**■ Square**

# PrestaShop Square module documentation

## What this module does for you

Connect Square for an all-in-one payments platform that works online and in-person.

- **Manage your business online and off**. Integration with Square POS systems keeps your online and in-store orders, items and inventory in sync. Use Order Manager to see all orders in one place – no matter where they originate.
- **Accept multiple payment methods**, including all major credit and debit cards, Apple Pay, Google Pay as well as Square gift cards.
- **Simplify the payment experience** with built-in-refunds and saving customer cards on file.
- **Gain peace of mind** knowing Square is secure with end-to-end encryption and built-in SCA compliance.

## Create your Square account

**New to Square?** Get started with £5,000 of free processing or €5,000 of free processing.

Create a Square account in the UK
Create a Square account in Ireland

## Requirements

- PHP 7.1 or higher
- PrestaShop 1.6.1.20 or higher
- A Square account **located in the UK or Ireland**
- An SSL certificate for your web store

# Installation

- Ensure your store meets the requirements above
- Download the module ZIP file from PrestaShop's Addons Marketplace

There are two ways that the module can be installed in PrestaShop:

1. In the PrestaShop Back Office, go to **Improve > Module Manager (or Module Catalog)**



Click **Upload the module** and drag and drop the module ZIP file into the specified area. You can also click **Browse** to add the downloaded ZIP file to PrestaShop manually. Wait for installation to finish.

2. Connect to your web application using an FTP application. Extract the ZIP file and it will become a folder. Upload it to the PrestaShop */modules/* folder directory with the other modules that are installed in your PrestaShop web application.
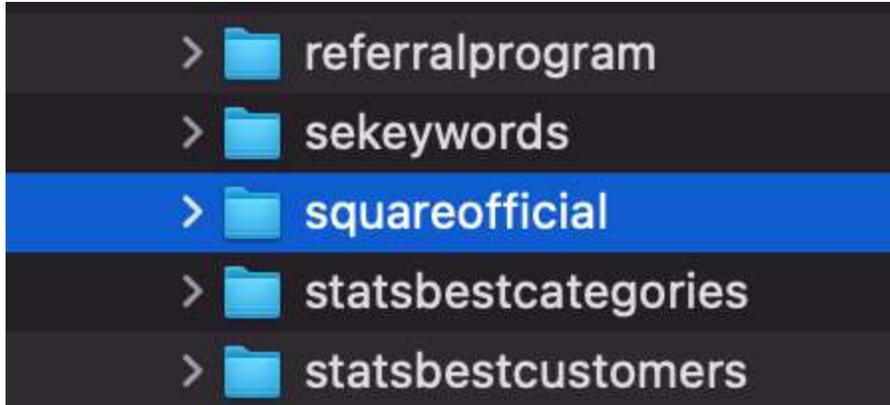
In the PrestaShop back office, go to **Modules Catalog > Search for "Square" >**
Click on the **Install button** and wait for installation to complete.
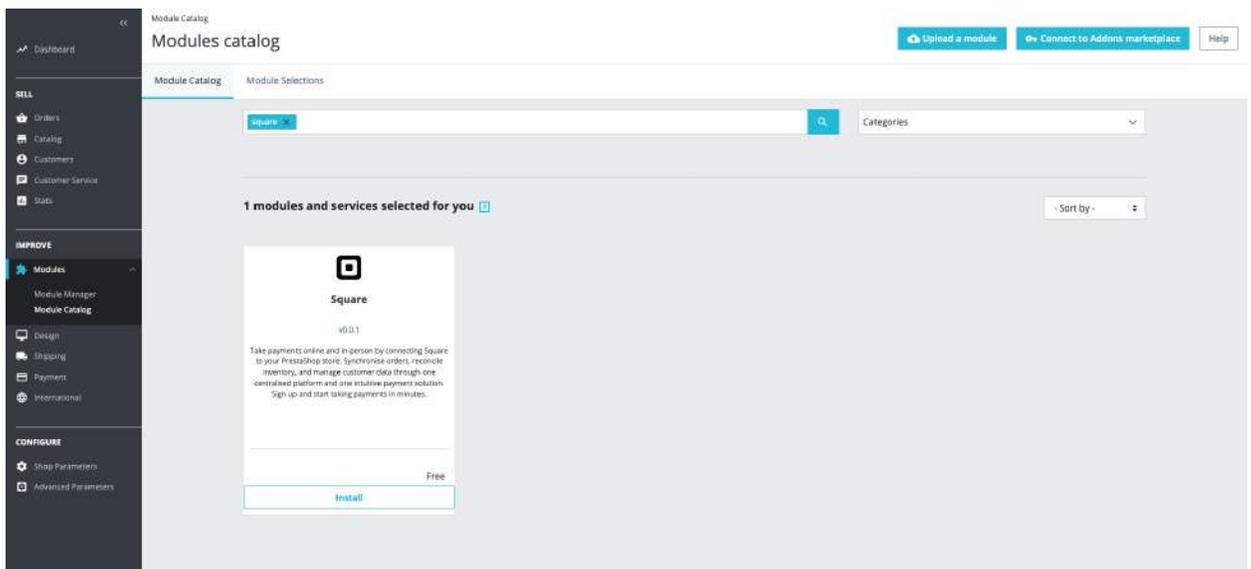


- After installation has finished, click **Configure** and start the module configuration
process.

# Module set up - production mode

Module setup instructions for sandbox mode can be found here.

In order to take card payments using Square, you must first have a Square seller account
and you must have successfully downloaded the Square PrestaShop Module.

1. Open the Square PrestaShop Module by navigating to **Improve > Module Manager > Square** and selecting **Configure.** You will see the following page:

Module set up
See the documentation for detailed instructions on how to set up this module.

Sandbox   Production

Visit your Square dashboard to create a Square application and get your application ID and application secret on the oAuth tab.

Application ID

Application secret

In your Square application on the oAuth tab, enter this redirect URL:
https:www.mycompany.com/redirecturl                                                Copy

Enable webhooks

In your Square application on the Webhooks tab, scroll down to Connect V2 Webhooks and select Add Endpoint.
1. Enter the following URL as an endpoint:
    https:www.mycompany.com/endpointurl                                         Copy
2. Select this API version: 2021-04-21
3. Select all events
4. To activate webhooks, run a test notification by clicking on your endpoint, going to More > Send Test Event.
5. Copy the signature key from endpoint details and paste it in the "Webhook signature key" input below.
6. Test your webhook configuration below in order to connect with Square

Webhook signature key

TEST WEBHOOKS

CONNECT

2. In a new tab, **visit Square's developer site** at https://developer.squareup.com/apps and log in with your Square account details. You should see a page titled **Applications**, as pictured below.
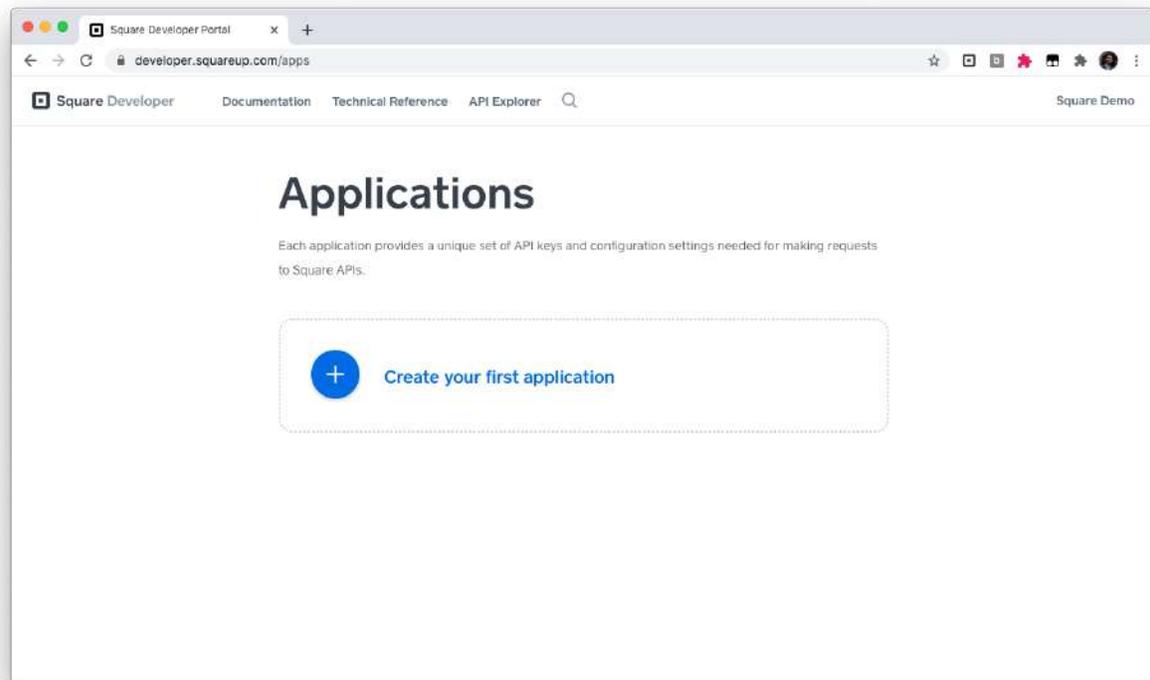
3. Click on the **+** plus icon to create a new Square Application. Choose a descriptive name like "PrestaShop Application" and click **Save.**
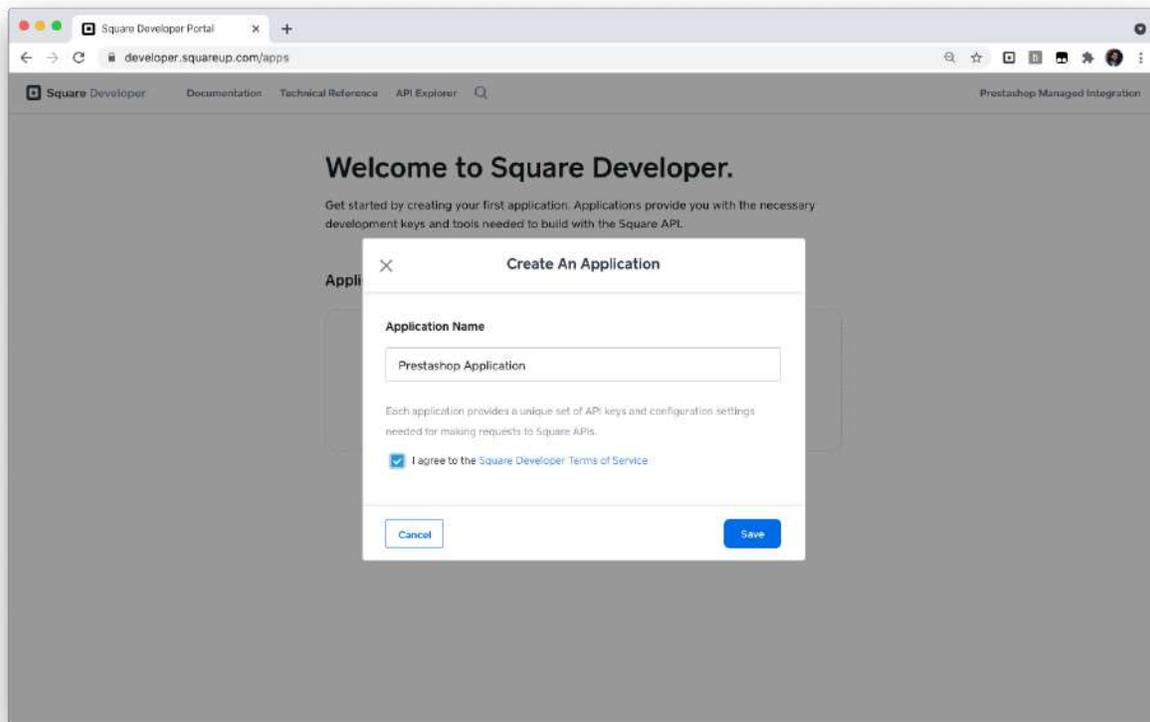
The page should now look like the following:
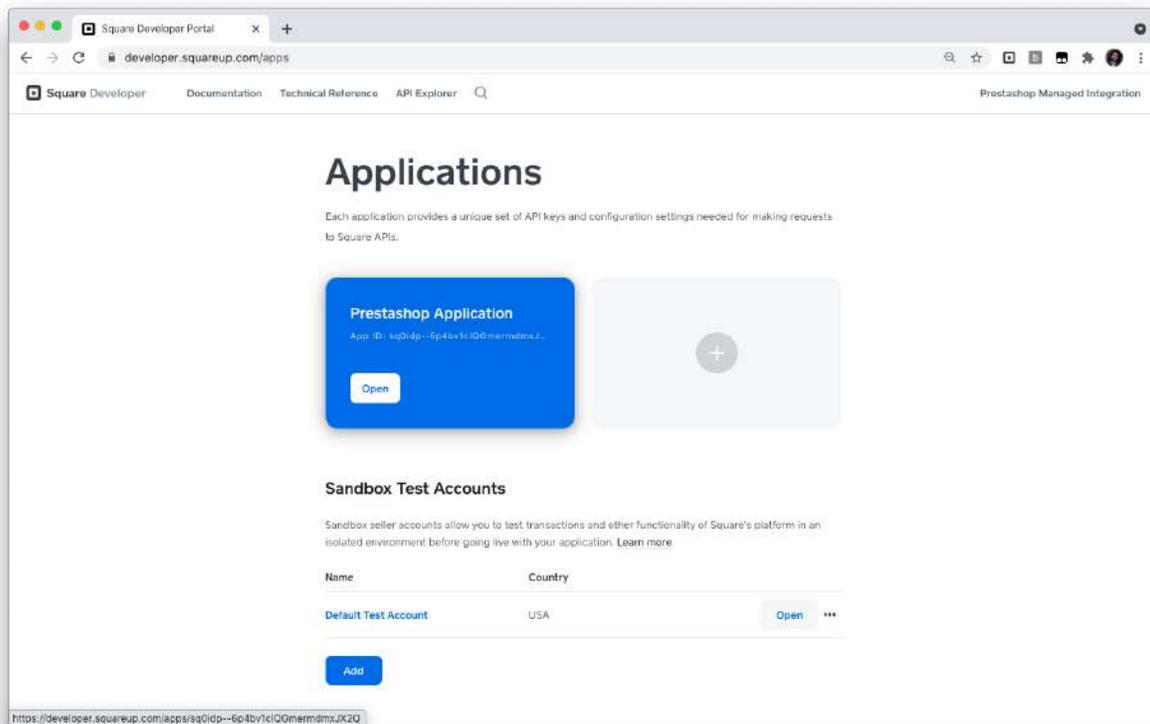
4. **Open** the Square Application you have just created.

5. On the left side of the webpage, navigate to the section titled **OAuth.**

6. At the top of the page, switch your environment from **Sandbox → Production**. The resulting screen should look like this.



7. **Copy** the **Production Application ID** and the **Production Application Secret** over to their respective locations in the Square Module within PrestaShop

Module set up

See the documentation for detailed instructions on how to set up this module.

Sandbox    Production

Visit your Square dashboard to create a Square application and get your application ID and application secret on the oAuth tab.

Application ID

Application secret

8. On the setup screen of the Square module, you will see an **OAuth callback URL**.
   **Copy** this redirect URL in the OAuth tab of your Square application in the
   **Production Redirect URL field**. Click **Save**.

Module set up

See the documentation for detailed instructions on how to set up this module.

Sandbox    Production

Visit your Square dashboard to create a Square application and get your application ID and application secret on the oAuth tab.

Application ID

Application secret

In your Square application on the oAuth tab, enter this redirect URL:
https:www.mycompany.com/redirecturl                                    Copy

# Webhook set up

**Webhook configuration:** Webhooks are required to notify your application when certain payment, catalogue or inventory events occur. Please follow the webhook instructions that are noted in the main module dashboard page.

1. On your Square developer dashboard, visit the **Webhooks** tab.

2. Scroll down to Connect V2 Webhooks and select **Add Endpoint**.

3. **Enter the URL** from your PrestaShop settings screen in the endpoint. Choose the API Version **2021-04-21.** Under events, check the **Select All** checkbox. Click **Save**.

4. To activate webhooks, run a test notification by clicking on your endpoint, going to **More > Send Test Event**.
   a. *Please note: you won't be able to sign in without submitting a Test Event*
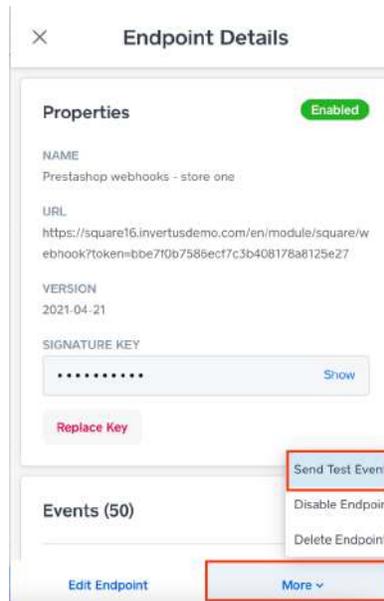


5. Choose any test event and click **Send**
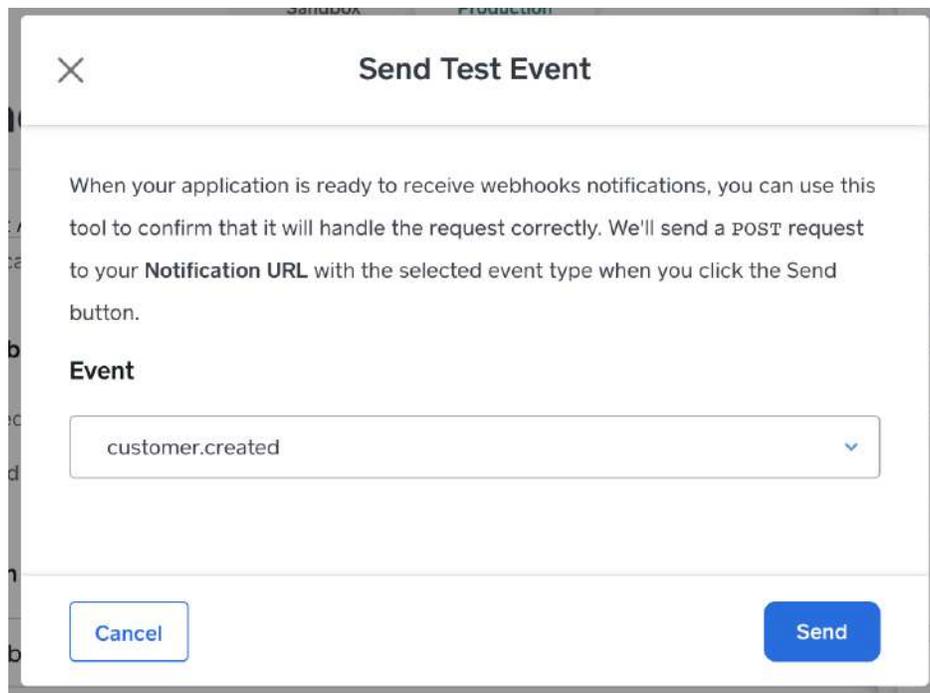
6. **Copy** the signature key from endpoint details and paste it in the **"Webhook signature key"** input below in the PrestaShop module.
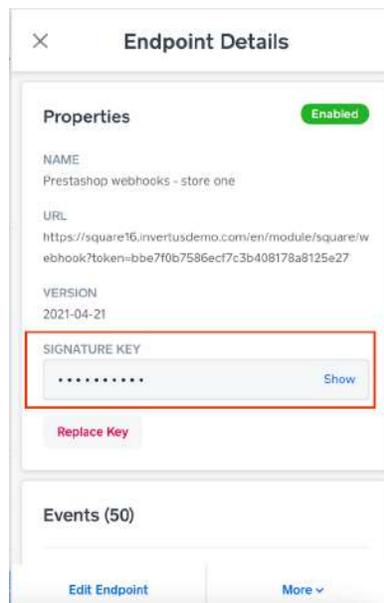


7. In PrestaShop, validate webhooks by clicking the **"Test webhook configuration"** button in your Square Module. This will tell you whether webhooks are enabled.
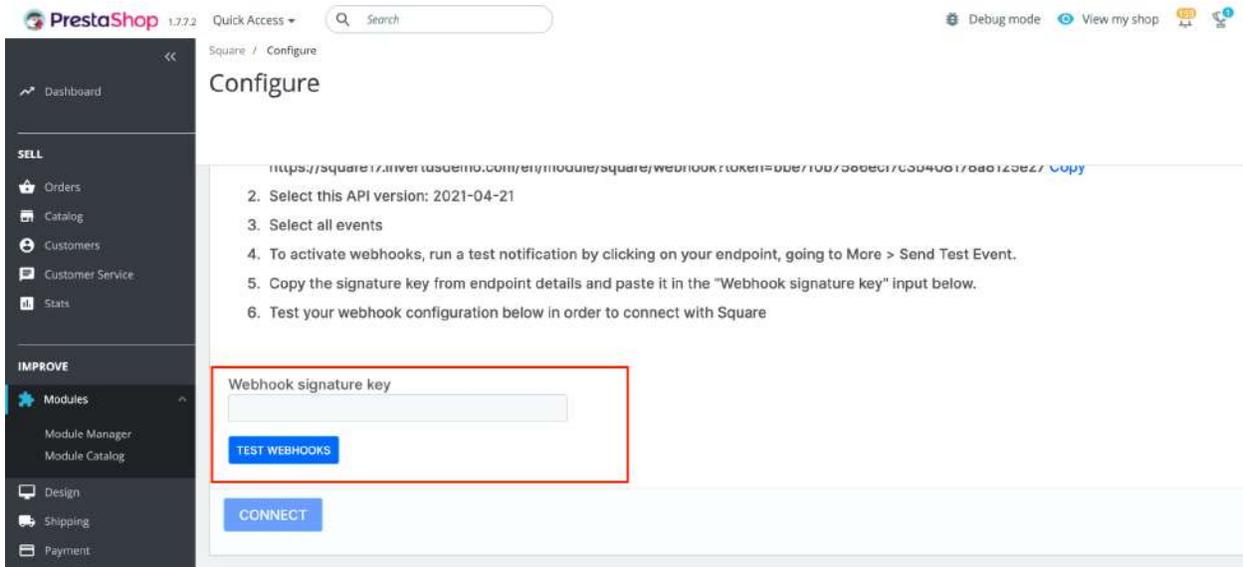


For webhooks troubleshooting, [click here.](#)

8. Click **Connect** to connect to Square

# Settings

## Selecting your location

On the Settings page, select which **Square location** you would like to connect with your PrestaShop store. This is the location where your PrestaShop payments and orders will be recorded in Square. If you choose to synchronise your catalogue, Square will synchronise the catalogue of your chosen Square location.

If you don't have any active Square locations, you will need to create one on your Square dashboard under accounts and settings or you may need to activate your Square account. Go to www.squareup.com/activate.

## Debug messages

Toggle this setting on if you would like to see informative log messages for the Square module. These can be very useful for customer support.



## Cron job configuration

In order to make the Square application fully functional you must enable cron jobs. Cron jobs are a time-based scheduler that allow you to execute a program at a specified interval. With the Square module, cron jobs enable automated syncing between PrestaShop and Square for customer and catalogue details. If your store is idle for more than 30 days, cron jobs also allow your store to be indefinitely connected to Square.

Contact your host provider and ask to configure crontab or another similar cron job scheduler. Configure your cron to execute the file **{path-to-module}/bin/console** at frequency of "**\* \* \* \* \***". You can specify the frequency for the customers and catalogue syncs directly in their respective tabs within the Square module.

For PrestaShop stores with more than 100 customers or 2500 products, we highly recommend setting up cron jobs.  If you have difficulty with configuration, contact your host provider or your developer to set up the cron job correctly. You can also follow some tutorials like Set Up Cron Job Linux or use cron job schedulers within cPanel if your platform uses it.

## Disconnecting your Square account

If you choose to disconnect your Square account, Square payments will no longer work for your PrestaShop store and your catalogue, inventory and customers will stop syncing. You will no longer be able to capture payments if you have delay capture enabled.
All of your existing order information will remain in PrestaShop.

If you wish to switch between sandbox and production mode, you will need to disconnect your Square account first.

# Payment settings

Use the Square module to accept multiple payment methods, including all major credit and debit cards, Apple Pay, Google Pay as well as Square gift cards. Your payment methods can be toggled off and on from this tab. Note that Square only accepts payments over £1/EUR1.

**Apple Pay:** You can control whether Apple Pay is accepted by toggling this setting off or on. The module will automatically handle your domain registration once your Apple Pay is enabled. To see the Apple Pay buttons on your store, you must view your site from a supported Apple device and browser and have a valid card in your Apple wallet. You can find a list of supported Apple devices here.

When you toggle Apple Pay on in production mode, Apple Pay will be automatically configured. For Apple Pay troubleshooting, click here.

**Google Pay:** You can control whether Google Pay is accepted by toggling this setting off or on. When you toggle Google Pay on, it will be automatically configured.

When digital wallets are enabled, Apple Pay and Google Pay will be displayed on the checkout page, based on which payment methods are available to the customer.



**Square gift cards:** You can control whether Square gift cards are accepted by toggling this setting off or on. Learn more about using Square gift cards here. *Please note: Square gift cards are not yet available in Ireland. Gift cards can only be used as a payment method when the gift card has enough balance to cover the entire order amount.*

**Delay capture:** Select this option if you would like to manually accept orders before taking payment. An authorised transaction can be captured **for up to 6 days**. If the payment is not captured after 6 days, you must ask the customer to re-authorise the transaction to capture payment. A **captured amount cannot differ** from the authorised amount.

For instructions on how to capture payment on an order in PrestaShop, click here.



If you need to configure the country or currency of your PrestaShop store in order to match the currency of your Square account, go to **Improve > International > Localization** in PrestaShop 1.7 or **Localization > Localization** in PrestaShop 1.6.

# Orders



## Buy online and pick up in store

### Step 1: Create pick up carrier

If you would like customers to buy online and pick up in store, create a carrier in **IMPROVE > Shipping > Carriers** and name it as the location of your store. In the transit time, add "Pick up in-store". Make sure to add a "Range" on the Shipping Locations and Costs tab in order to enable the carrier.



### Step 2: Set the carrier as "pick up in store"

On the Orders tab of your Square module, find the pick up carrier you want to enable and click Edit. Set the type to "pick up".

| Name | Pick up in store or carrier | |
|------|------------------------------|---|
| Location 1 | Carrier | ✏ Edit ▾ |
| Location 2 | Carrier | ✏ Edit ▾ |
| Location 3 | Carrier | ✏ Edit ▾ |

# Catalogue and inventory

Your catalogue and inventory can be synced between Square and PrestaShop. To enable this feature, turn on the toggle to **Sync catalogue and inventory between Square and PrestaShop.**

You will need to select a system of record for your catalogue. The system of record is the platform where you should make changes to your product listings.

## Selecting your system of record

The system of record will determine how product data is shared between the two platforms and which one has the last word if there are differences between the two.

> The system of record is important when you change or update products.
>
> **Please note: your inventory will be synced between both platforms regardless of your system of record.**

- **If you sell via multiple channels** (e.g. in-person with Square POS and online), we recommend setting **Square** as your **system of record**. In this case, PrestaShop products will be overwritten with data from the Square product catalogue.
- **If you sell online only**, we recommend setting **PrestaShop** as your **system of record**. This will ensure basic PrestaShop product data is pushed to Square as it changes on your site.

# Square as system of record

When Square is the system of record, products associated with your default Square Location (set up on the "Settings" tab within the Square module) will be imported into PrestaShop. Your products in PrestaShop will be overwritten with data from your Square products for the following fields:

- Product name
- Combinations
- Product price
- Product description
- Product category
- Inventory count
- Square Item Options will be synced as Attributes in PrestaShop
- Square Item Variations will be synced as Attributes designated as "Square attributes" in PrestaShop

If cron jobs have been set up, you can select how frequently Square syncs your catalogue to PrestaShop - from every 15 minutes to once per day. You can also run a **manual sync** any time. In both cases, Square will:

1. Update PrestaShop products to reflect changes made to synced Square products.

2. Create a new PrestaShop product if a new product has been created on Square.

3. Delete a product in PrestaShop if the product has been deleted on Square.

When Square is the system of record, you should avoid changing product data in PrestaShop (manually or otherwise) as these updates could be overwritten when changes are made to the corresponding products in Square during the next automatic sync. Please note product data will always be overwritten by Square data when manual sync is run.

**Inventory Management when Square is the system of record:** Inventory management is required in PrestaShop and optional in Square. Because of this, you'll need to add inventory tracking in Square in order to sync your catalogue and have items marked as in stock in PrestaShop. You can enable inventory in bulk in Square using the guide here.

# PrestaShop as system of record

When PrestaShop is designated as the system of record, products within PrestaShop will be imported to the default Square location (set up on the "Settings" tab within the Square module). The Square product catalogue will be overwritten with data from the PrestaShop catalogue for the following fields:

- Product name
- Product price
- Product description
- Inventory count
- Product category
  - Child categories in PrestaShop will be synced as main categories in Square.
- PrestaShop Attributes will be synced as Square Item Options
- Product Combinations

If cron jobs have been set up, you can select how frequently PrestaShop syncs your catalogue to Square - from every 15 minutes to once per day. You can also run a **manual sync** any time. In both cases, PrestaShop will:

1. Update Square products to reflect changes made to synced PrestaShop products.

2. Create a new Square product if a new product has been created on PrestaShop.

3. Delete a product in Square if the product has been deleted on PrestaShop.

**Keep in mind:**
- If cron jobs have not been set up, you will have to run a manual sync in order to map your PrestaShop items to Square and vice versa.
- Images are not currently being synced between platforms. This functionality will be added in a future version.
- Tax rules are not synced between platforms. Tax rules made in PrestaShop will automatically be applied to any orders synced to Square.
- Discounts are not being synced between platforms. Discounts made in PrestaShop will be applied to Square Orders on an ad-hoc basis

# Inventory management

When catalogue sync is enabled, your inventory will be synced between Square and PrestaShop regardless of your system of record. This means that if you sell an item using Square, your inventory will be reduced on PrestaShop and vice versa. You can also manually change the inventory count of an item on either platform and it will be synced between the platforms. Inventory is matched directly to the default Square location only. If your store has inventory in other Square locations, that information will not be synced.

# Customers

**Customer sync:** Turn on customer sync if you would like to sync new customers from your PrestaShop store to your Square account. If you have enabled cron jobs, you can select how frequently you would like customers to be synced between platforms. If you have more than 100 customers, we highly recommend you enable cron jobs.

When you initiate your first sync, customers from your PrestaShop store will be synced and added to your existing customer directory in Square, under a specific customer group named after the title of your PrestaShop store.

When customer syncing is enabled, the following fields will be synced from PrestaShop to

Square:
- First Name
- Last Name
- Email
- Company Name

This means any updates you make to a PrestaShop customer in your Square account will be synced to PrestaShop.

If a customer deletes their profile on your PrestaShop store, their customer profile will also be deleted on Square.

If you would like to run a manual sync, click **Sync customers now**.

**Save Customer cards:** Select this option if you would like customers to be able to save a card on file for repeat purchases. Card details will be securely stored in your Square account. Your customers can delete their stored card details at any time from their PrestaShop account in the front office.

**Please note: You will need to enable customer sync and run an initial customer sync in order to store customer cards.**

# Sandbox mode

Use the sandbox to test the module in a non-production environment. Test API endpoints and common failure cases, retrieve sample data, and more. Transactions in the sandbox are not sent to card networks, and credit cards are never charged. You can learn about using the Square sandbox environment to develop and test a Square API integration here.

You can enable sandbox mode on the Square module setup screen. Navigate to the Square module dashboard and toggle to Sandbox mode.

## Module set up

See the documentation for detailed instructions on how to set up this module.

Sandbox   Production

Visit your Square developer dashboard to create a Square application and get your application ID and application secret on the oAuth tab.

Application ID

Application secret

# Module set up - Sandbox mode

> **Note: If you are already connected to Square in production mode, you will need to disconnect Square first before connecting in Sandbox mode.**

1. Open the Square PrestaShop Module by navigating to **Improve > Module Manager > Square** and selecting **Configure.** You should see the following page:



2. In a new tab, **visit Square's developer site** at https://developer.squareup.com/apps and log in with your Square account details. You should see a page titled **Applications**, as pictured below.

3. (You can skip this step if you've already created a Square Application) Click on the **+** plus icon to create a new Square Application. Choose a descriptive name like "PrestaShop Application" and click **Save.**
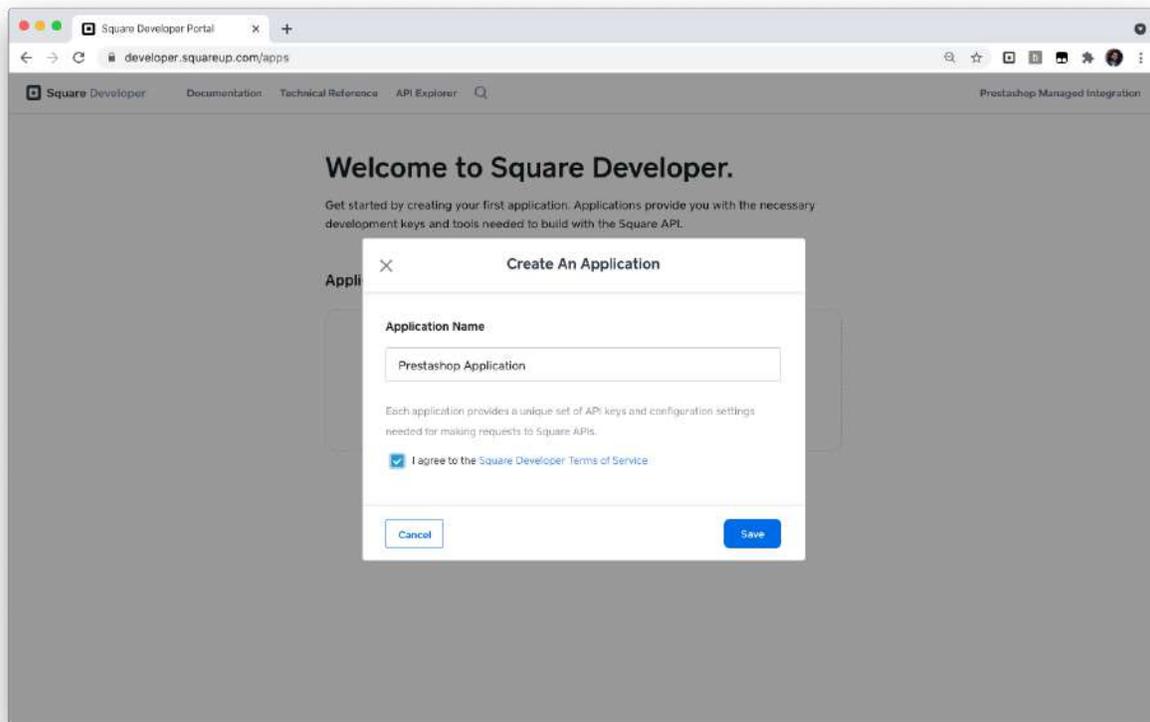
The page should now look like the following:
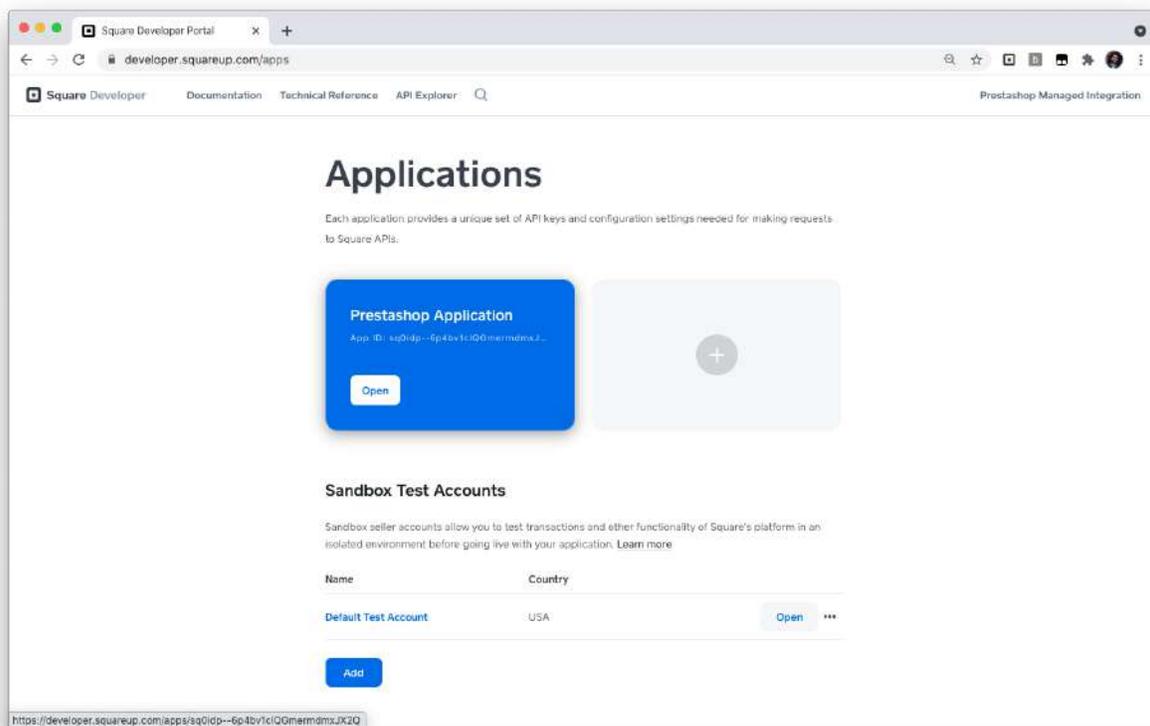
4. **Open** the Application you have just created.

5. On the left side of the webpage, Navigate to the section titled **OAuth.**

6. At the top of the page, ensure your environment says **Sandbox ← Production**. The resulting screen should look like this:



7. **Copy** the **Sandbox Application ID** and the **Sandbox Application Secret** over to their respective locations in the Square module within PrestaShop.

8. On the Module set up screen of the Square module in PrestaShop, you will see an OAuth callback URL.



Enter this redirect URL in the OAuth tab of your Square application in the **Sandbox Redirect URL field**. Click **Save**.

# Webhook set up

**Webhook configuration:** Webhooks are required to notify your application when certain payment, catalogue or inventory events occur. Please follow the webhook instructions that are noted in the main module dashboard page.

1. On your Square developer dashboard, visit the **Webhooks** tab.

2. Select **Add Endpoint**.

3. **Enter the URL** from your PrestaShop settings screen in the endpoint. Choose the API Version **2021-04-21.** Under events, check the **Select All** checkbox. Click **Save**.

4. To activate webhooks, run a test notification by clicking on your endpoint, going to **More > Send Test Event**.
   a. Note: you won't be able to sign in without submitting a Test Event
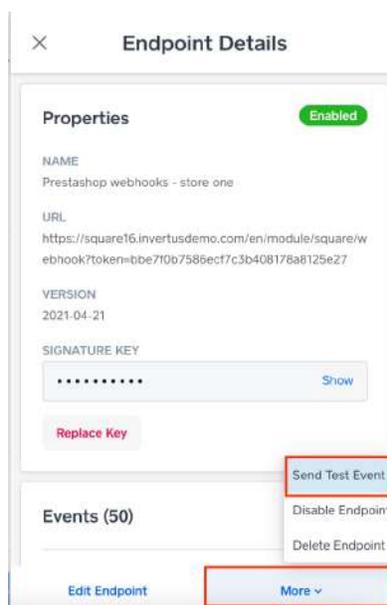


5. Choose any test event and click **Send**
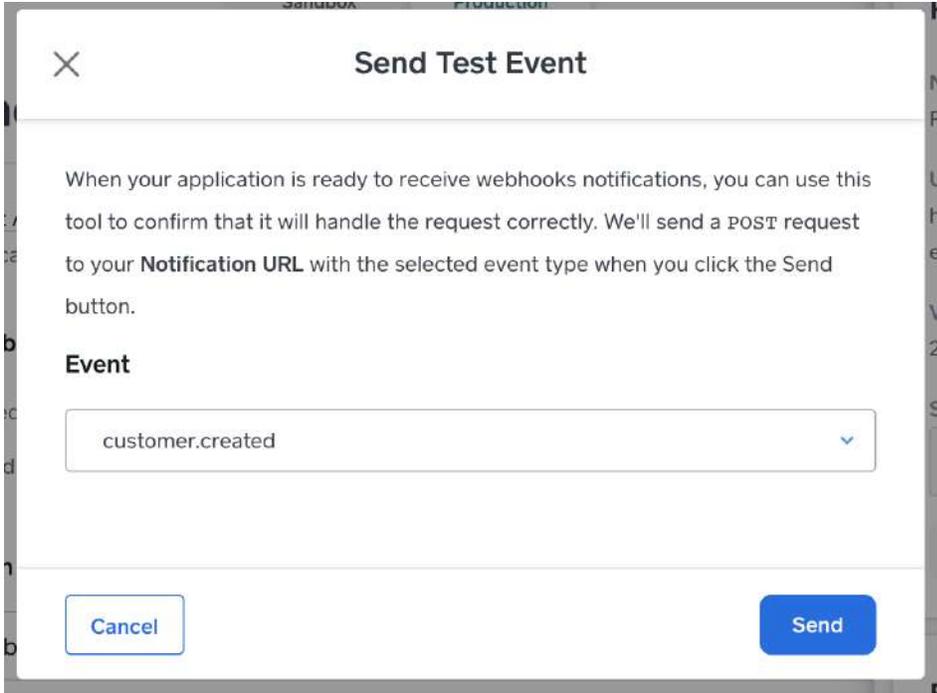
6.  **Copy** the signature key from endpoint details and paste it in the **"Webhook signature key"** input below in the PrestaShop module.
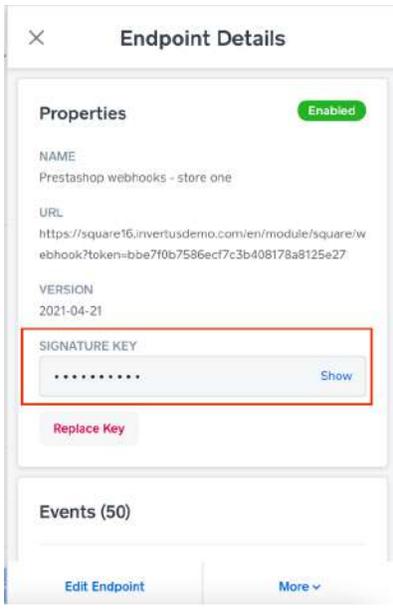
Webhook signature key

TEST WEBHOOK CONFIGURATION

7. In PrestaShop, validate webhooks by clicking the **"Test webhook configuration"** button in your Square Module. This will tell you whether webhooks are enabled.

Webhook signature key

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TEST WEBHOOK CONFIGURATION

Webhooks are working! You can now connect your application.

For webhooks troubleshooting, click here.

8. **Important:** Before you click connect you must open your Square Sandbox Seller Dashboard in a new window or tab and leave it open. To do this, navigate to https://developer.squareup.com/apps and open your Test Account.
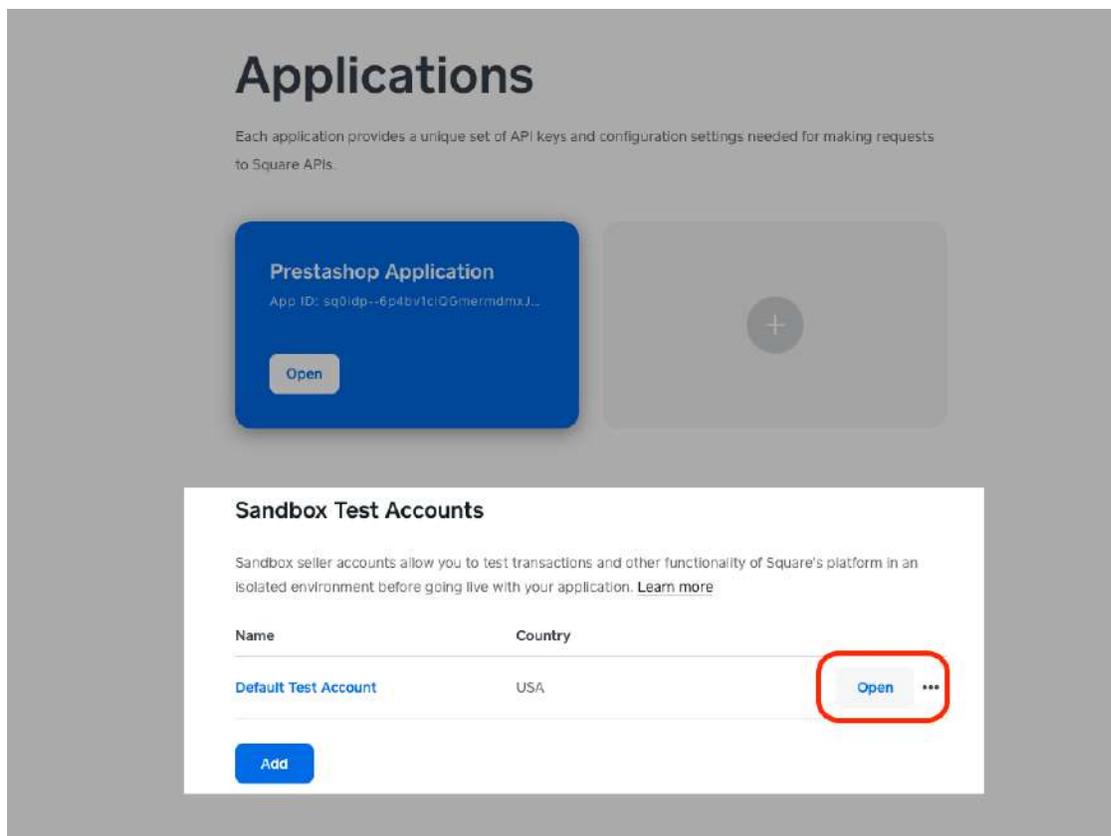
Selecting this button will open a Sandbox Dashboard that looks like the following:
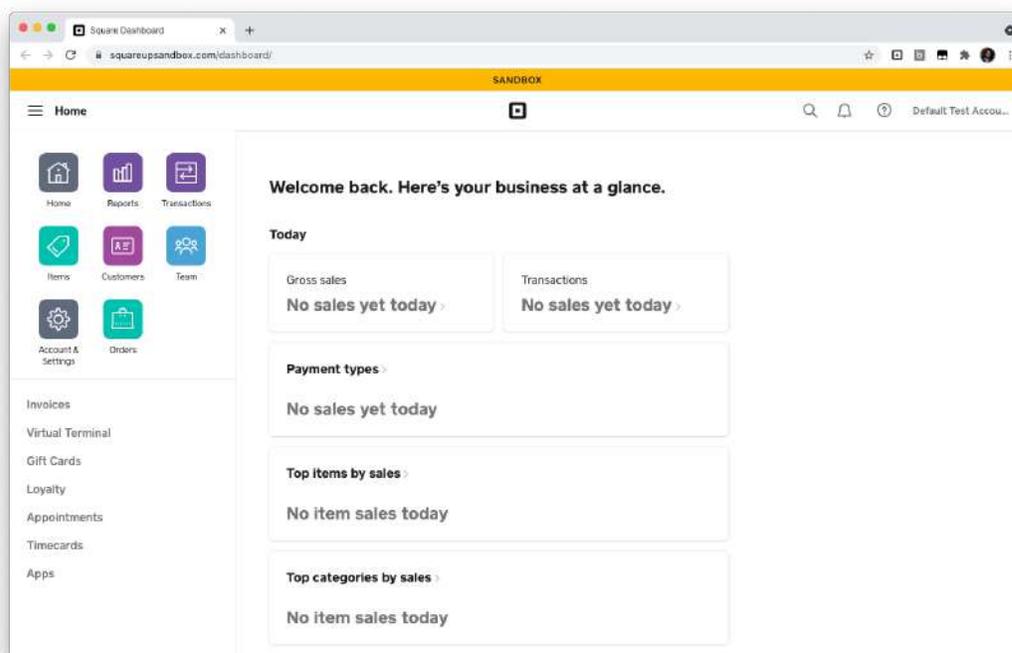
**Leave this tab open** and navigate back to the Square Module in PrestaShop. Now you can select **Connect**.

9. Click **Connect** to connect to Square

# Settings - Sandbox mode

When connected to the sandbox, your Square module settings screen will show a warning that "Your module is currently in sandbox mode".

## Setting a Square location in sandbox mode

Make sure to set a business location in your Sandbox test account. This will let you view any sandbox transaction data. To view this data you can select the **Open** button next to the correct Sandbox Test Account. The top row will indicate that it is sandbox data.

## Testing payments in sandbox mode

You can test payments in the sandbox by using these **test values** in Square's Sandbox payments section. This lists cards to place successful payments and other cards to trigger specific responses like incorrect CVV, declined card, etc.

**Notes:**

- You can set the card expiration date to any future month and year.
- Payments in GBP (United Kingdom) require a valid postal code.
- When testing the SCA flow with one of the UK or EU test cards, the **Verification Code** simulates the SMS verification code sent to the buyer mobile phone during an actual transaction.
- Be aware your Test Account Authorisation expires and needs to be reauthorised every so often.

To switch from sandbox to production, you will need to disconnect your Square account from your PrestaShop module and reconnect using the production mode instructions. You can use the same Square application for both Sandbox and Production.

# Currency configuration on PrestaShop v1.6

Your PrestaShop application's default currency **must match the currency of your Square account.** Your PrestaShop 1.6 application should be set with either:

- Localization Pack United Kingdom, Currency GBP
- Localization Pack Ireland, Currency EUR

Navigate to the PrestaShop 1.6 menu **Localization > Currencies**. By default, after PrestaShop has been installed into your host server, the Currency and Language is set to the United States, so you should additionally add the UK GBP or Ireland EUR.

If the localization pack is missing, click on the **Localization** menu, download the missing language packs, by selecting the language and clicking **Import**.

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To set up currencies for your PrestaShop store, you should see the options below. Don't forget to save your settings.

# Currency configuration on PrestaShop version v1.7

Your PrestaShop application's default currency **must match the currency of your Square account.**

Your PrestaShop application should be set with either:

- Localization Pack United Kingdom, Currency GBP
- Localization Pack Ireland, Currency EUR

Navigate to the PrestaShop menu **IMPROVE > International > Localisation**. During the PrestaShop installation wizard, you can choose the appropriate webstore localisation, so you should additionally add the UK GBP or Ireland EUR. If the localisation is missing, download the missing language packs, by selecting the language and clicking **Import**.
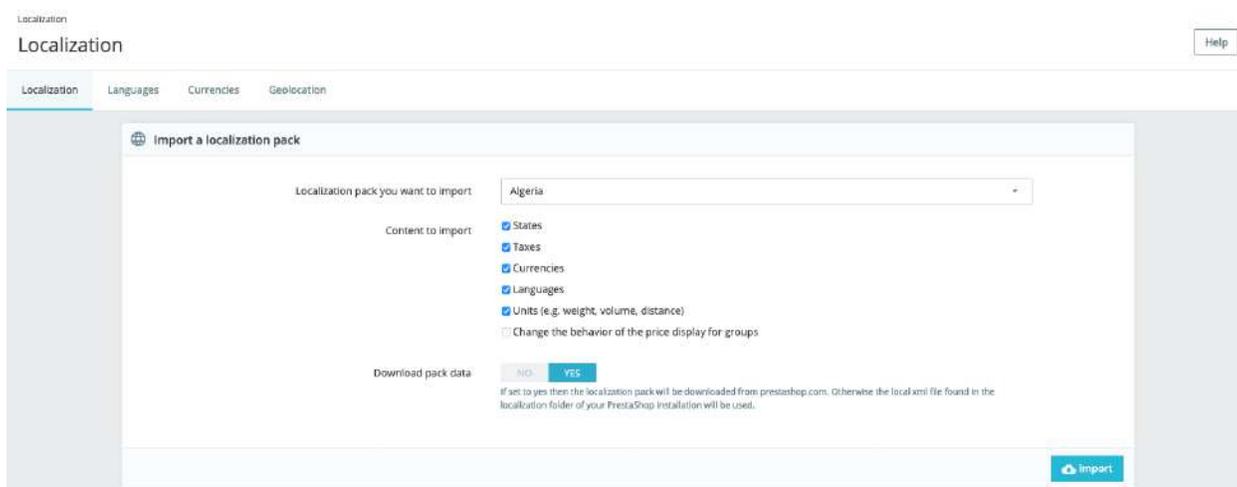


Once the importing has finished, scroll down to the Configuration settings and set the currency for your store.

## Accepting additional currencies in PrestaShop

You can choose to sell items in different currencies on PrestaShop. For instance, if your Square account is in GBP, you can allow customers to pay in USD. **Your payments will still be received in the currency of your Square account regardless of which currency is shown on your PrestaShop store. There may be a discrepancy between the order amount and the amount settled to your Square account.**

Go to the **Currencies** tab of PrestaShop and check the currencies you wish to support. You can set a custom exchange rate or turn on live exchange rates.

# Capturing payment

To capture payment on an order, go to the orders tab on PrestaShop. Scroll down to the box on the bottom left and select "capture payment". An order will be created in Square and will be marked as "in progress" on the Orders tab of your Square dashboard. The PrestaShop order status will change to "payment accepted".

# Refunds

The Square module enables seamless refunds from the PrestaShop dashboard. It also uses refunds webhooks to sync any refunds that were initiated from Square to PrestaShop in the background.

After taking a payment, you can fully or partially refund an order on the Orders tab of PrestaShop's back office by scrolling to the bottom left and entering the refund amount. The customer will be notified of the refund by email.

The order statuses and labels for refunding are generated automatically as follows:

- Partial Refund > when an order has been partially refunded.
- Refunded > when an order has been fully refunded.

# Managing your PrestaShop orders in Square

You can sell online and manage your customer orders directly from the Orders tab of your online Square Dashboard. New orders from PrestaShop will appear in the Orders tab of your Square dashboard as "new". If you have delay capture enabled in PrestaShop, orders will arrive in Square as "in progress" once you have captured the payment in PrestaShop. In Square, all orders will state whether they should be picked up or delivered. The customer name and address will also be displayed here.

To complete an order in Square, you will need to mark it as Picked up or Delivered in the Orders tab on Square.

From the order manager, you can mark orders as "in progress", "ready" or delivered". For more details managing orders in Square, visit the Square support centre.

# Managing Orders in PrestaShop

In the PrestaShop back office, the following order statuses will be triggered automatically after you sell an item using Square.

1. When an order is made and delay capture is on -- The order status will be "Pending Payment"
2. When a payment is captured -- The order status will be "Payment Accepted"
3. When an order is canceled -- The order status will be "Canceled"
4. When an order is partially refunded -- The order status will be "Partial Refund"
5. When an order is is fully refunded -- The order status will be "Refunded"

You can also manually update your order statuses by using the dropdown near the order references. Customers will be notified by email about their order status changes.

# Strong customer authentication

The Square PrestaShop module is SCA-compliant for online payments. Square will invoke 3D-Secure for online card payments or flag transactions as exempt (e.g. merchant-initiated).

For more details on Square's approach to SCA, [see our support centre.](#)

# Webhooks troubleshooting

If webhooks are not working, please check the following:

1) PrestaShop is running on a secure SSL server (for example Ngrok, or another application) instead of localhost machine

2) You have entered the correct information in the application ID and application secret.

3) Make sure you've entered the correct webhooks URL in the Square developer dashboard.

4) Make sure you are enabling the "**Connect V2** Webhooks" on the webhooks tab of your Square application.

5) On production, make sure the webhooks URL is being entered correctly as a notification URL in the developer dashboard on the webhooks tab.

# Troubleshooting: Apple Pay

If you're having trouble enabling Apple Pay on your PrestaShop account, the Square module may not have sufficient permissions to upload the Apple Pay verification file to your root directory. Follow these steps to enable Apple Pay:

1. Download the verification file provided in the Payments section of the Square Module.
2. Upload the verification file to the .well-known/ directory in your PrestaShop root folder.
   a. If you don't already have a .well-known/ directory in the root folder, you may create it yourself.
3. Once this file has been successfully uploaded, navigate to the Square Module in the PrestaShop BO and select the **Payments** tab.
4. Click **Enable** for the Apple Pay toggle and then select **Save**
5. You should now have Apple Pay working on your site.

# Questions or support

Do you have questions or need assistance? **Get in touch** via the PrestaShop back office.