



User Manual

Wallee POS Payment Terminal Plugin for Odoo v19.0



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1. Introduction

The POS Wallee Payment Acquirer Plugin from PIT Solutions offers a seamless and efficient solution for Odoo POS merchants in Europe and Switzerland. By automating the payment process, this plugin eliminates the need for manual payment entry, reducing checkout times and minimizing human errors.

Traditionally, Odoo POS merchants faced the challenge of manually entering payment amounts into their payment terminals. This time-consuming and error-prone process often led to longer checkout times and difficulties in reconciling orders.

The Wallee POS Payment Terminal Plugin addresses these issues by:

- **Automating Payment Processing:** Eliminating manual data entry and reducing the risk of human errors.
- **Streamlining the Checkout Process:** Providing a faster and more efficient payment experience for both merchants and customers.
- **Enhancing Accuracy:** Ensuring that payment amounts are accurately transferred from the Odoo POS to the Wallee payment terminal.
- **Increasing Efficiency:** Optimizing the checkout process and reducing operational costs.
- **Enhancing Customer Satisfaction:** Delivering a faster and more convenient payment experience.
- **Ensuring Compliance:** Benefiting from Wallee's adherence to industry security standards.

2. Features

- **Reduced Checkout Time**
 - **Faster Payments:** Streamline the payment process, reducing wait times for customers.
 - **Improved Customer Satisfaction:** Provide a more efficient and enjoyable shopping experience.
- **Easy Integration**
 - **Seamless Integration:** Effortlessly integrate the plugin into your Odoo POS system.
 - **Minimal Setup:** Get started quickly with minimal configuration.
- **Enhanced Security**
 - **Secure Transactions:** Benefit from Wallee's robust security measures to protect customer data.
 - **Compliance:** Adhere to industry standards for payment security.
- **Improved Accuracy**
 - **Eliminate Errors:** Prevent manual data entry mistakes and ensure accurate payment processing.
 - **Streamline Reconciliation:** Simplify the reconciliation process with accurate transaction data.
- **Additional Enhancements**
 - Implemented Wallee Payment Python Library.
 - Implemented refunds for all POS orders.
- **Supported Payment Connectors**
 - American Express, Dankort, Diners Club, Mastercard, Visa.

3. Working

The POS Wallee Payment Acquirer Plugin establishes a connection between Odoo POS users and the Wallee payment gateway via a payment terminal. This integration uses REST APIs to enable seamless communication and data exchange between the plugin and the Wallee payment platform.

You can access the payment providers through the following menu option:

Invoicing > Configuration > Payment Providers

These paths will direct you to the configuration settings for managing payment providers.

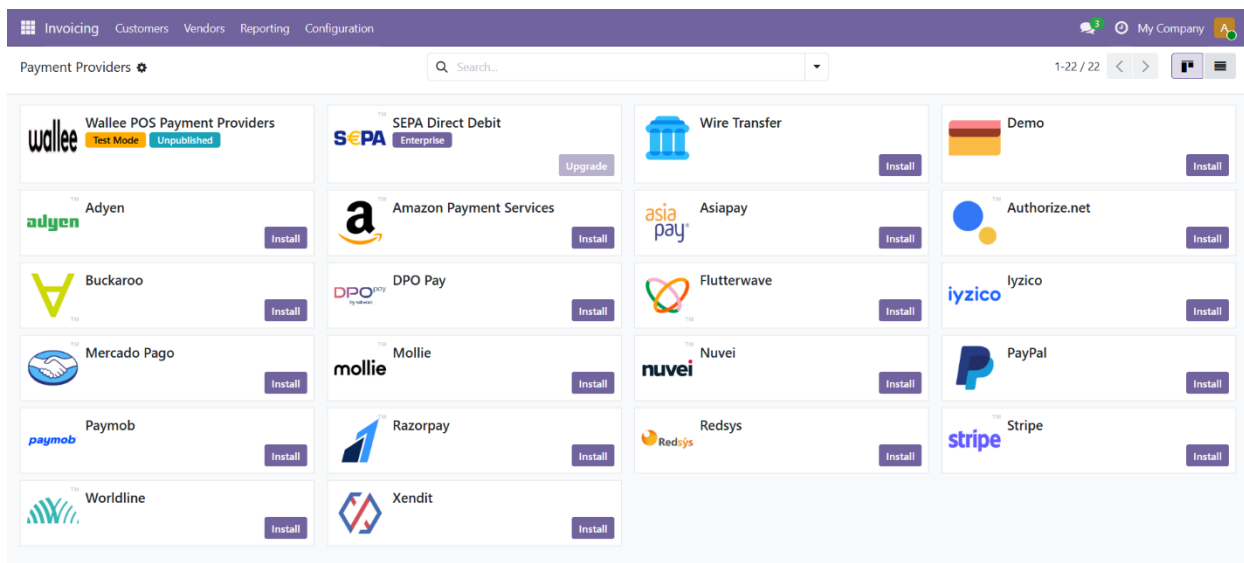


Figure 1: Payment Providers Listed in Odoo Backend

After selecting the Wallee POS Payment Provider from the list, navigate to the *Credentials* tab. In this section, you can enter the credentials for your Wallee POS Payment Provider space.

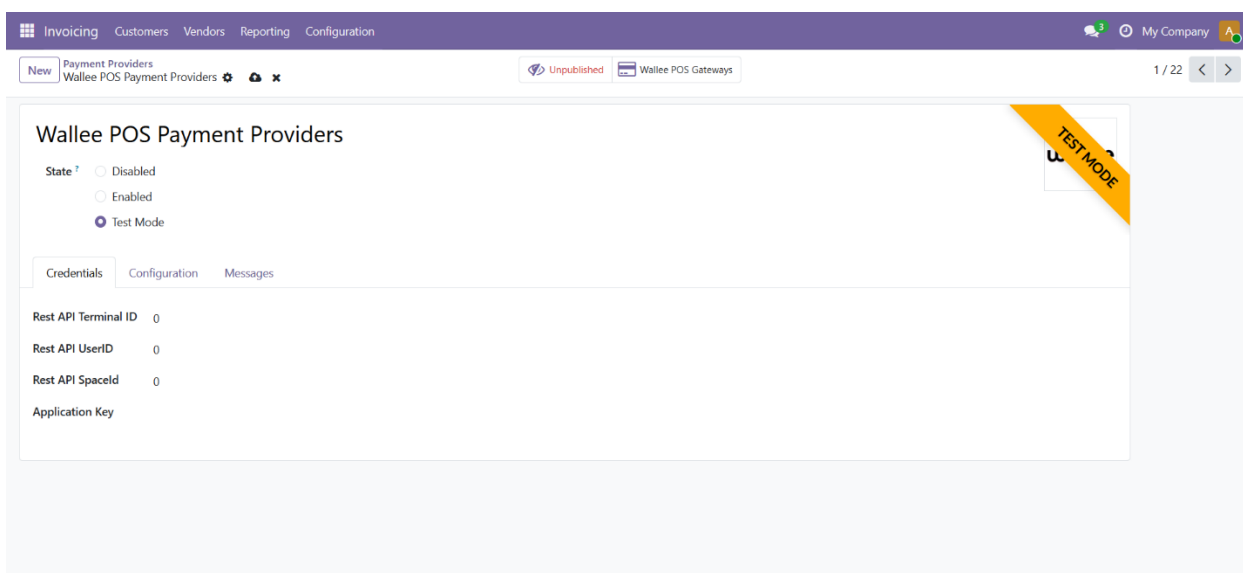


Figure 2: Odoo Backend Configuration of Wallee Credentials

To configure the Wallee POS Payment Provider in Odoo, you will need the following details from Wallee:

1. **REST API User ID:** The *Application User ID* created on app-wallee.com.
2. **REST API Space ID:** The *Space ID* obtained from app-wallee.com.
3. **Application Key:** The *Application Key* generated on app-wallee.com.
4. **REST API Terminal ID:** The identifier of the terminal to be used for processing transactions.

After entering these details, you can set the status to 'Enabled' for live transactions or 'Test Mode' for testing purposes.

To create a POS payment method for Wallee, navigate to *Point of Sale > Configuration > Payment Methods*. From this screen, click on the 'New' button to create a new payment method.

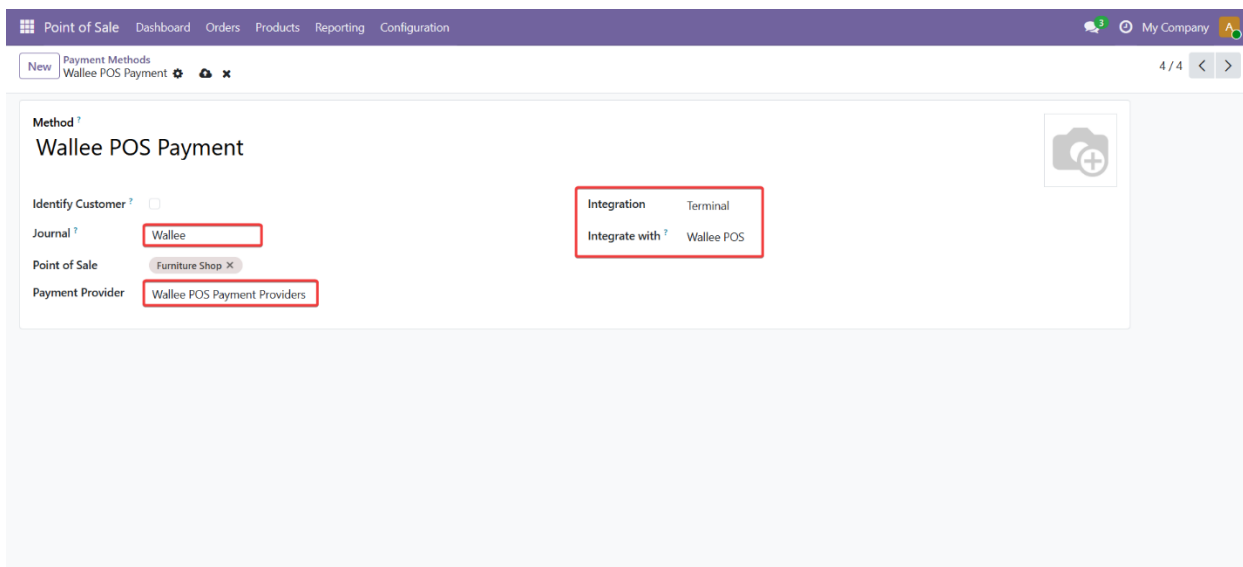


Figure 3: Create POS Payment Method for Wallee

Then create a new payment method, naming it "Wallee." Assign a suitable journal for tracking Wallee transactions. Under the "Payment Provider" field, select "Wallee POS Payment Providers." Finally, choose the "Terminal" option from Integration and select "Wallee" from Integrate with option.

After creating the POS payment method, go to the Point-of-Sale settings, navigate to the Payment section, and add Wallee to the Payment methods available field.

Also, enable the 'Automatically validate order' option if you prefer to automatically validate orders when they are paid using a payment terminal.

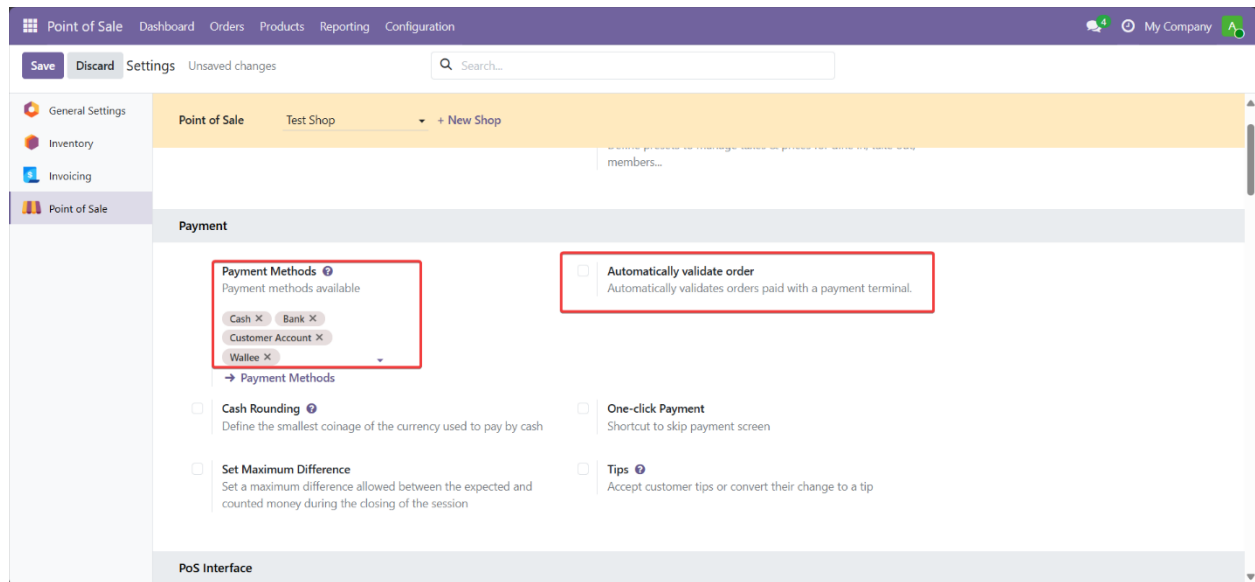


Figure 4: POS Payment Method Configuration for Wallee

After the POS payment method configuration, go to the POS interface and select the desired products for the customer, choose an existing customer or create a new one, and then proceed to the payment screen.

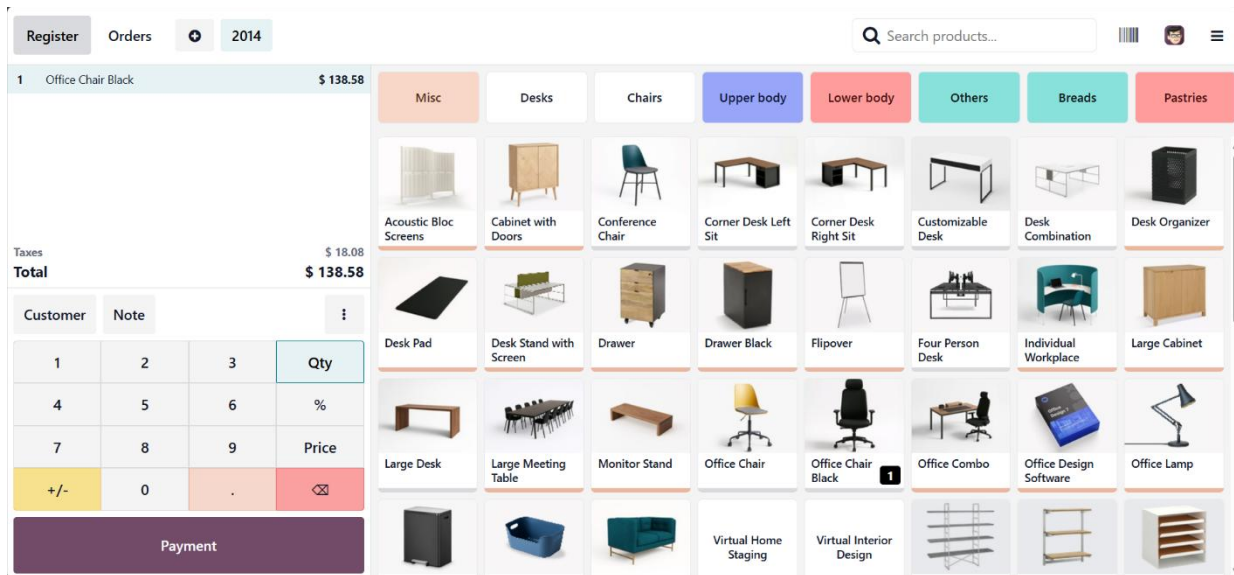


Figure 5: Odoo POS Product Screen

From this screen select the Wallee payment method.

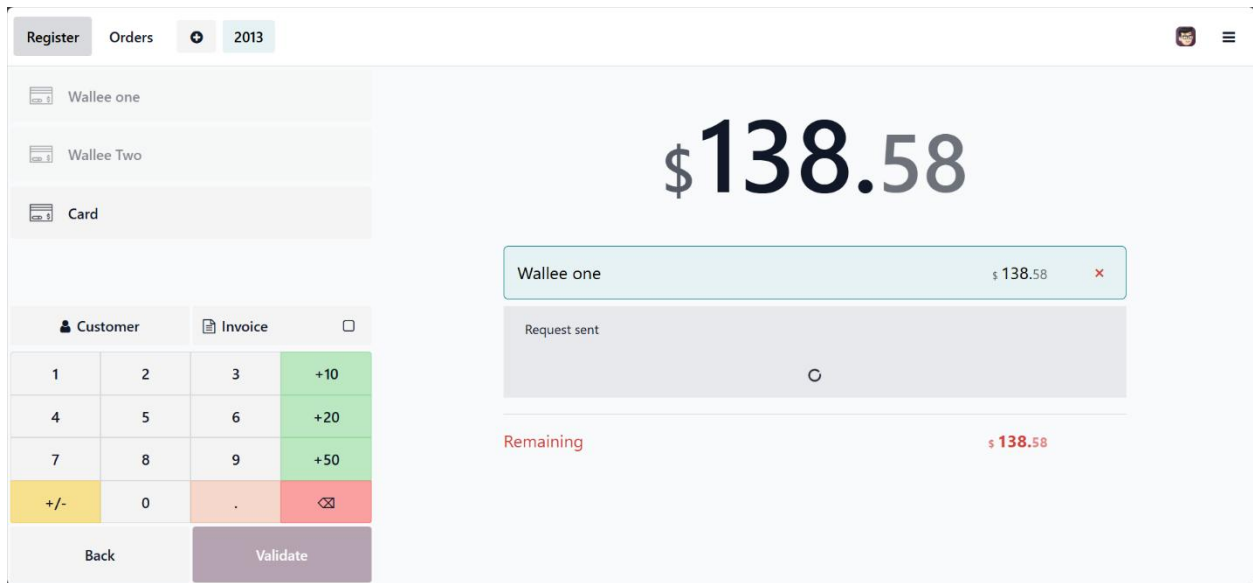


Figure 6: Odoo POS Payment Screen

After selecting the Wallee payment method, initiate the payment request and send it to the Wallee payment gateway for processing.

In the Wallee POS payment terminal, the payment amount will be displayed. Choose the card from the terminal and enter your PIN to complete the transaction.

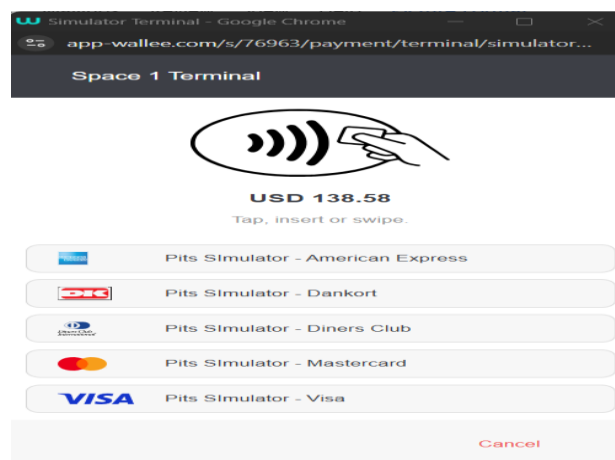


Figure 7: Wallee POS Payment Terminal

You can enter your PIN to complete the transaction after selecting the card.

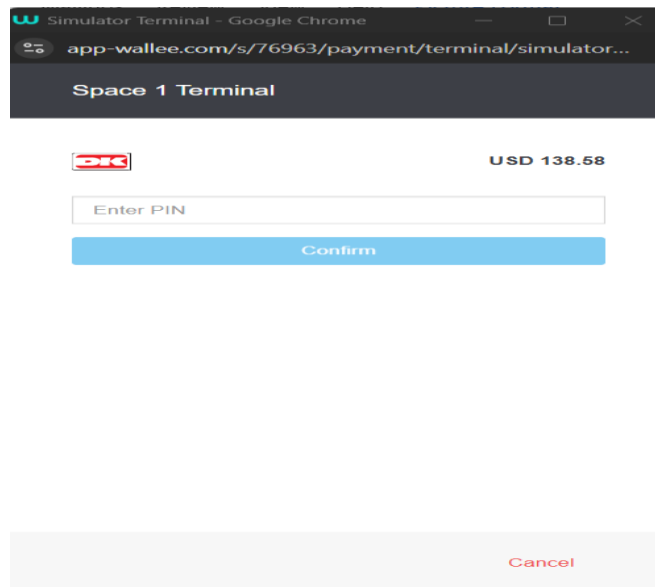


Figure 8: Wallee POS Payment Terminal PIN Entering Screen

If the transaction is successful, then you can see the payment success message in the POS terminal.

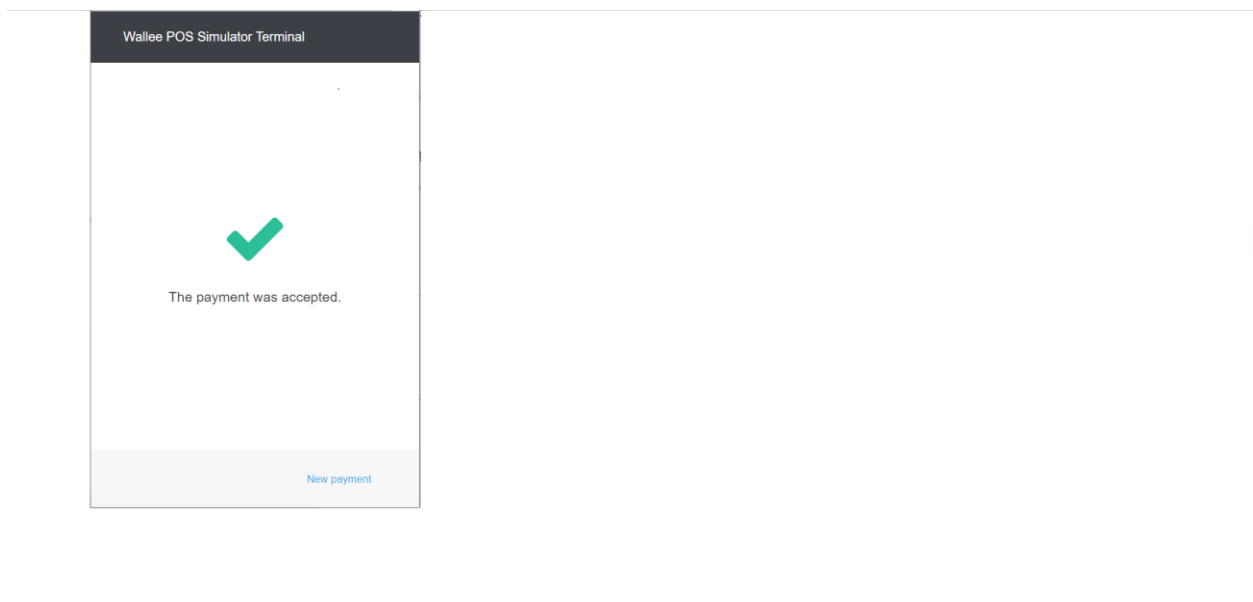


Figure 9: Wallee POS Payment Terminal Payment Success

Upon successful payment, you can see the "Payment Successful" status displayed on the Odoo POS payment screen. If you haven't enabled the 'Automatically validate order' setting, the 'Validate' button will become active, allowing you to manually validate the order.

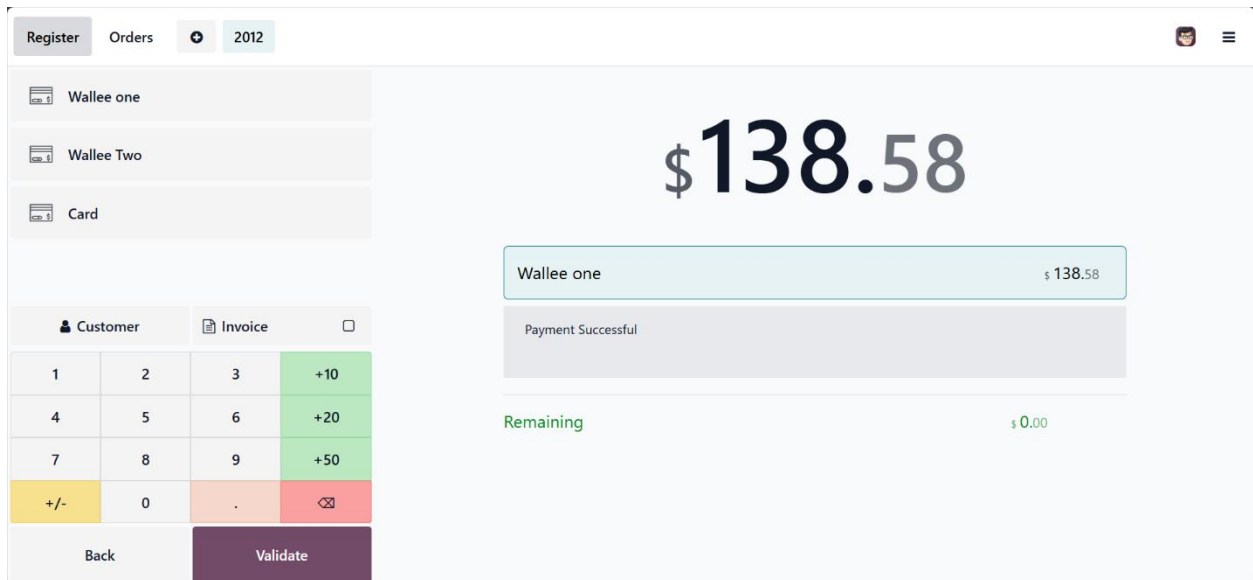


Figure 10: Odoo POS Payment Success Status

Once the order is validated, you can see this screen in Odoo. From here you can send and print the order receipt by clicking the paper plane icon button and the 'Print Receipt' button respectively.

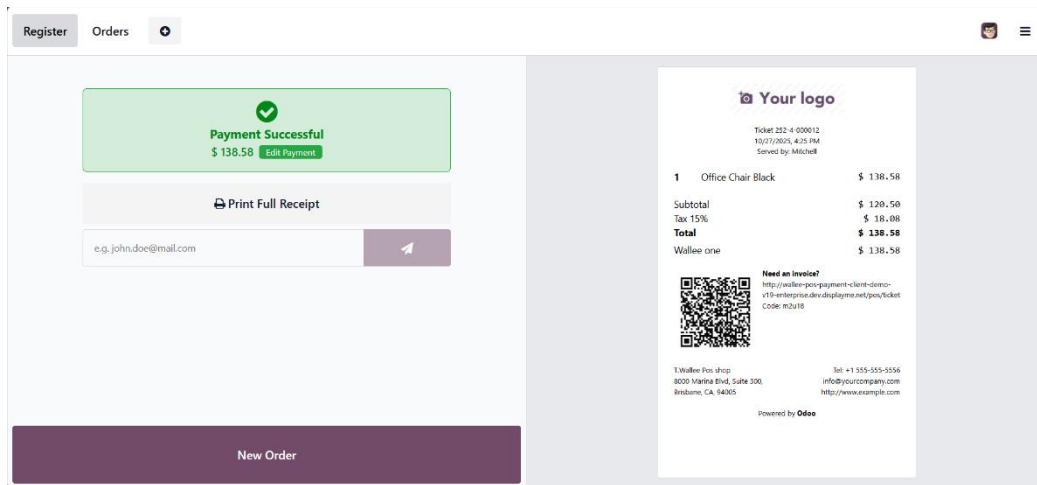


Figure 11: Odoo POS Order Validated Screen

If a customer is selected during the payment process, an email will be sent to the customer mentioning the confirmation of payment along with the amount paid.

Payment Status of Order

252-1-000004



Dear Oscar Morgan,

Payment of \$ 3.19 for your Order 252-1-000004 is confirmed.

My Company (San Francisco)
+1 555-555-5556 | info@yourcompany.com | http://www.example.com

Figure 12: Wallee Payment Successful Email to Customer

If the transaction is failed, then you can see the below error messages in Wallee and Odoo respectively.

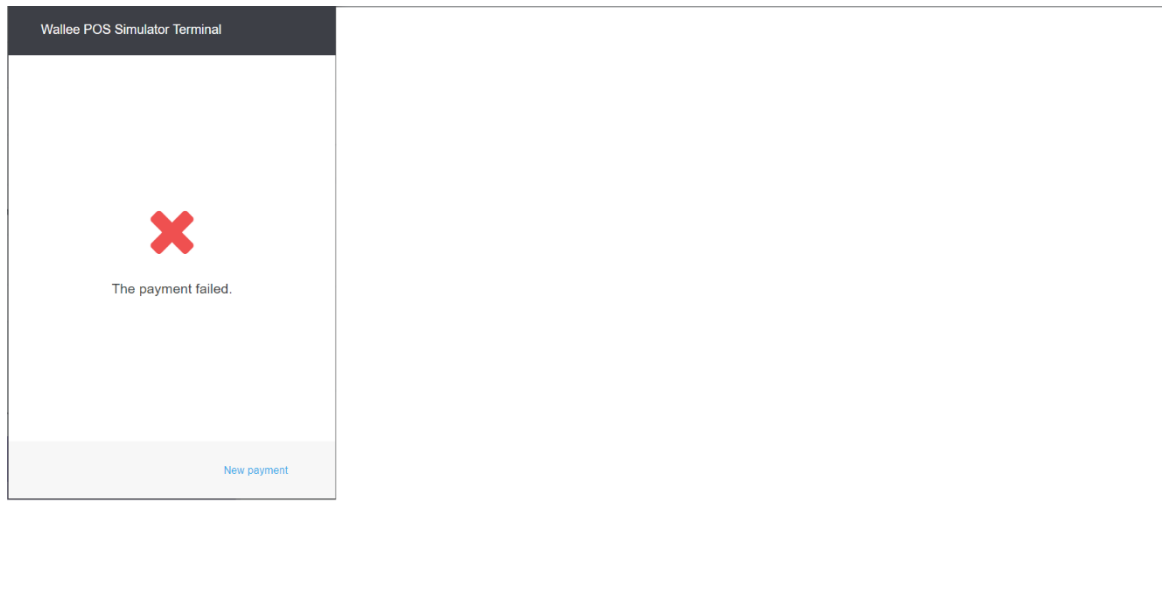


Figure 13: Wallee Payment Cancelled Screen

If the transaction fails in Odoo and is not cancelled from the Wallee terminal, you need to manually cancel it from the Wallee terminal.

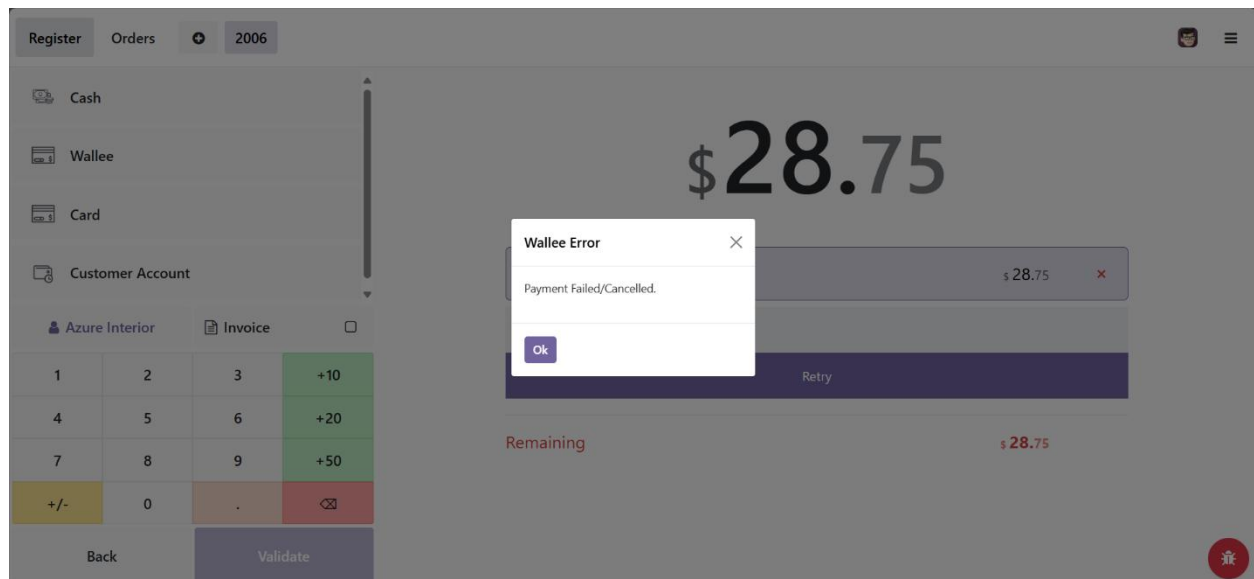


Figure 14: Odoo POS Payment Cancelled Screen

If the transaction is cancelled from the Wallee terminal during the payment process, an email will be sent to the customer mentioning the cancellation/failure of payment.

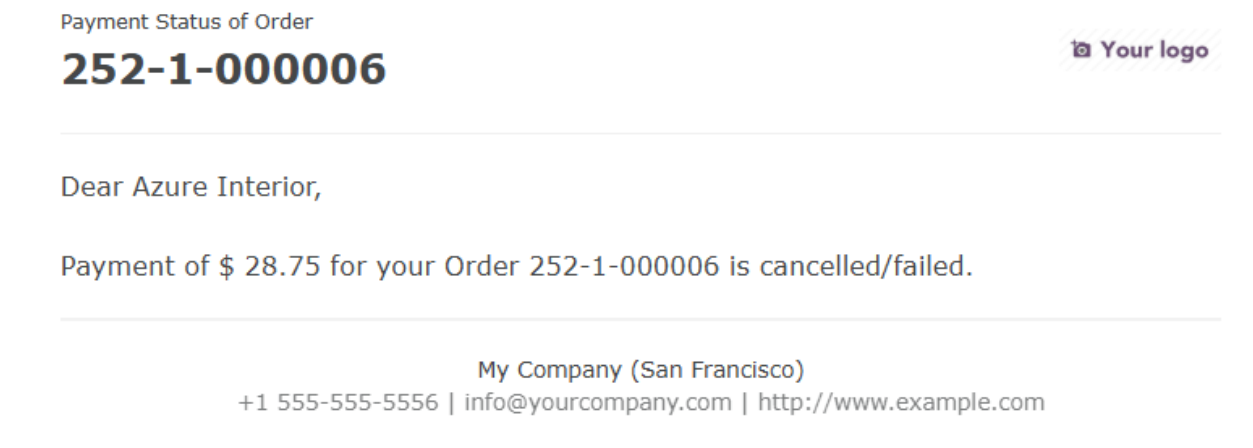


Figure 15: Wallee Payment Cancelled/Failed Email to Customer

After a successful payment, order/transaction details will be recorded in Odoo under the Orders menu and in Wallee under the Transactions menu.

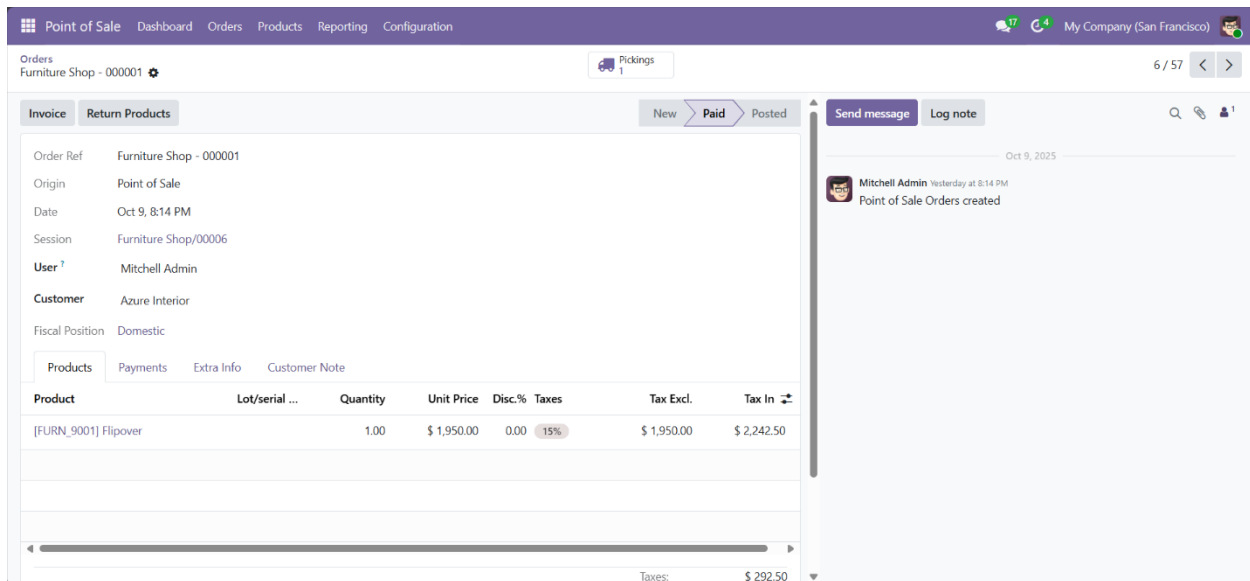
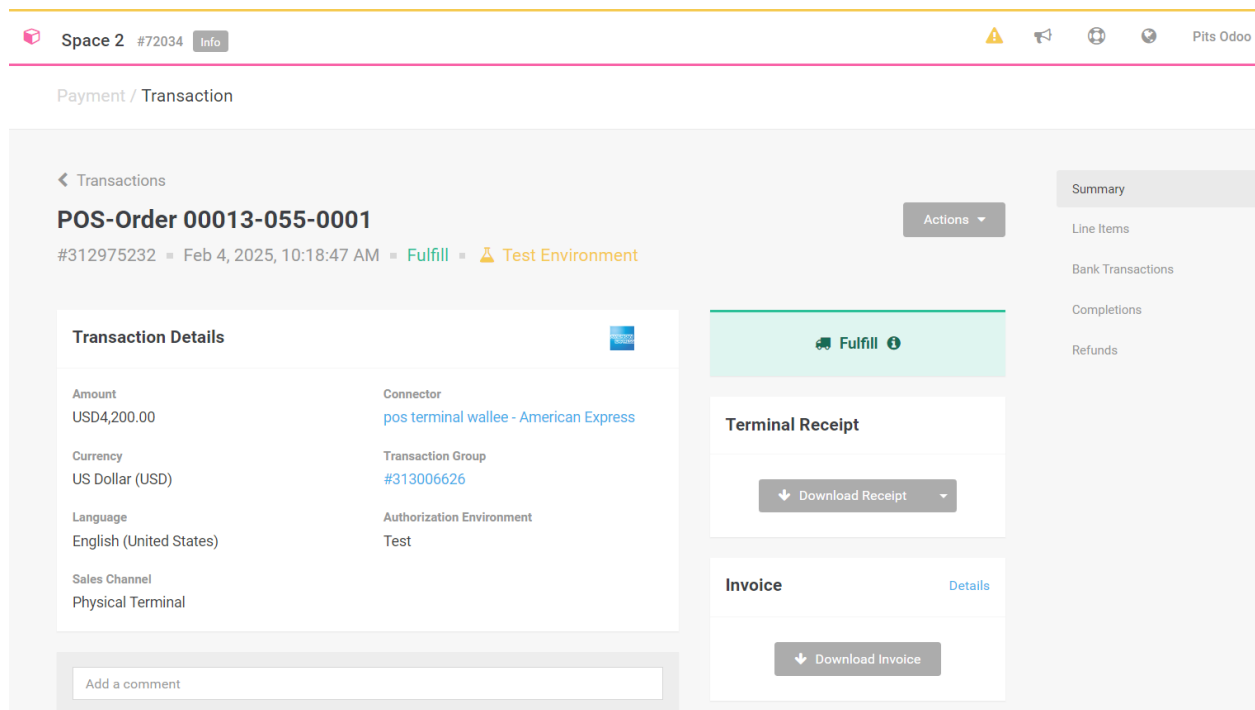


Figure 16: Odoo POS Order Screen



The screenshot shows the Wallee Back Office interface. At the top, there's a header with "Space 2 #72034" and "Info". Below the header, the main content area is titled "Payment / Transaction". The transaction details are displayed for "POS-Order 00013-055-0001" with ID "#312975232" and timestamp "Feb 4, 2025, 10:18:47 AM". The status is "Fulfill" and the environment is "Test Environment".

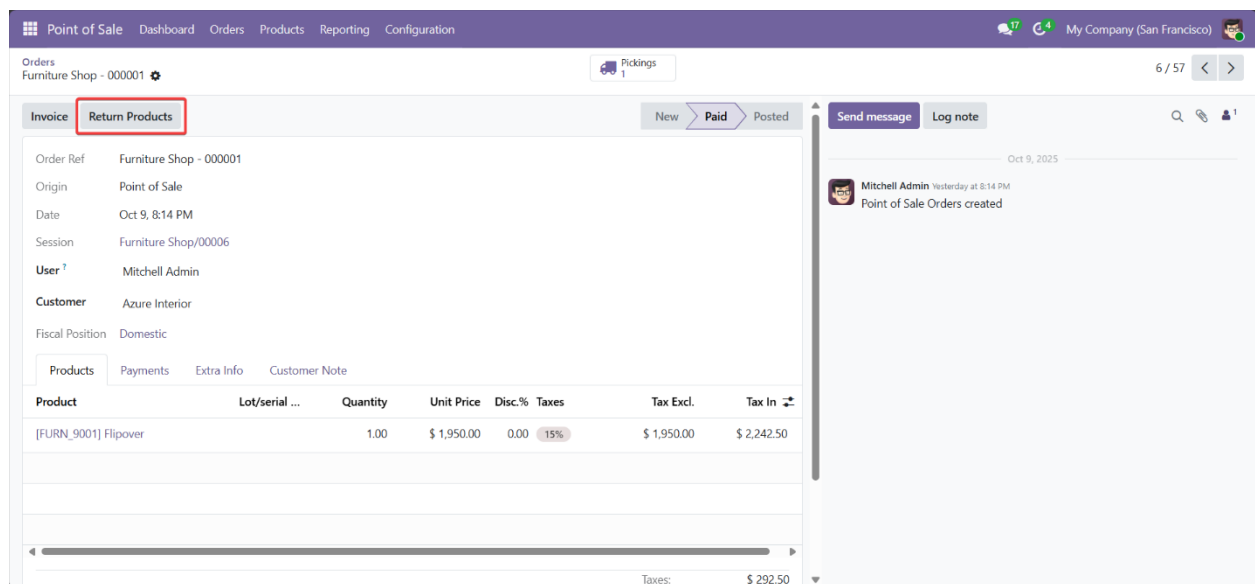
The "Transaction Details" section shows:

- Amount: USD4,200.00
- Currency: US Dollar (USD)
- Language: English (United States)
- Sales Channel: Physical Terminal
- Connector: pos terminal wallee - American Express
- Transaction Group: #313006626
- Authorization Environment: Test

On the right, there's a "Summary" sidebar with links for "Line Items", "Bank Transactions", "Completions", and "Refunds". Below the transaction details, there's a "Terminal Receipt" section with a "Download Receipt" button and an "Invoice" section with a "Download Invoice" button.

Figure 17: Payment Transaction in Wallee Back Office

For refund, click on the "Return Product Button" in the order



The screenshot shows the Odoo Point of Sale interface. The top navigation bar includes "Point of Sale", "Dashboard", "Orders", "Products", "Reporting", and "Configuration". The main content area is titled "Orders" and shows a list of orders. The selected order is "Furniture Shop - 000001".

The order details are displayed in a table:

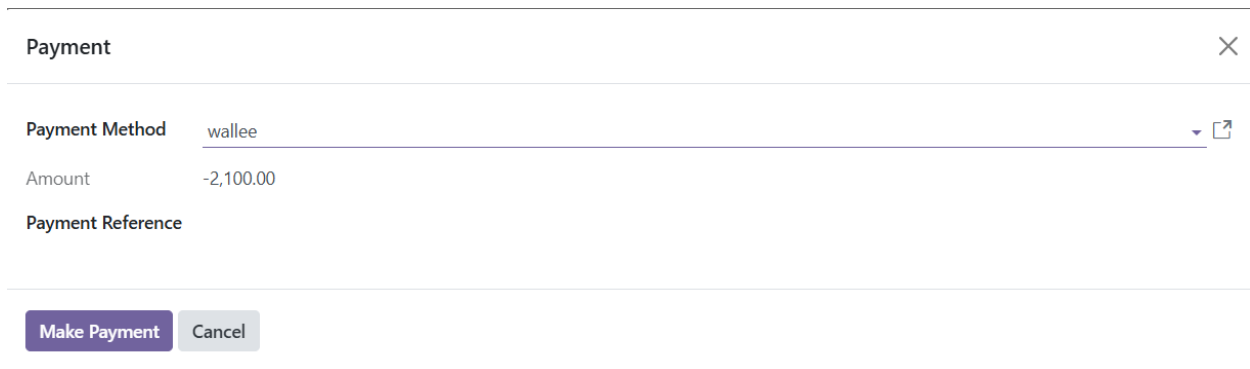
Order Ref	Origin	Date	Session	User	Customer	Fiscal Position
Furniture Shop - 000001	Point of Sale	Oct 9, 8:14 PM	Furniture Shop/00006	Mitchell Admin	Azure Interior	Domestic

Below the order details, there's a "Return Products" button highlighted with a red box. The "Products" tab is selected, showing a list of products. The first product is "[FURN_9001] Flipover" with a quantity of 1.00, unit price of \$ 1,950.00, and a discount of 15%.

The total amount is displayed as "Taxes: \$ 292.50".

Figure 18: Refund option from the pos order

Then, a refund POS order will be created. We can set the quantity for the refund and click on the **Payment** button. A pop-up will appear, allowing us to change the payment method to **Wallee** and proceed with the payment.



The image shows a 'Payment' modal window. It has a close button (X) in the top right corner. Below the title bar, there are three fields: 'Payment Method' with a dropdown menu showing 'wallee', 'Amount' with the value '-2,100.00', and 'Payment Reference' which is empty. At the bottom of the modal, there are two buttons: 'Make Payment' (highlighted in purple) and 'Cancel'.

Figure 19: Payment Method Popup for Refund option from the pos order

For a refund to be processed in Odoo, the transaction in Wallee Back Office must be in the Fulfilled state.

Initially, when the customer makes a payment, the transaction status is Authorized, which means the amount is only reserved.

Once the merchant captures the payment and receives the funds, the status changes to Fulfilled.

Only transactions in the Fulfilled state are eligible for refunds.

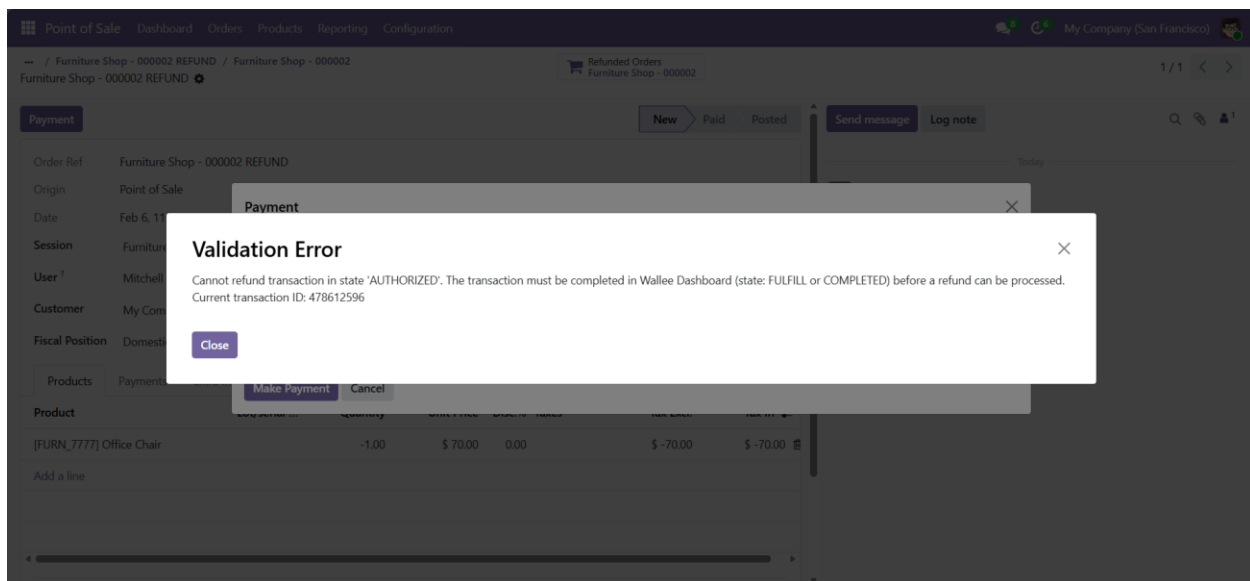


Figure 20: Validation for Authorized State in POS Backend Orders

While a transaction is in the Authorized state, attempting to process a refund will result in the following validation error:

“Wallee Error: Cannot refund transaction in state 'AUTHORIZED'. The transaction must be completed in the Wallee Dashboard (state: FULFILL or COMPLETED) before a refund can be processed. Current transaction ID: <id>.”

Once the transaction has been marked as **Fulfilled**, the refund can be processed successfully. After completion, the refund status in the Wallee Back Office will appear as **Successful**.

Payment / Refund

< Refunds

Furniture Shop/0044 REFUND

#3016565 ▯ Feb 4, 2025, 10:21:50 AM ▯ **Successful**

Download

Summary

Bank Transactions

Transaction POS-Order 00013-055-0001 Amount USD2,100.00 Type 🔗 Merchant Initiated: Online The merchant has initiated the refund. The refund is reported to the processor.	External Id 114	✓ Successful
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Add a comment

Line Items

Figure 21: Refund in Wallee Back Office

If a customer is selected during the payment process, an email will be sent to the customer mentioning the refund of payment along with the refund amount.

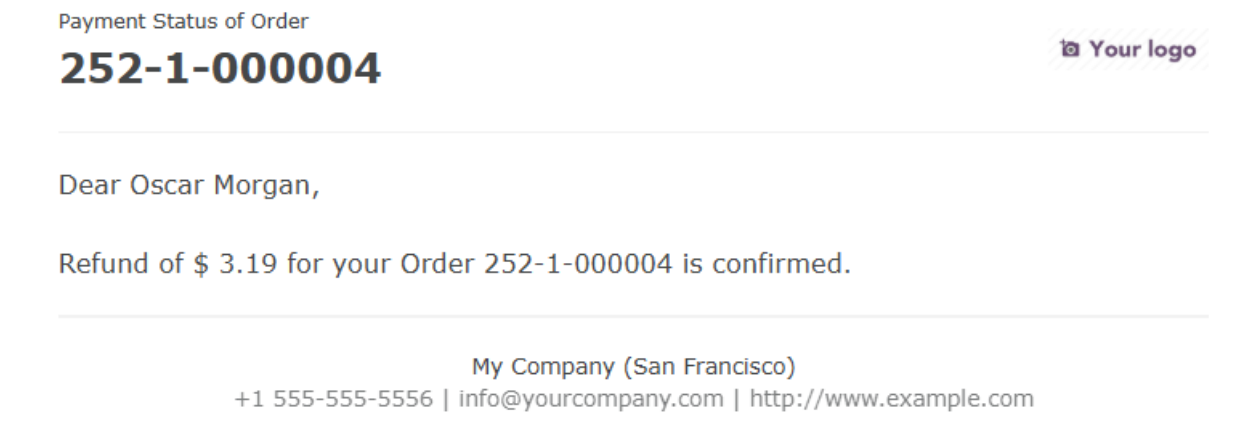


Figure 22: Wallee Payment Refund Email to Customer

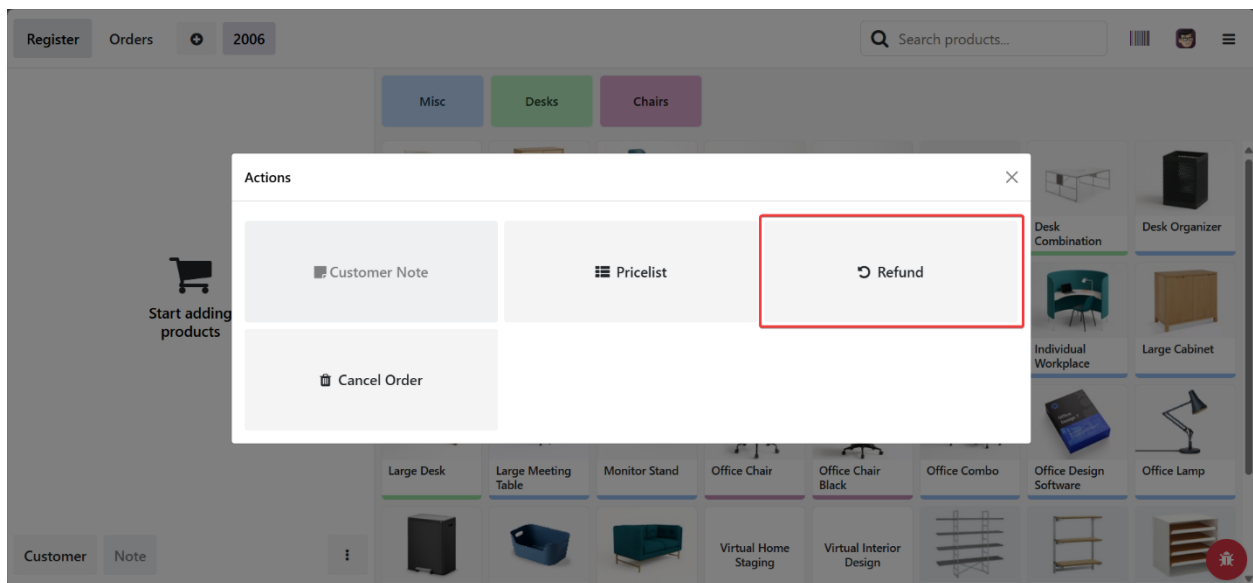
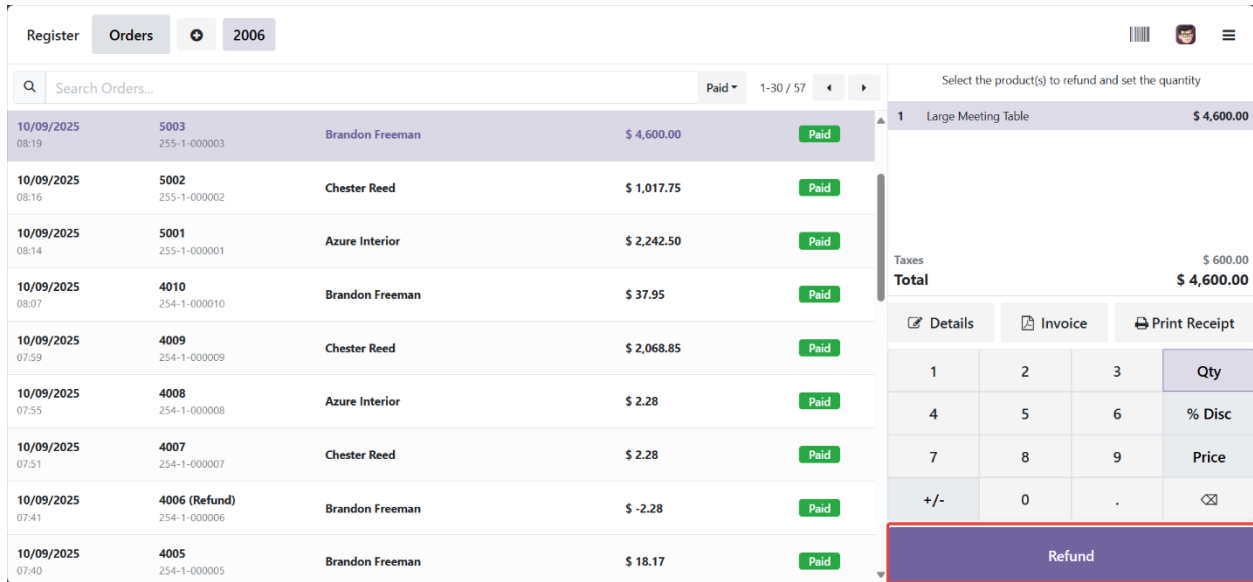


Figure 23: Refund option through POS Store

The refund through POS store can be done clicking on **Actions** button followed by clicking **Refund** button.

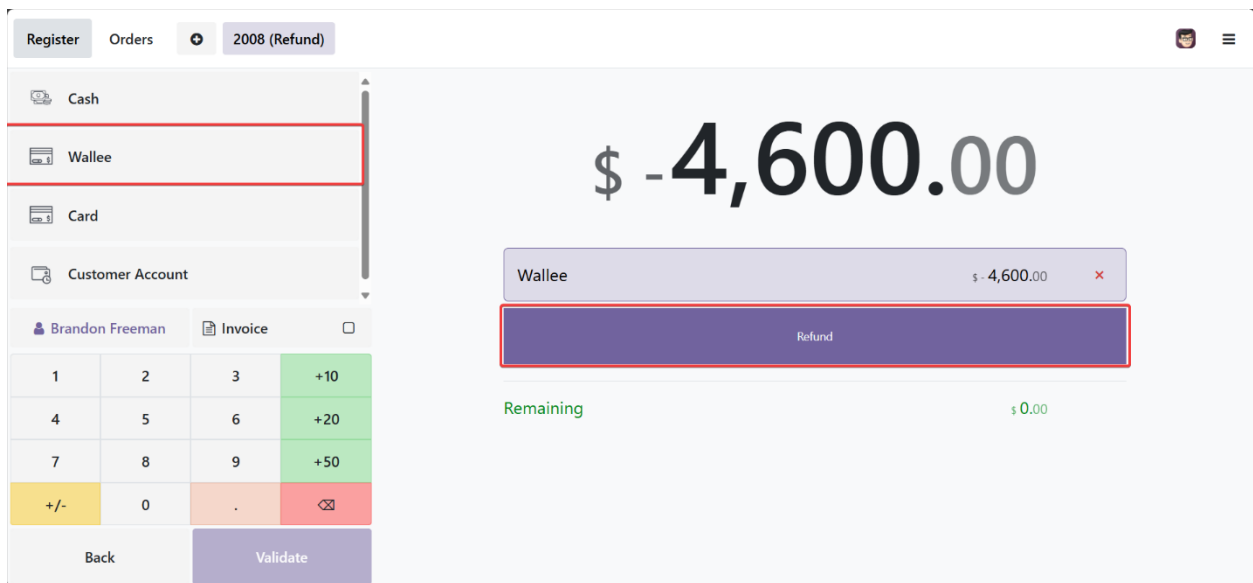


The screenshot shows the POS interface with a list of orders on the left and a refund confirmation screen on the right. The orders list includes columns for date, time, order number, customer name, amount, and status. The refund confirmation screen shows the selected product 'Large Meeting Table' with a quantity of 1 and a total amount of \$4,600.00. A 'Refund' button is highlighted at the bottom of the confirmation screen.

Date	Time	Order Number	Customer Name	Amount	Status
10/09/2025	08:19	5003	Brandon Freeman	\$ 4,600.00	Paid
10/09/2025	08:16	5002	Chester Reed	\$ 1,017.75	Paid
10/09/2025	08:14	5001	Azure Interior	\$ 2,242.50	Paid
10/09/2025	08:07	4010	Brandon Freeman	\$ 37.95	Paid
10/09/2025	07:59	4009	Chester Reed	\$ 2,068.85	Paid
10/09/2025	07:55	4008	Azure Interior	\$ 2.28	Paid
10/09/2025	07:51	4007	Chester Reed	\$ 2.28	Paid
10/09/2025	07:41	4006 (Refund)	Brandon Freeman	\$ -2.28	Paid
10/09/2025	07:40	4005	Brandon Freeman	\$ 18.17	Paid

Figure 24: Refund option through POS Store

Select the order that should be refunded and click on the **Refund** button.



The screenshot shows the POS interface with a list of payment methods on the left and a refund payment screen on the right. The payment methods list includes Cash, Wallee, Card, and Customer Account. The refund payment screen shows a large display of '\$ -4,600.00' and a 'Refund' button. The 'Remaining' amount is shown as '\$ 0.00'.

Payment Method	Amount
Cash	
Wallee	\$ -4,600.00
Card	
Customer Account	

Figure 25: POS Store Refund Payment

Select the **Wallee** payment and click on the **Refund** button and the transaction will be completed automatically.

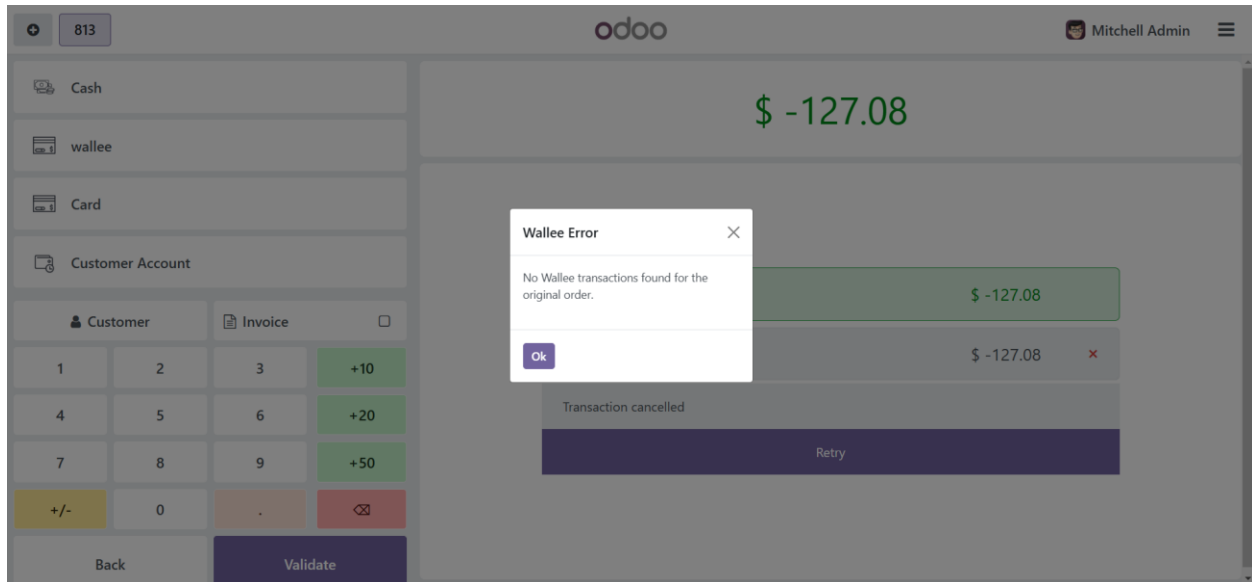


Figure 26: Validation for selecting non Wallee payment method

If Wallee refund transaction is tried on a non-Wallee order, a validation error will be displayed as “**No Wallee transactions found for the original order.**”

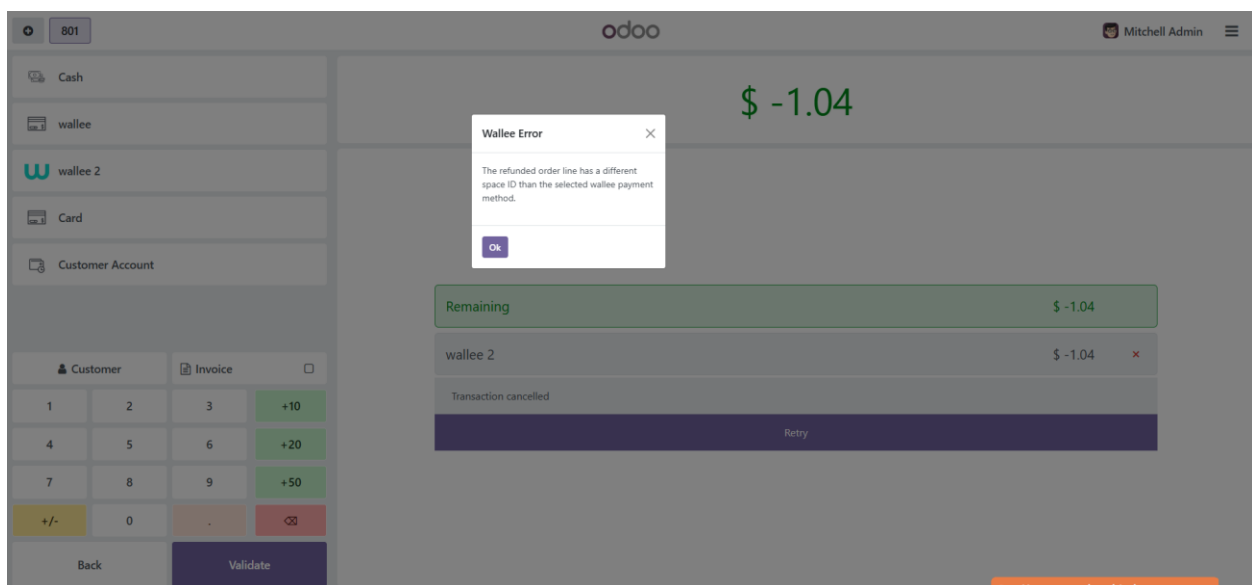


Figure 27: Validation for selecting Wallee payment method in another Space ID

If Wallee Payment was completed through payment method say “**wallee**” and for refund if selected payment method “**wallee 2**” in another space ID, a validation error will be displayed as “**The refunded order line has a different space ID than the selected wallee payment method.**”

If the payment transaction in the Wallee Back Office is in the **Authorized** state, the following validation error will be displayed in the POS store.

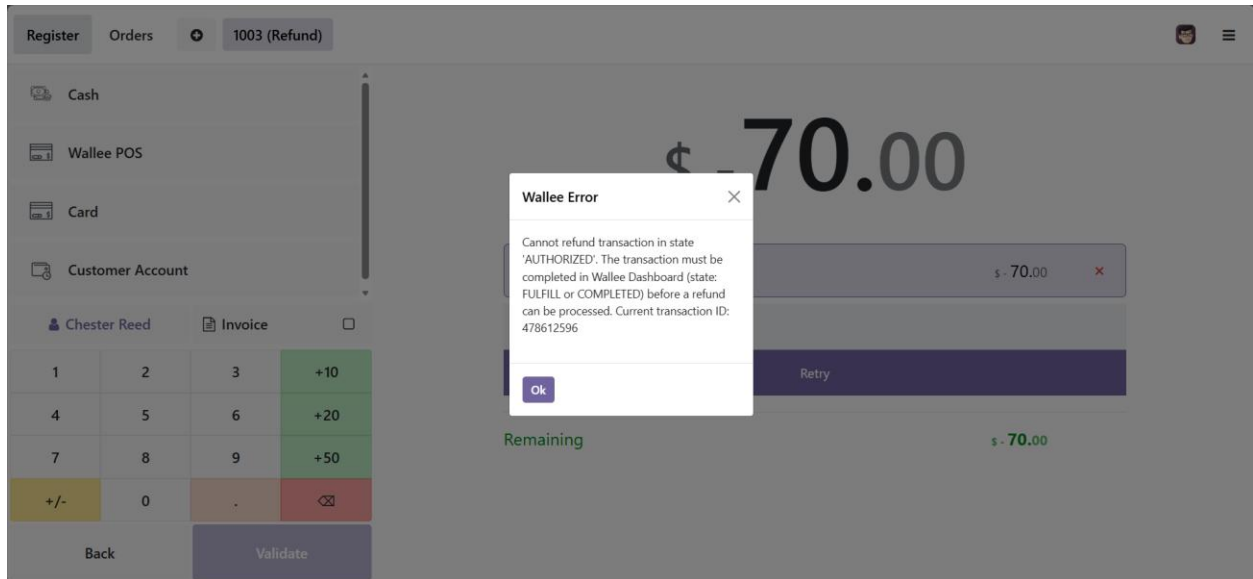


Figure 28: Validation for Authorized State in POS Store

4. Technical Requirements / Compatibility

- **Technical Requirements:** Requires Odoo Point of Sale, Payment, and Invoicing modules.
- **Compatible With:** Odoo 19.0 Community and Enterprise Editions.

5. Change Log / Release Notes

- Version 1.0.2: October 2026
 - Minor improvements and performance enhancements to the plugin.
- Version 1.0.1: March 2026
 - Minor improvements and performance enhancements to the plugin.
 - Added validation to verify the transaction state in the Wallee Back Office before initiating a refund process.
- Version 1.0.0: October 2025
 - Initial release.

6. Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com.