MERCHANT ONBOARDING

WordPress integration guide

BlueGate for WooCommerce connects a merchant's own WooCommerce store to their own Powertranz merchant account. Merchant → BlueGate plugin → Powertranz → acquiring bank. BlueGate does not issue merchant accounts, process funds, or act as the acquiring bank.

What the plugin includes

- Classic and block checkout; on-site card entry or a configured Powertranz Hosted Payment Page.
- Authorize and capture or authorize only, manual capture/void, full and partial refunds from WooCommerce orders.
- 3-D Secure, AVS, gateway tokenization/saved cards, subscriptions integration and optional Kount screening (where enabled on the merchant account).
- Guided setup, HTTPS and currency preflight, payment notes, site licensing, private updates, optional compliance artwork and processor credit.

Before installation

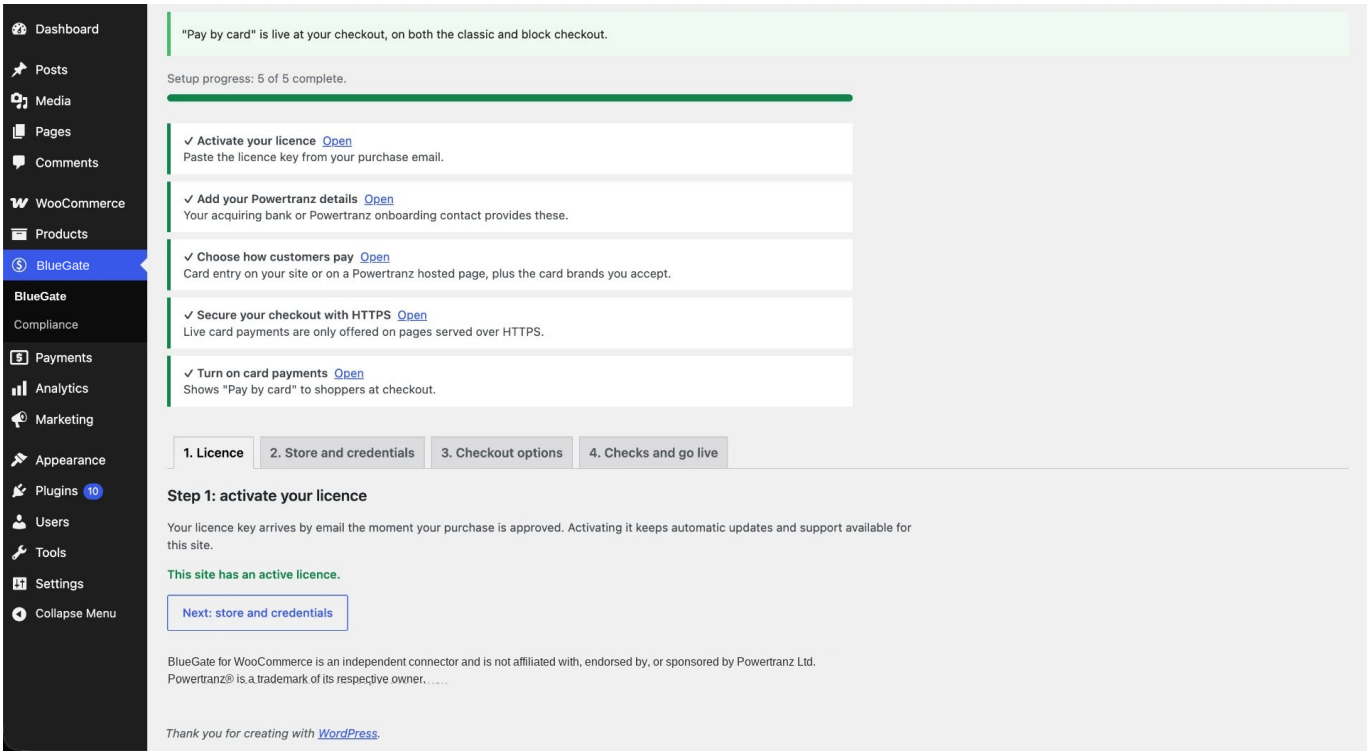
- WordPress 6.4+, WooCommerce 8.2+, PHP 8.0+, and HTTPS for live payment pages.
- Merchant account, Powertranz ID/password, approved card brands and currency from the acquiring bank.
- A BlueGate site licence and the latest plugin ZIP from the BlueGate account Downloads page.

Install: WordPress → Plugins → Add New Plugin → Upload Plugin → Install Now → Activate. Open BlueGate in the left sidebar to complete its four-step guided setup. Do not unzip the download.

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GUIDED SETUP

Step 1 · Activate your site licence

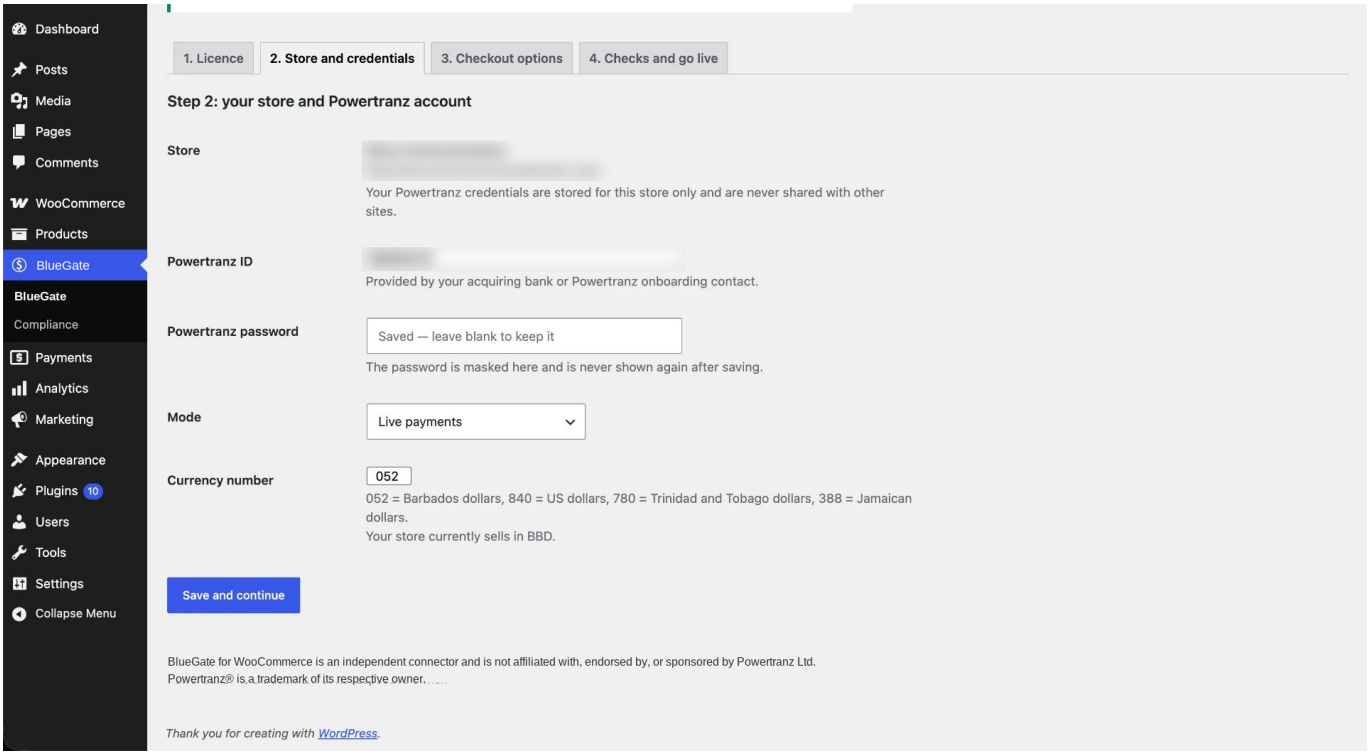


Actual WordPress setup screen; merchant details shown are illustrative and should be replaced with your own.

- In BlueGate → License, paste your purchase key and select Activate license.
- The key is tied to this site and unlocks updates. Release an old site in your BlueGate account before moving domains.
- BlueGate version 1.9.4 fixes a WordPress menu-order issue that could make the License menu open a 404 or permissions page.

GUIDED SETUP

Step 2 · Connect your merchant account

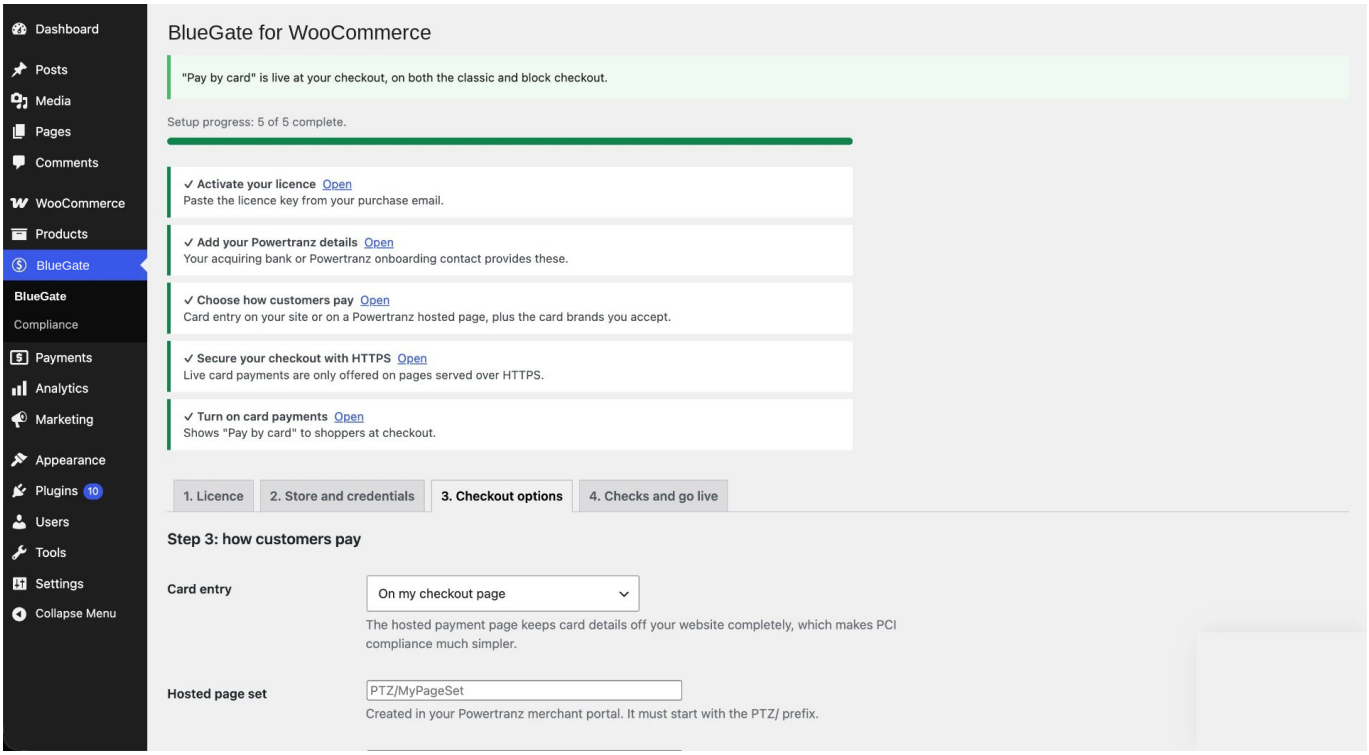


The genuine credential and currency fields. The password remains masked after it is saved.

- In BlueGate → Setup, enter the Powertranz ID and password issued for this store by the merchant's acquiring bank.
- Start in Testing mode. Switch to Live only after testing and merchant/acquirer approval.
- Set the ISO numeric currency in the plugin backend to match your WooCommerce currency and approved merchant account (e.g. BBD = 052). This code is not customer-facing.
- Save and check the setup status. Do not email credentials or paste them into public support requests.

GUIDED SETUP

Step 3 · Configure checkout

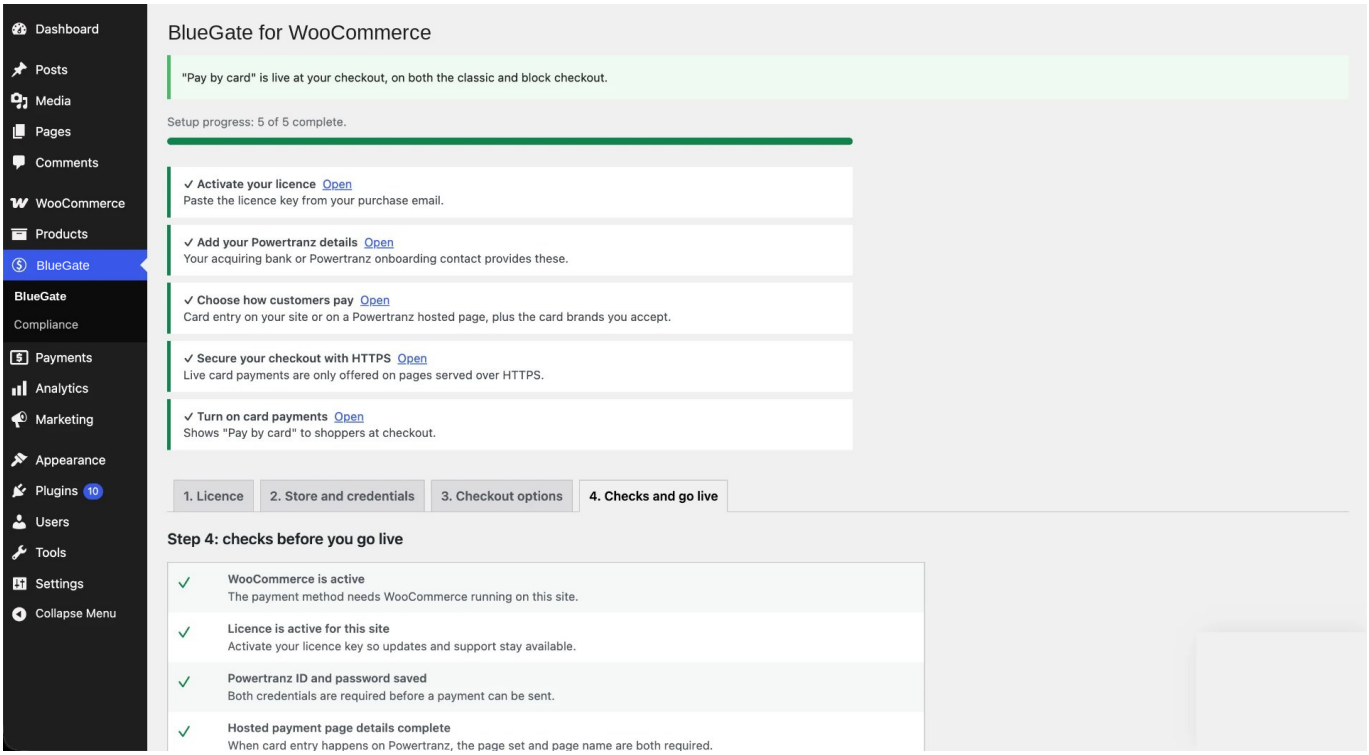


Checkout choice and card/security controls inside the guided plugin setup.

- Choose on-site card entry or the Powertranz Hosted Payment Page configured in your own merchant portal.
- Choose sale (authorize and capture) or authorize-only, and select only bank-approved card brands.
- Where available on your account, configure 3-D Secure, address verification, saved cards/recurring use and optional Kount screening.
- Hosted page settings must match the actual page set and page name in the portal (including the PTZ/ prefix). Collect the cardholder name and email or phone as required for 3-D Secure.

GUIDED SETUP

Step 4 · Check, test and go live

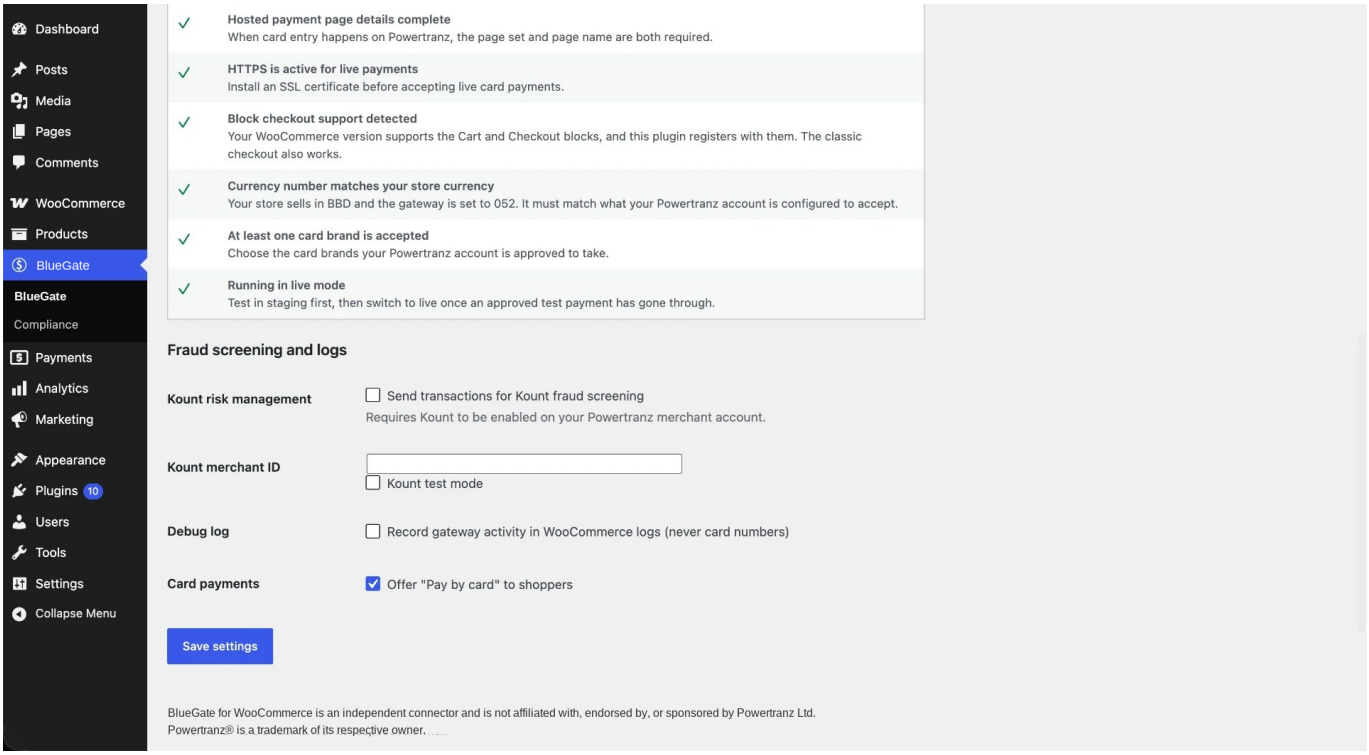


Preflight checks must pass before the card method is offered at checkout.

- Check that the licence, credentials, HTTPS, currency, checkout integration and selected card brands pass.
- Place an approved test transaction with test credentials supplied by your provider; confirm the WooCommerce order and transaction notes.
- Test a full or partial refund, then switch to live credentials and perform one acquirer-approved small live test transaction.
- Do not publish a card acceptance claim until the bank/processor has approved this merchant's live configuration.

AFTER LAUNCH

Order management & refunds

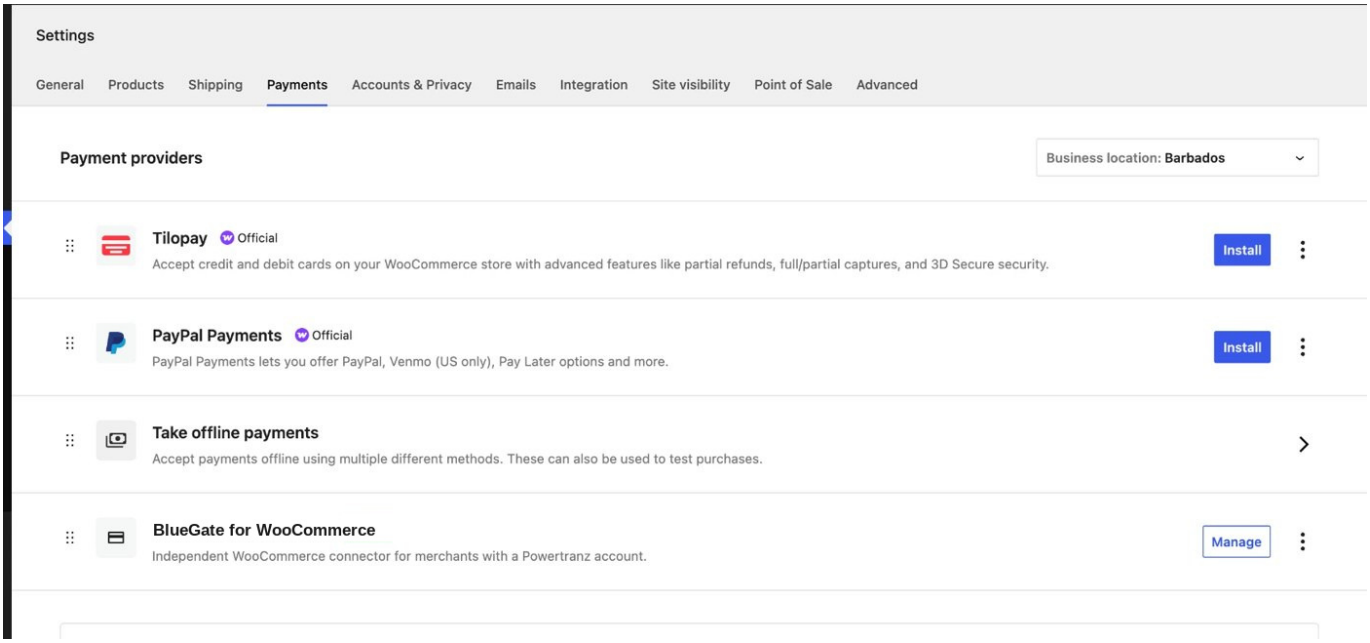


Optional fraud screening, debugging and checkout enablement controls.

- For a captured payment: WooCommerce → Orders → open order → Refund → enter amount/quantity → Refund via BlueGate. This requests the refund from Powertranz and records the result in order notes.
- For an uncaptured authorization, use Void authorization in the BlueGate order box instead of refunding; capture authorized payments there when ready.
- A manual WooCommerce refund only changes store records. If you already refunded in the Powertranz portal, record the same amount manually in WooCommerce to avoid a second refund.
- Merchant portal: admin.ptranz.com/portal/Account/Login. Match the Powertranz transaction reference on the order.

OPERATIONS AND SUPPORT

What customers and merchants see



WooCommerce payment methods: BlueGate for WooCommerce appears as its own store payment method.

- BlueGate → Setup gives each requirement a pass/fail status; the method stays hidden until preflight succeeds.
- BlueGate → License manages activation. Licensed sites can update in WordPress; the latest ZIP is also available privately in the BlueGate account.
- Transaction notes contain processor outcomes and references, not full card numbers or security codes.
- If checkout reports no payment methods, recheck licence, HTTPS, currency, active gateway and block checkout registration. On v1.9.4, the License link opens correctly.

Help and scope: Visit bluegatebridge.com for documentation and support. BlueGate is an independent software bridge, not a bank or Powertranz product. Availability, processing terms, PCI responsibilities and final go-live approval depend on the merchant’s agreements and technical configuration.