

Checkout Fail Addon

Purpose

This addon addresses some of the shortcomings in *CS-cart's* checkout process; most notably those checkout transactions that result in a *Declined* or *Fail* status as a result of the payment processor failing or declining a transaction..

The issues upon a failure are:

1. The only notification of the failure is by a brief display of a red notification box at the top of the orders.detail screen. The time of display of this is configurable from within the Admin panel. But it is usually hard to read and not very informative.
2. By default, the user is looking at a screen that is the same (without scrolling) as a successfully completed order. The "Repay" option is at the bottom of the screen. The user can also select the "Reorder" and "Print Invoice" buttons, further indicating that the order is complete.
3. There is no feedback to the user as to why the processing failed.
4. If the failure was the result of a typo in the billing address, there is no way for the customer to update this information without resubmitting a brand new order.
5. Subsequent viewing of the order does not indicate there was any problem with the order so the customer has no idea that the order is incomplete.

This addon addresses the above points as follows:

1. A large notification box (using the style of the customer template being used) is displayed to the user upon failure. It occupies the center of the screen and covers the underlying order. It requires a conscious close-action to get it out of the way. The notification indicates all information known about why the failure occurred.

What's displayed is:

- a. The message content as was displayed by the original red notification box in the red notification area that has now disappeared.
- b. The "Reason" as reported by the cart. This is usually rather uninformative, simply stating that the transaction was declined or failed by the payment processor.
- c. A listing of the result codes returned from the payment processor. This includes AVS, CVV, & CAVV.
- d. A "Resolution" message that is configured in the language variable *text_resolution_fail* or *text_resolution_decline*.
- e. Contact information for the merchant (and email link and the phone number).

2. Each time an order is viewed by the customer which has a *Fail* or *Decline* status, the above message is displayed. Upon closing this dialog box, the customer will see the “Pay order” (Repay) form at the TOP of the screen. If the order is not *Fail* or *Decline* then the “Pay order” form is displayed on the bottom of the screen if it is enabled for that particular status. Additionally, the “Reorder” and “Print Invoice” buttons are not shown for *Fail* or *Declined* orders.
3. The failure type and the information available is presented to the user in the dialog box that displays for a *Fail* or *Declined* order.
4. The “Pay order” form has been extended to provide the Billing address information that was submitted with the order and the customer can update/change this as needed to get the processor to accept the order.
5. Anytime a *Fail* or *Declined* order is viewed by the customer the above actions are taken. There should never be any confusion as to whether the order is successful or not.

Installation

Installation is as automatic as possible. It has been tested with version 2.0.12. Other versions will work, but may require a single manual editing step due to the difference in the orders/details.tpl template between versions.

A download link will be enabled following capture of your payment. You will be emailed with the link to download the archive. Upon receipt of your order we will contact you to verify the Domain Name you submitted with the order and to send you the license key. This addon is licensed software. Failure to enter the license key and/or if the key does not match the domain where the addon is being used will cause the addon to be disabled. Please contact us if you encounter any problems if you feel you’ve entered the license key correctly and the domain name is accurate.

Installation Steps

1. After downloading the archive, extract it in the root of your store. This will “load” the addon into the system.
2. Go to Administration->Addons and click “Install” for the Checkout Failure addon. This will install the addon and it’s needed files into the currently active customer skin.
3. Please verify that the one hook which is required installed correctly, especially if you are not running 2.0.12. To do this, edit the template file /skins/<active_skin>/customer/views/orders/details.tpl. Near the top of this file where the Reorder and Print Invoice button code is located you should find a “hook” named “orders:repay_top”. This “hook” should surround the block of button code. It should look something like:

```

{if $view_only != "Y"}
  {** EZms add hook repay_top **}
  {hook name="orders:repay_top"}
  <div class="right">
    {include file="buttons/button.tpl" ...
    {include file="buttons/button_popup.tpl"...
    {include file="buttons/button.tpl" ...
  </div>
  {/hook}
{/if}

```

If you do NOT see the {hook name="orders:repay_top"} lines then that part of the installation failed (very hard to automate the installation of a hook where code can be subtly different between versions).

4. After doing the "Install" from the Administration->Addons page, click 'edit' for the Checkout Failure addon. Enter your license key in the space provided and click Save.

The installation is now complete.

Customization

The addon exclusively uses language variables for all text and information. Hence you can change the textual content of the dialog box by simply changing the language variables. The language variables used are:

- result
- order_declined
- text_resolve_decline
- order_failed
- text_resolve_failure
- address_correction

If you want to change the layout of the navigation box you can do so by editing the function *fn_co_fail_order_placed()* in the file addons/co_fail/func.php.

The styling of the message box is controlled in the following stylesheet: skins/<active_skin>/customer/addons/co_fail/css/co_fail_styles.css.

This file is only loaded for the orders.detail page. Hence it will not interfere with the styling or layout of any other notification box.

Screen Shots

Two screen shots follow. The first is what the customer sees upon viewing a *Fail* or *Declined* order. The second screen shot shows the view of the "Pay order" form after closing the dialog box.

The screenshot shows a Mozilla Firefox browser window displaying the EZ Cart website. The browser's address bar shows the URL: `http://www.test.ez-ms.com/index.php?dispatch=orders.details&order_id=59&confirmation=Y`. The website header includes the EZ Shopping Cart logo and the tagline "Simply the Easiest Way to Manage a Web Based Business... (503) 906-3563". Navigation links for Home, Support, Documentation, Contact Us, Privacy Policy, Promotions, and Sitemap are visible. A search bar and a "Sign in or Register" link are also present.

The main content area features a "Pay order" form with the following sections:

- Payment Method:** Radio buttons for Credit card (selected), Paypal, Check, and Purchase.
- Select card:** A dropdown menu.
- Card number:** A text input field.
- Cardholder's name:** A text input field.
- Expiration date:** A text input field.
- Billing Address:** Fields for First name, Last name, Address, Address (line 2), City, State/province, and Zip/postal code.
- Notes:** A text area for "If you have any notes regarding the order, please type them here:".

An "Order Declined" dialog box is overlaid on the form, containing the following text:

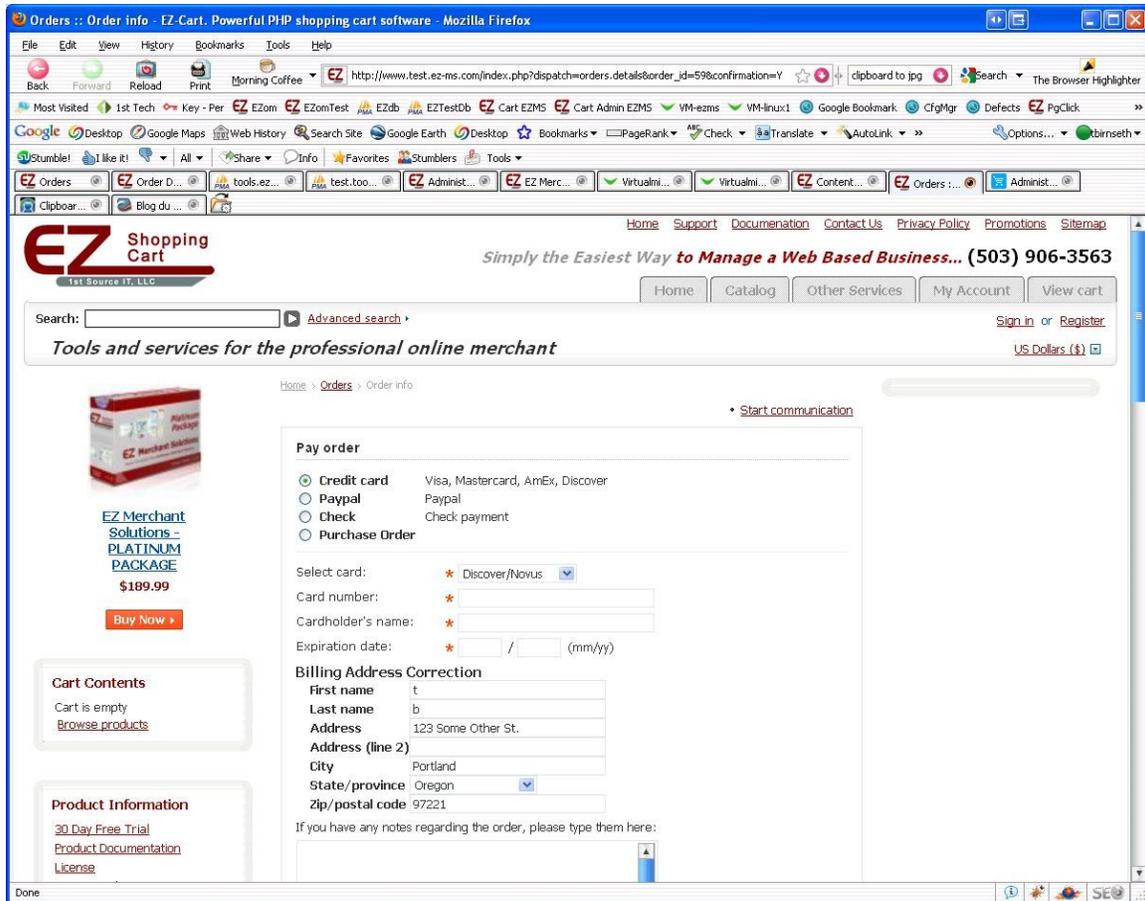
Order Declined
Your order has been declined by the payment processor. Please review your information and contact store administration.

Reason: This transaction has been declined.
AVS:: 5 digit ZIP matches, Address (Street) does not
CVV:: No Match

Possible Resolution
Close this window and resubmit your payment information via the *Pay order* form on this page or contact us by one of the means below.

Contact us
E-mail to: [Support Help Desk](#)
Phone: (503) 906-3563

The dialog box has a close button (X) in the top right corner. The background form is dimmed but still visible.



Contact Us

If you have any difficulty you can contact us via one of the following contact points:

- Email – support@ez-ms.com
- Phone – (503) 906-3563

We will do our best to ensure you are satisfied.