ PAYONE Credit Card

Card Number _____

Credit Card Type [Visa ▾]

Expiration Date [▾] [▾]

2 Security Code [____]

[**Apply**]

3 ☑ Save this information for later purchases   Details

Cart Summary   excl. VAT

1   Product Title May Wrap $ 100.00

2   Product Title $ 100.00
    Promotion applied   You Save $ 10.00
    Details

Order Summary

Subtotal $ 200.00
Shipping $ 20.00
Payment Costs $ 3.00
Sales Tax $ 50.00

Estimated Total   **$ 273.00**

---

4   **My PAYONE Credit Card**

⦿ Card Number: 411111******1111

◉ Add a New PAYONE Credit Card

PAYONE Credit Card

1   **Credit Card Form**

Available card types
- Visa
- Mastercard
- Amex
- JCB
- Maestro International
- Diners Club
- Discover
- Carte Bleue

Each card type can be enabled separately via Commerce Management.

2   **Security Code**
The input of the credit card security code can be enabled/disabled via Commerce Management.

3   **Save for later**
Checkbox displayed if enabled in Commerce Management (for registered customers)

4   **Saved cards**
A customer can have one saved card, if saving is enabled.

Add new radiobutton
on select display new empty form

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Payment

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Addresses	Shipping	Payment	Review	Receipt

Payment

(1) Please correct the error(s) indicated below

Select a Payment Method

◉ PAYONE giropay

The IBAN is invalid. Please enter a valid IBAN. **(2)**

IBAN [_____]

BIC [_____]

[**Apply**]

☑ Save this information for later purchases   Details

Cart Summary	excl. VAT
1 Product Title May Wrap	$ 100.00
2 Product Title Promotion applied Details	$ 100.00 You Save $ 10.00

Order Summary	
Subtotal	$ 200.00
Shipping	$ 20.00
Gift Cards & Certificates	- $ 23.00
Payment Costs	$ 3.00
Sales Tax	$ 50.00
Estimated Total	**$ 250.00**

Addresses	
Invoice Address Patricia Miller Berliner Str. 20 14482 Potsdam Germany	Edit
Shipping Address Same as invoice address	Edit

Payment Page - Errors

After clicking „Apply" or „Continue Checkout" all form input is validated.
Error messages are displayed where necessary.

(1) **Global Error Message**
is displayed after clicking „Apply" or „Continue Checkout" if one of the fields is left empty or contains invalid data.

(2) **Local Error Message**
is displayed above the (highlighted) form field where the error occurred.

Error Cases: SOFORT Überweisung
Account Number missing
The account number is invalid. Please enter a valid account number.

Bank code missing
The bank code is invalid. Please enter a valid bank code.

Invalid IBAN: **The IBAN is invalid. Please enter a valid IBAN.**

Invalid BIC: **The BIC must be 8 or 11 characters long.**

Error Cases: giropay
IBAN missing or invalid
The IBAN is invalid. Please enter a valid IBAN.

Error Cases: Credit Card
Any value missing (applies to all fields)
Please fill all of the credit card details with their correct values.

Wrong card type selected for the entered card number
Card type invalid. Please verify your card data.

Expiration date in the past
Expiry date invalid. Please verify your card data.

Error Cases: Direct Debit
Account holder missing
The account holder is missing. Please enter an account holder.

IBAN missing or invalid: **The IBAN is invalid. Please enter a valid IBAN.**

Invalid BIC: **The BIC must be 8 or 11 characters long.**

Account number missing
The account number is invalid. Please enter a valid account number.

Bank Code
The bank code is invalid. Please enter a valid bank code.

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| Addresses | Shipping | Payment | Review | Receipt |

Review Your Order Information

Return to Cart

Review the details of your order below and click 'edit' to make any changes.
Click 'Submit Order' to complete your purchase.

Items Shipping to Sally McVaughn - Fairground 32a   Your products will arrive in 3-4 days

Qty.	Item Description	Gift Options	Availability	Price	Total
1	**Product Name** Product ID: 123456 Color: Blue Size: Medium	selected Edit	In Stock	$ 100.00	**$ 85.00** You Save $ 15.00

Shipping Address   Edit

Sally McVaughn
Fairground 32a
13302 New York
New York
United States

Shipping Method

Standard Ground - $ 4.95 excl. VAT ▾

Order Summary

Subtotal		$ 360.00
Shipping		$ 4.95
Sales Tax		$ 25.00
Total Cost		**$ 397.90**

Invoice Address   Edit

Patricia Miller
Berliner Str. 20
14482 Potsdam
Germany

☐ I agree to the Terms & Conditions   **Submit Order**

Click Submit Order only once. You will be charged when your order ships.

Payment Method

PAYONE SOFORT Überweisung   Edit
xxxxxxxxxxxxxxxxx1234   **1**

Enter a Promo Code?
Read our Security & Privacy Policy

Review page

On the review page the customer sees an overview of the complete order, including the selected payment method.

1

Selected Payment Method
The selected payment method name is displayed.
SOFORT Überweisung and giropay additionally display the masked account number/IBAN.

Edit
on click go back to Payment page

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My Account - Saved Payment Information

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Wish Lists

Gift Cards & Certificates

Gift Card Balance Lookup

Saved Payment Information

Saved Addresses

Profile Settings

Product Notifications

Saved Payment Information

Select a preferred payment method for quicker checkout on future purchasees.

Preferred Method

◎ PAYONE PayPal	
◎ PAYONE SOFORT Überweisung	Add New PAYONE SOFORT Überweisung **1**
◎ PAYONE giropay	Add New PAYONE giropay **1**
◎ PAYONE eps	Add New PAYONE eps **1**
◎ PAYONE PostFinance E-Finance	
◎ PAYONE PostFinance Card	
◎ PAYONE iDEAL	Add New PAYONE iDEAL **1**
◎ PAYONE Invoice	
◎ PAYONE Cash in Advance	
◎ PAYONE Cash on Delivery	Add New PAYONE Cash on Delivery **1**
◎ PAYONE Direct Debit	Add New PAYONE Direct Debit **1**
◎ PAYONE Credit Card	

Save Changes

Footer

Saved Payment Information

In My Account all available payment methods are listed. The customer can select a payment method as „preferred" in My Account.
See the Baseline My Account IAD file for details.

1 **Add New**
link is available for some payment methods.
on click open lightbox with form. See next page.

Note:
Credit cards can only be saved during the checkout (if enabled in the Commerce Management). This is a security feature. During the checkout a Javascript makes sure, no credit card data is stored within Intershop 7, only a masked number. This is not possible in My Account.

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Add a PAYONE SOFORT Überweisung

Close [X]

IBAN [ ]

BIC [ ]

Use account number and bank code (only for German bank accounts) (2)

(1) **Save**

Add a PAYONE giropay

Close [X]

IBAN [ ]

BIC [ ]

(1) **Save**

Add a PAYONE eps

Close [X]

Bank Group [▼]

(1) **Save**

Add a PAYONE iDEAL

Close [X]

Bank Group [▼]

(1) **Save**

Adding new payment details

A customer can add payment details to his account in the My Account section.

(1) **Save** - on click add payment details to the customer's account

(2) **SOFORT**
The the customer can enter SEPA and non-SEPA data. See page „Payment Page - SOFORT" for details

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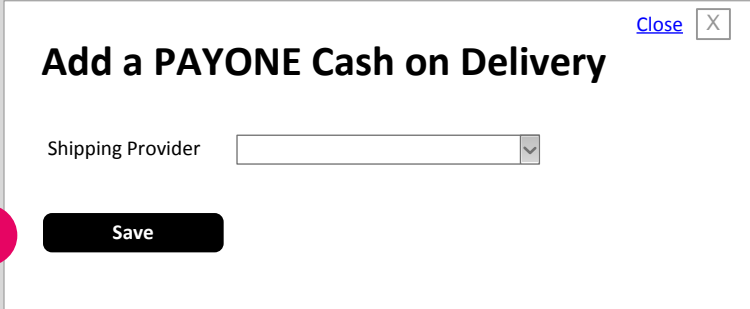
Add a PAYONE Cash on Delivery

Close ☒

Shipping Provider [▾]

1 **Save**

Add a PAYONE Direct Debit

Close ☒

Account Holder [＿＿＿＿＿＿]

IBAN [＿＿＿＿＿＿]

BIC [＿＿＿＿＿＿]

Use account number and bank code (only for German bank accounts) **2**

1 **Save**

Adding new payment details

A customer can add payment details to his account in the My Account section.

1 **Save** - on click add payment details to the customer's account

2 **Direct Debit**
The the customer can enter SEPA and non-SEPA data. See page „Payment Page - Direct Debit" for details

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My Account - Saved Payment Details

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Product Notifications

Saved Payment Information

Select a preferred payment method for quicker checkout on future purchasees.

Preferred Method

⊚ **PAYONE PayPal**	

PAYONE SOFORT Überweisung	Add New PAYONE SOFORT Überweisung

⊚ Account Holder: Bank Code:	Patricia Miller 123456789	Delete
⊚ IBAN: BIC:	xxxxxxxxxxxxxxxx1111 TESTBIC987	Delete

(1)

PAYONE giropay	Add New PAYONE giropay

⊚ IBAN: BIC:	xxxxxxxxxxxxxxxx1234 TESTBIC123	Delete

(1)

PAYONE eps	Add New PAYONE eps

⊚ Bank Group: Bank of Testing	Delete

(1)

⊚ **PAYONE PostFinance E-Finance**	

⊚ **PAYONE PostFinance Card**	

PAYONE iDEAL	Add New PAYONE iDEAL

⊚ Bank Group: Bank of Testing	Delete

(1)

⊚ **PAYONE Invoice**	

⊚ **PAYONE Cash in Advance**	

Footer

---

(1) **PAYONE Cash on Delivery**	Add New PAYONE Cash on Delivery
⊚ Shipping Provider:	DHL, Germany	Delete

(1) **PAYONE Direct Debit**	Add New PAYONE SOFORT Überweisung
⊚ Account Holder: Bank Code:	Patricia Miller 123456789	Delete
⊚ IBAN: BIC:	xxxxxxxxxxxxxxxx1111 TESTBIC987	Delete

(1) **PAYONE Credit Card**	
⊚ Card Number:	411111******1111	Delete

Save Changes

Footer

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