



USER GUIDE

**Shopware Subscription Plugin
integrated with the Wallee payment**



INTRODUCTION

The **Shopware Subscription Plugin integrated with the Wallee payment** enables merchants to offer recurring products or services directly from their Shopware storefront. This plugin allows store owners to configure subscription-based offerings while automating the billing and renewal process. Wallee handles the secure payment processing, including recurring payments ensuring seamless and PCI-compliant transactions. Within Shopware, merchants can manage subscription plans, monitor active subscriptions, and track renewal cycles, while customers can view, manage, or cancel their subscriptions from their account dashboard.

This integration significantly reduces manual effort and increases revenue predictability by automating the entire subscription lifecycle. It supports flexible billing intervals while maintaining accurate synchronization between Shopware and Wallee. By combining Shopware's ecommerce flexibility with Wallee's robust payment infrastructure, businesses can deliver a smooth and reliable subscription experience for both admins and customers.

The payment methods available in Wallee are supported by this extension if they allow tokenization and recurring payments. However, the availability of a payment method for live transactions also depends on the terms of Wallee contract and the capabilities of the selected payment processor. The plugin is also designed to support other payment gateways that provide recurring payment functionality.

REQUIREMENTS

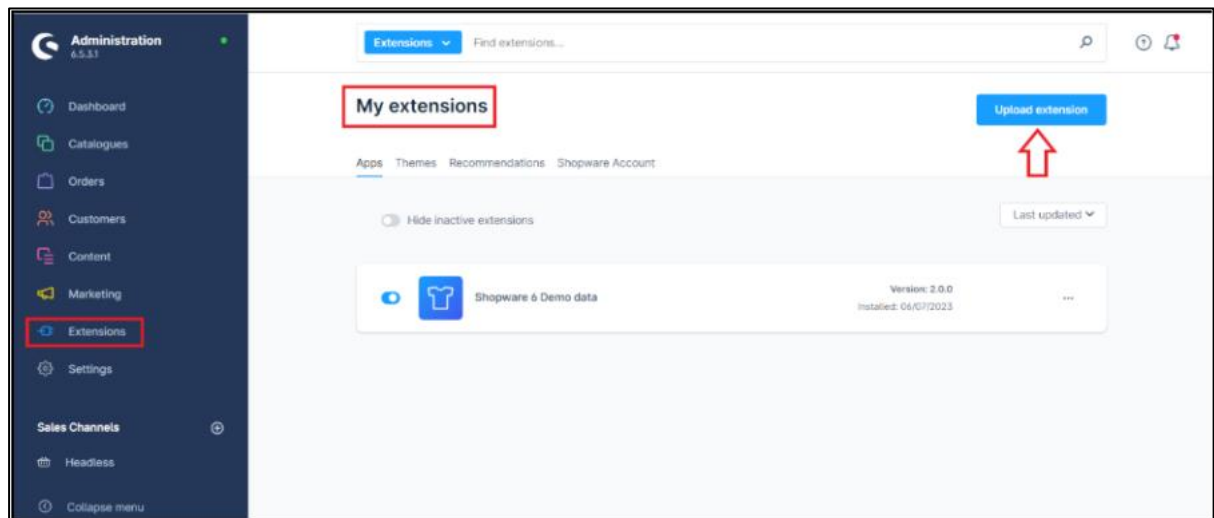
To install and configure PitsSubscriptions plugin with Wallee payment plugin in Shopware, the following is required:

- Shopware 6.7.1.2 Community Edition
- Wallee Products Plugin for Shopware 6.7
- Wallee merchant account

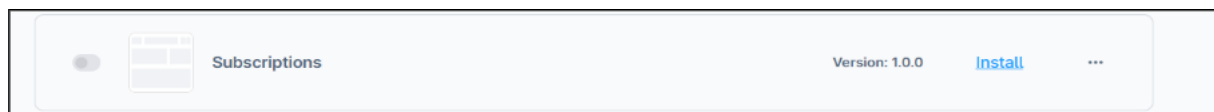
INSTALLATION

To install the PitsSubscriptions plugin, follow the steps below:

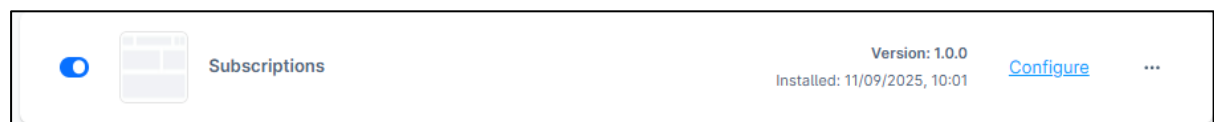
1. Go to Shopware administration, in the left panel, click on 'Extensions' and then click 'My extensions'. In the 'My extensions' page, click on 'Upload extension' button.



2. Select the extension ZIP file from the location where it was downloaded. If the downloaded file is zipped, first extract it – you will find two ZIP files inside. **Upload the ZIP file named PitsSubscriptions.zip.** Once uploaded, the extension will be successfully added to your Shopware instance, and a success notification will appear. The extension will then be visible under the 'Apps' tab in 'My Extensions'.



3. Click on 'Install' link against the extension, Subscriptions



4. This installs the module that can handle recurring payments for offline subscriptions.

To install Wallee Products for Shopware 6 Plugin

1. Navigate to your Shopware root directory.
2. Run:

```
composer require wallee/shopware-6
php bin/console plugin:refresh
php bin/console plugin:install --activate --clearCache Wallee
```



Important: To enable recurring payments with the Wallee plugin in Shopware Community Edition:

1. Install the **PitsSubscriptions Plugin** (mentioned above).
2. Install the **Wallee Products for Shopware 6** plugin.
3. Finally, install the **Wallee Subscription Payments** plugin. From the earlier downloaded ZIP file, extract it if needed — you will find two ZIP files inside. **Upload the file named PitsSubscriptionWalleeConnector.zip** to complete the installation. This ensures the correct plugin is installed and activated.

	 Subscriptions	Version: 1.0.0 Installed: 11/09/2025, 10:01	Configure ...
	 Shopware 6 Demo data	Version: 2.1.0 Installed: 13/08/2025, 22:42	...
	 Wallee Products for Shopware 6	Version: 7.1.2 Installed: 08/10/2025, 22:51	...
	 Wallee Subscription payments	Version: 1.0.0 Installed: 00:04	...

Then run:

```
bin/build-administration.sh && bin/build-storefront.sh && bin/console cache:clear
```

CONFIGURATION

The general settings which are applicable for all products are managed in configure page of the extension. Product specific configurations for Subscriptions can be made in Catalogues > Products > Select a product > Subscriptions.

EXTENSION CONFIGURATION

1. **Sales Channel:** In the configuration page of the extension, select the sales channel for which the configuration should be applied. If 'All Sales Channels' is selected the configuration will be saved for all sales channels. If a particular sales channel needs to be configured differently the sales channel can be selected and then the configurations done will be saved for only that sales channel.
2. **Allow end-user cancellation:** By enabling this, the end user can cancel the subscription after purchasing an 'ACTIVE' subscription.



3. **Allow end-user to pause subscription:** By enabling this, the end user can pause the subscription after purchasing an 'ACTIVE' subscription.
4. **Allow end-user to resume subscription:** By enabling this, the end user can resume the subscription after a paused subscription.

← Back

Subscriptions
by PIT Solutions AG

Save

Subscription Management

Sales Channel

All Sales Channels

☒ Allow end-user cancellation

☒ Allow end-user to pause subscription

☒ Allow end-user to resume subscription

Renewal request contact email

test123@yopmail.com

5. **Renewal request contact mail:** This setting specifies the email address customers can use to contact the administrator if they wish to request a change to their subscription renewal date.

After completing the configurations, click on 'Save' button on the top right corner.

SUBSCRIPTION CONFIGURATION IN PRODUCT PAGE

After enabling the extension, a new tab called 'Subscription' appears on the product page. This tab includes subscription settings and subscription pricing details for the specific product.



The tab is divided into two sections: one for Subscription Settings and the other for Pricing.

The screenshot shows a product management interface for 'Coffee Beans'. At the top, there's a header with the product name 'Coffee Beans', a language dropdown set to 'English', and 'Cancel' and 'Save' buttons. Below this is a horizontal menu with tabs: General, Specifications, Advanced pricing, Variants, Layout, SEO, Cross Selling, Reviews, and Subscription (which is active). The 'Subscription Settings' section is expanded, showing a toggle for 'Enable Subscription' (which is turned on), a 'Display Name' field with the value 'Coffee Beans Subscription', a 'Subscription Length' dropdown set to '10', an 'Initial Fee' dropdown set to '2', and a 'Detail Page Text' text area containing 'Premium Arabica Coffee Beans - 1kg'.

The section 'Subscription Settings' contains following fields:

1. **Enable Subscription:** The admin can enable the field to configure the product to a subscription product.
2. **Display Name:** The field value is rendered as a subscription display name in product detail page before subscription options.
3. **Subscription Length:** Set the duration (in numbers) for which the subscription will be valid. This value is rendered on product detail page.
4. **Initial Fee:** Specify an initial fee for the subscription product. This is a one-time fixed charge that is collected upfront when a customer signs up for the subscription.
5. **Detail Page Text:** Text which can be added along with subscription options

The next section, '**Pricing,**' lists the subscription pricing and available discount options, along with the recurring amount for each subscription option, which applies to all subsequent orders.



Pricing

Subscription Option	Recurring Amount	Discount Type	Discount Value	
Monthly	19.5	Percentage	10	...
Weekly	18	Percentage	10	...

Click on (+) button to create new form to add pricing details.

Add Pricing

Subscription Option

Daily

Recurring Amount

0

Discount Type

Fixed

Discount Value

0

Cancel

Save

- Subscription Options: The available subscription plans include daily, weekly, monthly, and yearly.
- Recurring Amount: This is the price charged on all subsequent orders.



- Discount Type: The discount type can be either fixed amount or percentage, which is deducted from the total of recurring orders.
- Discount Value: The discount amount, based on the selected discount type, can be either a fixed sum or a percentage.

Clicking on 'Product save' will save the subscription details.

The subscription purchase options will be shown on the product detail page for each subscription-based product.

Coffee Beans



US\$15.00
[Prices incl. VAT plus shipping costs](#)

Coffee Beans Subscription

Premium Arabica Coffee Beans – 1kg

US\$10.00 discount is applied on subscription.
You'll pay US\$15.00 for the product plus a US\$2.00 setup fee upfront.
After that, subsequent orders will be billed at US\$20.00 per day.

☒ Daily

Subscription Duration 10 day(s)
Initial Fee US\$2.00

— 1 +

Subscribe

Product number: SW10002

Coffee Beans



US\$15.00
[Prices incl. VAT plus shipping costs](#)

Coffee Beans Subscription

Premium Arabica Coffee Beans – 1kg

10% discount is applied on subscription.
You'll pay US\$15.00 for the product plus a US\$2.00 setup fee upfront.
After that, subsequent orders will be billed at US\$19.50 per month.

☒ Monthly
☐ Weekly

Subscription Duration 10 month(s)
Initial Fee US\$2.00

— 1 +

Subscribe

Selecting a subscription option—such as weekly or monthly—will display the discount applied to subsequent recurring orders and the initial price added to the cart when



the user chooses to purchase the subscription. It will also show how subsequent orders are billed, for example, on a weekly or monthly basis.

Additionally, the subscription duration reflects the interval at which recurring orders are placed, based on the selected subscription option.

ADDING TO CART

Coffee Beans Subscription

10% discount is applied on subscription.

You'll pay US\$15.00 for the product plus a US\$2.00 setup fee upfront.

After that, subsequent orders will be billed at US\$19.50 per month.

☒ Monthly
☐ Weekly

Subscription Duration 10
month(s)
Initial Fee US\$2.00

—

1

+

Subscribe

After choosing a subscription option and then clicking on 'Subscribe' button. It gets added to cart. The cart line item details the subscription option selected, initial setup fee incurred and the duration of subscription like it is shown in Figure.



[Continue shopping](#)

Shopping cart **1 item**

✓ 1 product added to your shopping cart.



×

Coffee Beans
Product number: SW10002
Delivery period: 18/11/2025 - 20/11/2025
Subscription: **Yes**
Subscription Option Selected: **Monthly**
Subscription Duration: **10**
Initial Fee: **US\$2.00**

Quantity

– 1 +

US\$17.00

Subtotal	US\$17.00
Shipping costs (Standard)	+ US\$0.00

Note: Combination of subscription products and normal products are not allowed in one checkout.

Note: Only one type of subscription product can be added in one checkout.

Important Notes

1. Guest Purchase Restriction

Subscription products cannot be purchased by guest customers.

Only registered and logged-in users are allowed to buy subscription-based products.

This ensures proper account management, billing, and access to subscription benefits.

2. Payment Method Policy

Once a subscription product has been purchased, the payment method used for that subscription cannot be changed.



CHECKOUT AND ORDER PLACEMENT WITH SUBSCRIPTION PRODUCT

Terms and conditions and cancellation policy

Please note our [cancellation policy](#).

☒ I have read and accepted the [general terms and conditions](#).

Shipping address

tester187k tester187k
tester187k Villa
231 Nebraska
United States of America

[Change shipping address](#)

Billing address

Same as shipping address

[Change billing address](#)

Payment method

☐ Cash on delivery

☐ Paid in advance

☐ Direct Debit

☐ Invoice

☒ **Credit / Debit Card**
Pay conveniently with your credit or debit card.

☐ American Express

Shipping method

☒ **Standard**

Product	Quantity	incl. VAT	Subtotal
 Coffee Beans Product number: SW10002 Delivery period: 18/11/2025 - 20/11/2025 Subscription: Yes Subscription Option Selected: Monthly Subscription Duration: 10 Initial Fee: US\$2.00	- 1 +	US\$2.71	US\$17.00 ×

Summary

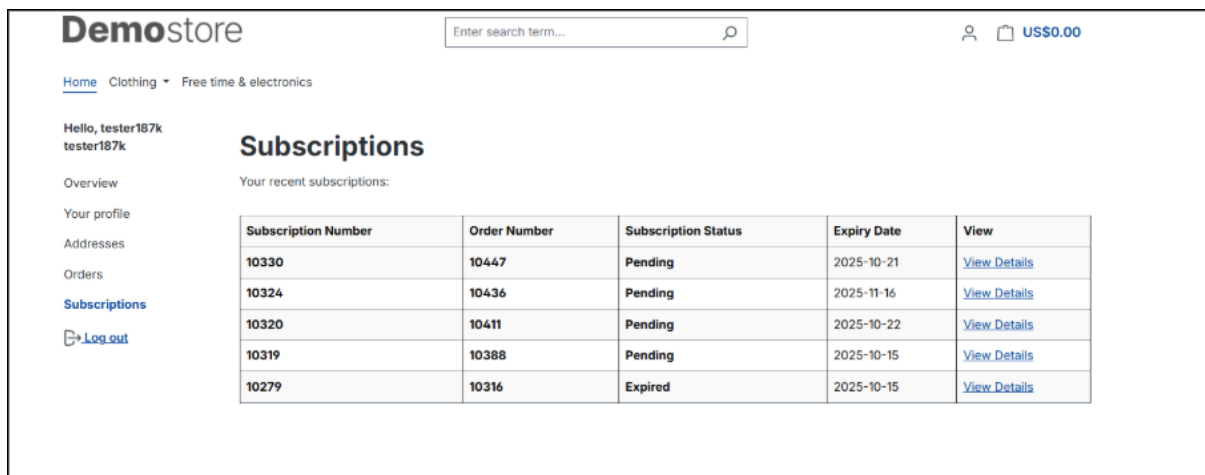
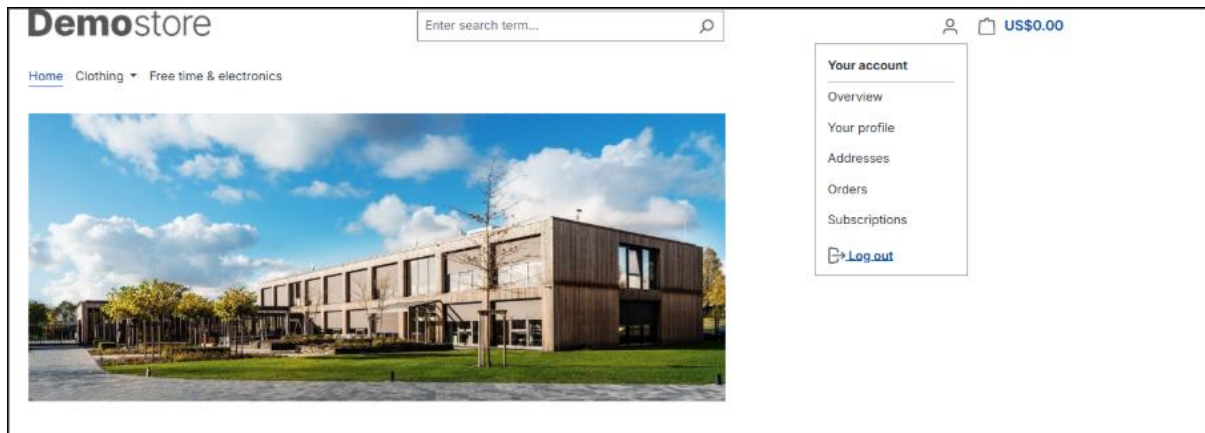
Total	US\$17.00
Shipping costs	US\$0.00
Grand total	US\$17.00
Net total	US\$14.29
plus 19% VAT:	US\$2.71

Submit order

Select a payment method on the checkout page and click 'Submit Order' to place the subscription. The subscription will be created and payment processed based on the selected payment method, whether offline or online.



The purchased subscription can be viewed on the customer's **Your Account** page, where all subscriptions associated with the customer are listed.



Clicking on **View Details** navigates to the **Subscription Detail Page**, which displays the customer addresses, subscription cycle information, product details, and associated child orders.



Subscriptions

Status : Expired

Default billing address
tester187k tester187k
tester187k Villa
231 Nebraska
United States of America

Default shipping address
Equal to billing address

Subscription Details
Subscription Number
10279

Parent Order Number
10316

Recurring Amount
US\$10.00

Payment Method
Cash on delivery

Subscription Option Selected
Daily

Subscription Cycle Information
Subscription Duration
12

Billing Cycle
3 cycle(s) completed

Subscription Renewal Date
15/10/2025

Subscription Expiration Date
15/10/2025

The SUBSCRIPTION DETAILS section displays

1. Subscription Status:

Shows the current state of the subscription, which can be updated by the admin.

2. Recurring Amount:

Amount to be incurred for child orders in subscriptions

3. Payment Method:

Displays the payment option used for the subscription

4. Subscription Option Selected:

Shows the specific plan or tier chosen by the user (eg: Monthly, Yearly)

5. Parent Order Number:

Displays the original order from which the current subscription or related orders were generated, used to track recurring or linked transactions

The subscription cycle information displays the cycle information of subscription with subscription duration, billing cycle, subscription renewal date and expiration date.

1. Subscription Duration:

Defines the length of subscription

2. Billing Cycles:

Shows the number of billing periods that have been successfully completed for the subscription.



3. Subscription Renewal Date:

Indicates when the subscription is scheduled to renew automatically.

4. Subscription Expiration Date:

Specifies when the current subscription will end if not renewed.

Subscriptions

Status : Expired

Default billing address
tester187k tester187k
tester187k Villa
231 Nebraska
United States of America

Default shipping address
Equal to billing address

Subscription Details
Subscription Number
10279

Parent Order Number
10316

Recurring Amount
US\$10.00

Payment Method
Cash on delivery

Subscription Option Selected
Daily

Subscription Cycle Information
Subscription Duration
12

Billing Cycle
3 cycle(s) completed

Subscription Renewal Date
15/10/2025

Subscription Expiration Date
15/10/2025

Product Details		
Product Name	Product Quantity	Product Price
Coffee Beans	1	US\$15.00

Product Details

Product Name	Product Quantity	Product Price
Main product	1	US\$423.58

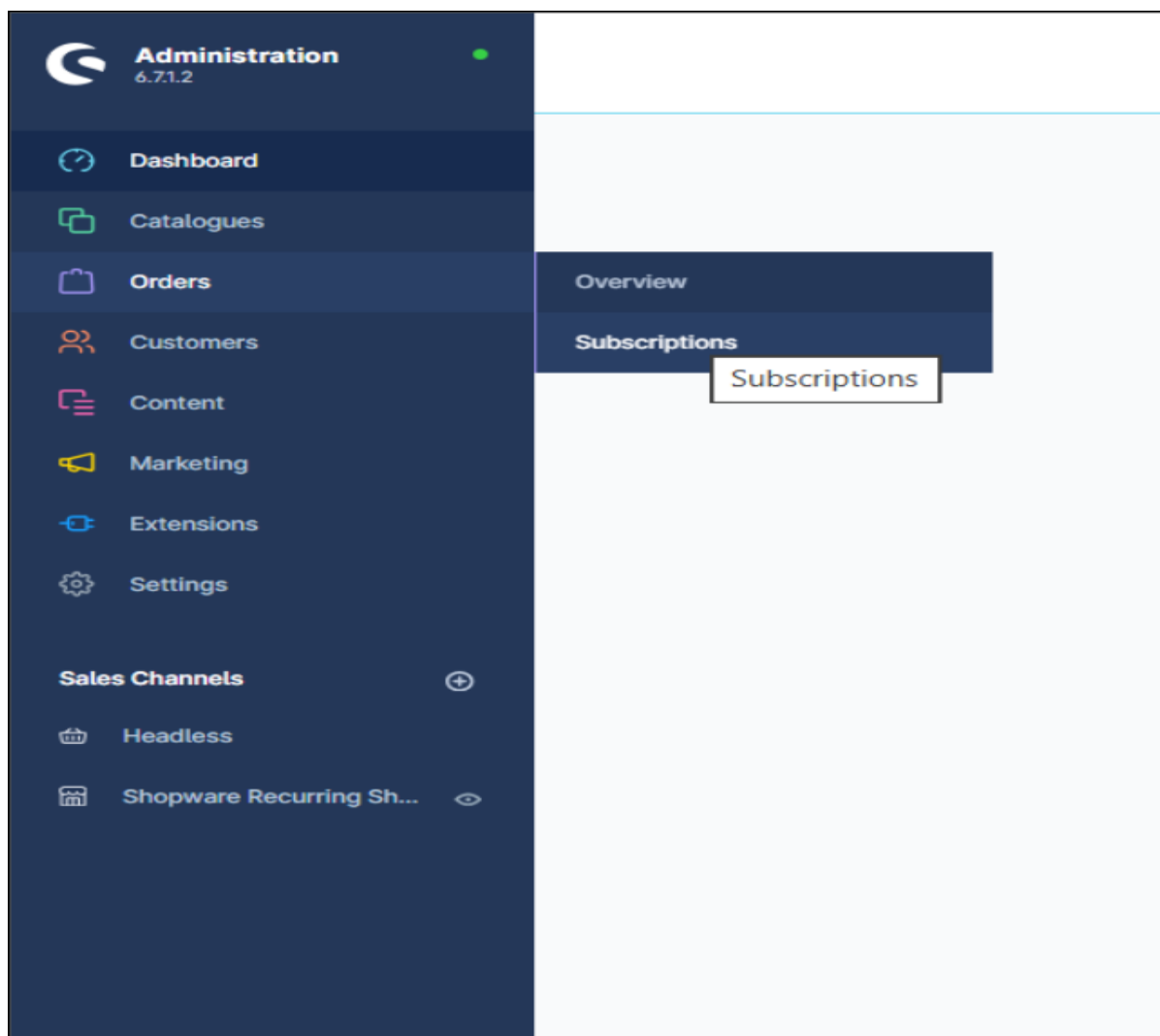
Orders

Cycle	Order Number	Cycle Status	Cycle Date
3	10389	Open	14/10/2025
2	10369	Open	08/10/2025
1	10356	Open	07/10/2025

The product details section displays the product included in the subscription, and the orders section lists the completed subscription cycles along with their respective cycle dates.

SUBSCRIPTION MANAGEMENT

Subscription list can be accessed in Shopware from Orders -> Subscriptions. This will be displayed after installing and activating Subscription plugin.



Subscriptions (51)									
☐	Subscription Number	Parent Order Number	Customer Name	SalesChannel	Amount	Subscribed Option	Subscription Length	Subscription Status	
☐	10329	10446	test test	Shopware Recurring Shop	US\$7.00	Daily	1	PENDING	...
☐	10328	10445	test test	Shopware Recurring Shop	US\$7.00	Daily	1	PENDING	...
☐	10327	10440	test test	Shopware Recurring Shop	US\$6.00	Weekly	1	ACTIVE	...
☐	10326	10439	test test	Shopware Recurring Shop	US\$1.00	Monthly	1	PENDING	...
☐	10325	10438	test test	Shopware Recurring Shop	US\$1.00	Monthly	1	PENDING	...
☐	10324	10436	tester187% tester187%	Shopware Recurring Shop	€1.00	Monthly	1	PENDING	...
☐	10323	10435	test test	Shopware Recurring Shop	US\$6.00	Weekly	1	PENDING	...
☐	10322	10432	test test	Shopware Recurring Shop	US\$1.00	Monthly	1	PENDING	...
☐	10321	10414	test test	Shopware Recurring Shop	US\$1.00	Monthly	1	PENDING	...
☐	10320	10411	tester187% tester187%	Shopware Recurring Shop	€7.00	Daily	1	PENDING	...

Click on the subscription number to view the details of any subscriptions. Subscription details display two tabs – General, Orders.



Note: To run recurring orders, the subscription should be set as ACTIVE.

The 'General' tab displays Subscription status, renewal and expiration date. Also it shows Payment method, Subscription Duration and Subscription Option Selected.

A screenshot of the 'Subscription' page in a web application. The page has a header with the title 'Subscription' and a language dropdown set to 'English'. Below the header are two tabs: 'General' (selected) and 'Orders'. The 'General' tab contains a form with the following fields: 'Subscription Number :: 10327', 'Parent Order Number :: 10440', 'Subscription Status' (a dropdown menu showing 'active'), 'Subscription Option Selected' (a dropdown menu showing 'Weekly'), 'Subscription Duration' (a dropdown menu showing '1'), 'Payment Method' (a dropdown menu showing 'Credit / Debit Card'), 'Subscription Renewal Date' (a date field showing '23/10/2025' with an 'Edit' button), and 'Subscription Expiration Date' (a date field showing '23/10/2025').

Subscription	
English	
General Orders	
Subscription Number :: 10327	
Parent Order Number :: 10440	
Subscription Status	
active	
Subscription Option Selected	Subscription Renewal Date
Weekly	23/10/2025 Edit
Subscription Duration	Subscription Expiration Date
1	23/10/2025
Payment Method	
Credit / Debit Card	

The 'Orders' tab list of child orders linked to the subscription, with each entry representing a billing cycle.



General		Orders	
Cycle	Order Number	Cycle Status	Cycle Date
3	10443	Open	16/10/2025
2	10442	Open	16/10/2025
1	10441	Open	16/10/2025

When a customer requests a change to their subscription renewal date, the admin can update and set the new renewal date accordingly.

INSTRUCTIONS FOR OTHER PAYMENT PROVIDERS TO INTEGRATE RECURRING PAYMENT GATEWAYS

In addition to Wallee, this extension can also support other payment gateways. For handling recurring payments, the subscription plugin calls the **recurringSubscription** function in the Payment Handler file. Payment providers should **implement recurringSubscription** (if not already present).

- If a **recurring()** function already exists, it should be **called or integrated inside recurringSubscription()**.
- The **recurringSubscription** function should use the previously stored payment token to process subsequent subscription charges.

HANDLING RECURRING PAYMENTS: ONLINE V/S OFFLINE

The subscription plugin triggers the **recurringSubscription** function in the Payment Handler to process recurring charges. Payment providers should implement this function and handle subsequent payments using the previously stored payment token.

1. Online Payments

- Payments are processed immediately through the payment gateway.
- The subscription plugin triggers the **recurringSubscription** function and it should use the stored token to trigger the charge via the gateway API.
- Any success or failure response from the gateway should be handled accordingly (e.g., updating subscription status).

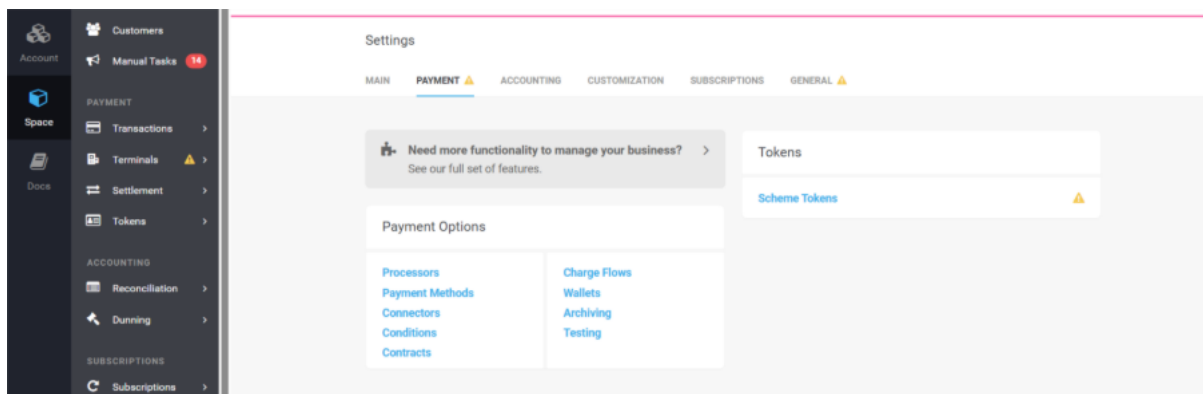


2. Offline Payments

- Offline payments (e.g., bank transfer, cash on delivery) are not automatically processed.
- Mark the subscription as PENDING until payment is received. Update subscription status once payment is confirmed.

CONFIGURING WALLEE MERCHANT ACCOUNT

Go to <https://app-wallee.com/user/signup> to create a wallee account. First configure Wallee merchant account with payment processors and payment methods. Navigate to **Space - >Settings -> Payment**.



Create a processor by selecting a Processor Type and Processor name



Settings / Payment / Payment Options / Processor Cancel Continue

New Payment Processor Configuration 1 / 2

Processor Type

Processor *

- Adyen
- Adyen (Adyen (Legacy))
- AIB Merchant Services (Authipay)
- American Express
- Barclaycard (Barclaycard ePDQ DirectLink)
- Barclaycard (Barclaycard ePDQ E-Commerce)
- BNP Paribas (Mercanet 2.0)
- Bogus Processor

Create a new processor name and click on 'Create'

Settings / Payment / Payment Options / Processor Cancel Create

New Payment Processor Configuration 2 / 2

Processor Details

Name * <= 100 chars

Test Processor Shopware

The name used to identify the payment method configuration.

Configure Connectors and click on 'Save'.



Settings / Payment / Payment Options / Processor / Connectors Close ✓ Save

Connectors

Test Processor Shopware #470416

Payment Connector Configurations

	American Express	☐
	American Express	☐
	Dankort	☐
	Dankort	☐
	Diners Club	☐
	Diners Club	☐
	Direct Debit (SEPA)	☐
	Invoice	☐

Next, go to **Settings → Payment → Payment Methods** in your Wallee merchant account to configure available payment options.

Settings / Payment / Payment Options / Payment Method Cancel Save

One-Click Payment

Image Resource Path

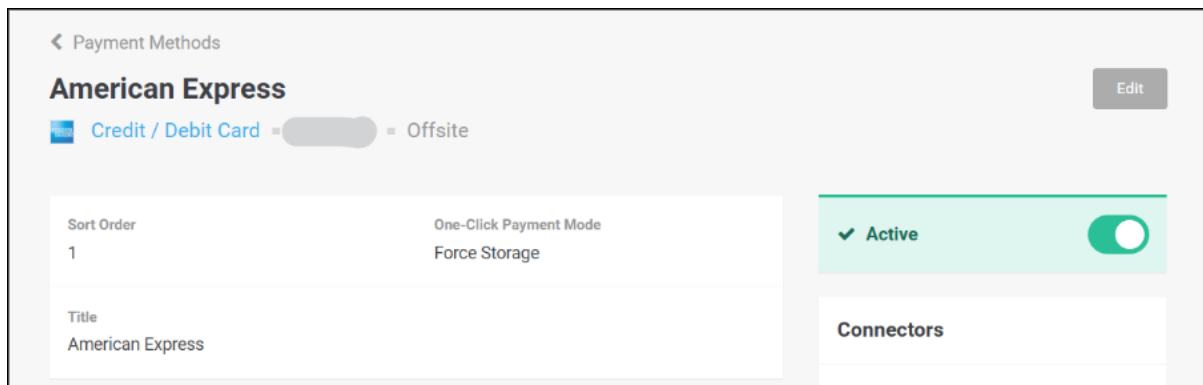
📁 Sele...

The resource path to a custom image for the payment method, displayed to the customer for visual identification.

One-Click Payment Mode

The one-click payment mode determines whether the customer can save their payment details for later payments.

Important: Ensure that **One-Time Click Payments** is set to **"Force Storage"**. This setting allows Wallee to securely store payment method tokens, which are required for handling **recurring payments**.



PAYMENT METHOD MANAGEMENT

The list of available payment methods during checkout is controlled by the **Wallee portal**.

If you want to **disable** a payment method:

From the Wallee Portal:

1. Go to:
Space → Settings → Payments → Payment Methods
2. Choose the payment method you'd like to deactivate.
3. Use the toggle switch to disable it — it should appear as **inactive** once turned off.



Customers

Manual Tasks

PAYMENT

Transactions

Terminals

Settlement

Tokens

ACCOUNTING

Reconciliation

Dunning

Settings

Settings

MAINPAYMENTACCOUNTINGCUSTOMIZATIONGENERAL

Need more functionality to manage your business?
See our full set of features.

Payment Options

Processors

Payment Methods

Connectors

Conditions

Contracts

Charge Flows

Click to Pay

Apple Pay

Archiving

Testing

Tokens

Scheme Tokens

Payment Methods

American Express

Credit / Debit Card

Offsite

Edit

Sort Order

1

One-Click Payment Mode

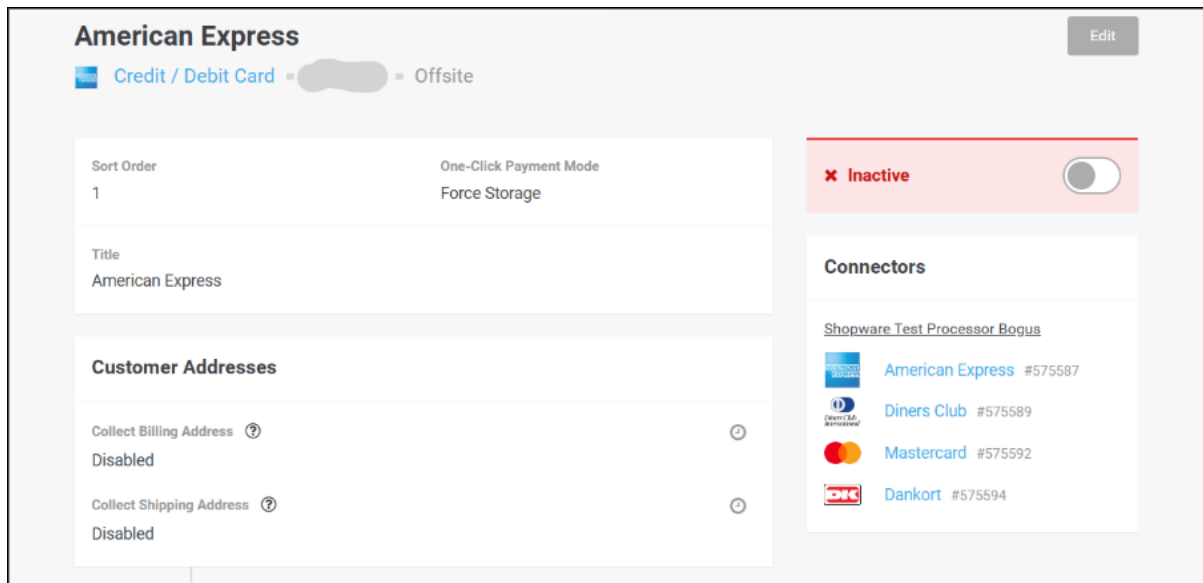
Force Storage

Title

American Express

Active

Connectors



Settings

General

- Basic information
- Cart settings
- Languages
- Measurement system
- Number ranges
- Product units
- Search
- Status management

Customer

- Customer groups
- Log-in & sign-up
- Salutations

Automation

- Flow Builder
- Import/Export
- Rule builder

Localisation

- Countries
- Currencies
- Snippets
- Tax

Content

- Custom fields
- Email templates
- Media
- Newsletter
- SEO
- Sitemap
- Tags

Commerce

- Delivery times
- Documents
- Essential characteristics
- Payment methods

System

- Caches & indexes
- Data sharing
- Event logs
- First Run Wizard
- Integrations
- Mailer
- Message queue statistics
- Shopware Account
- Shopware Services
- Shopware updates
- Storefront
- Users & permissions

Extensions

- Wallee settings

1. In the Shopware admin, go to:
Settings → Extensions → Wallee
2. Enter the required API credentials:
 - a. **Space ID**
 - b. **User ID**
 - c. **API Key**
3. Click **Save** to complete the configuration.



Finding your Space ID

You can locate your Space ID in the Wallee portal by navigating to your Space overview. Example: Space ID = 76231

The screenshot shows the Wallee Administration portal interface. On the left is a dark sidebar with a menu. The main content area is titled 'Settings > Wallee' and contains three sections: 'Sales Channel Switch', 'Credentials', and 'Options'.

Sidebar Menu:

- Administration v6.2.2 Stable Version
- Dashboard
- Catalogues
- Orders
- Customers
- Content
- Marketing
- Settings (selected)
- Sales Channel
- Headless
- Storefront
- Minimize menu
- admin Administrator

Settings > Wallee Page:

- Sales Channel Switch:** A dropdown menu currently shows 'All Sales Channels'. Below it is a button labeled 'Set Wallee as default payment handler'.
- Credentials:** Three input fields are present: 'Space ID *', 'User ID *', and 'Application Key *'. The 'User ID' field contains the value '0'. Each field has a blue question mark icon to its right.
- Options:** Three settings are listed: 'Space View ID' (empty input field), 'Integration' (dropdown menu showing 'Iframe'), and two toggle switches: 'Line item consistency' and 'Send order confirmation email', both of which are currently turned on.

A screenshot of the 'Options' configuration panel for the Wallee plugin. The panel has a title 'Options' at the top. Below it, there are four settings: 1. 'Space View ID' with a text input field containing '0' and a help icon. 2. 'Integration' with a dropdown menu showing 'Payment Page' and a help icon. 3. 'Line item consistency' with a toggle switch that is turned on and a help icon. 4. 'Send order confirmation email' with a toggle switch that is turned on and a help icon.

Wallee Plugin Configuration Options

Space View ID

This field enables you to apply custom styling to the payment form and the hosted payment page. The styles are managed within your **Space settings** in the Wallee portal.

Note: If you're not using a custom view, leave this field blank.

Integration Mode

This setting controls how the payment form appears during the checkout process. The available display options include:

- **IFrame:** Integrates the payment form directly into the Shopware checkout page, offering a smooth and uninterrupted user experience.
- **Payment Page:** Redirects the customer to a standalone payment page hosted by Wallee.

Line Item Consistency

Shopware calculates taxes individually for each line item, which may cause minor rounding differences (usually just a few cents) between the total tax and the displayed order total.

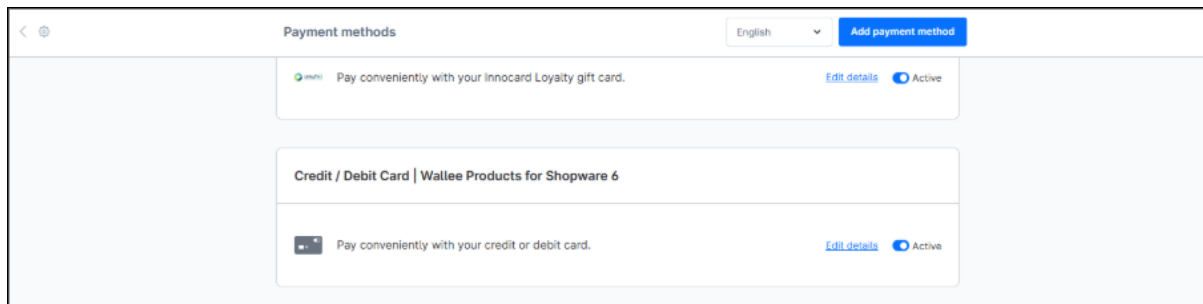


If the **"Enforce Consistency"** option is activated in the Wallee portal, orders with these small discrepancies will be rejected.

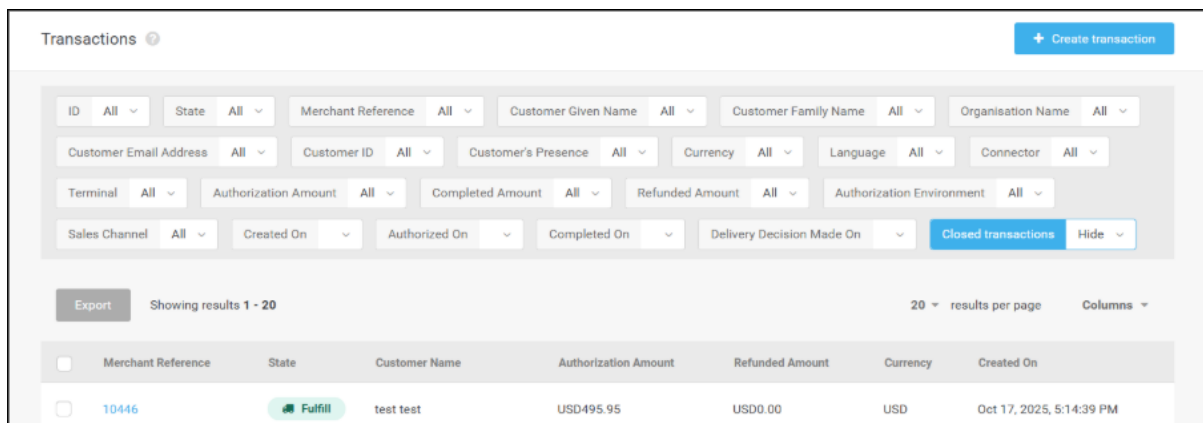
Recommendation: Unless your business requires strict tax validation, it's best to leave this setting **disabled** to prevent potential payment issues.

Order Confirmation Emails

By enabling this option, Shopware will send order confirmation emails directly, instead of relying on the Wallee portal to handle this task.



When a customer selects an enabled Wallee payment method during the storefront checkout, they are redirected to either a hosted Payment Page or an embedded Iframe Page, where the payment is processed. Upon successful completion, the transaction details are automatically synced with the merchant's Wallee account in **Space -> Payment -> Transactions**.

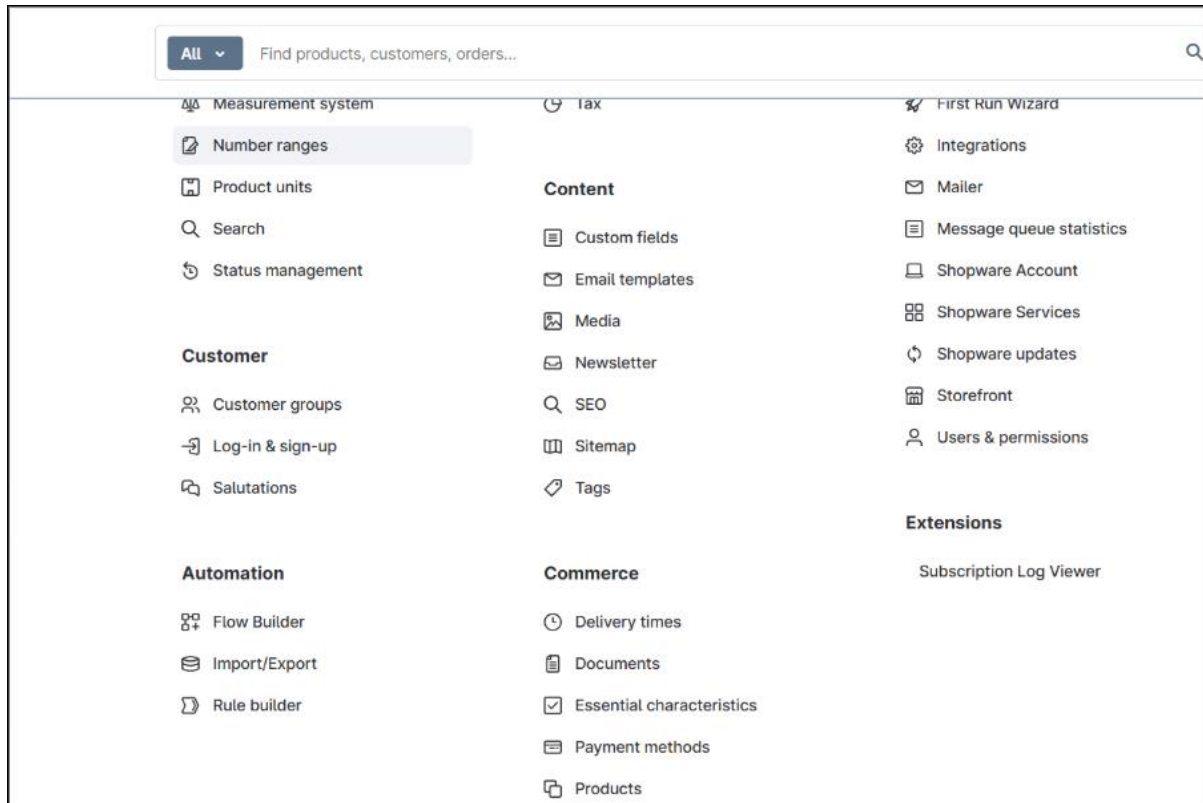


ERROR LOGS

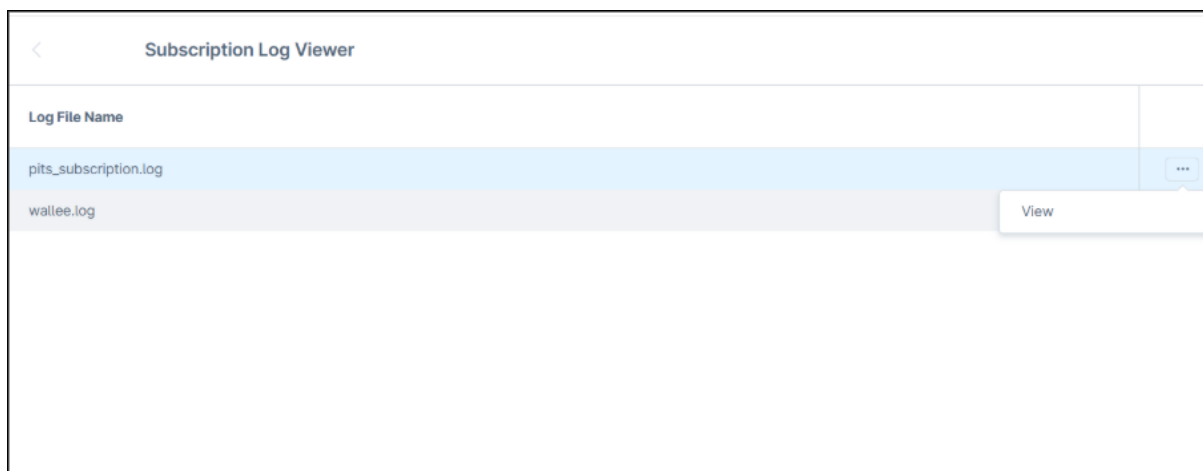
Error Log provides information about transactions performed by Wallee and Subscription Logs that could not be completed successfully. Error details provided by



Wallee payment gateway will be logged and displayed in 'Subscription Log Viewer' setting under Settings -> Extensions.



It lists the errors during subscription processes and wallee payment gateway. Only logs related to subscription plugin and wallee plugin are listed in logs to pinpoint the errors.





To view the details of the log, click on the three dots corresponding to the log and click on 'View'.

```
[2025-10-22T03:50:46.936184+00:00] cache.INFO: Lock acquired, now computing item "system-config-" {"key":"system-config-"} []

[2025-10-22T03:50:47.022188+00:00] request.INFO: Matched route "api.action.message-queue.consume". {"route":"api.action.message-queue.consume","route_parameters":{"_route":"api.action.message-queue.consume"},"_routeScope":["api"],"_controller":"Shopware\\Core\\Framework\\MessageQueue\\Api\\ConsumeMessagesController::consumeMessages"}, {"subscriptions.dev.displayme.net/api/_action/message-queue/consume","method":"POST"} []

[2025-10-22T03:50:47.046020+00:00] lock.DEBUG: Successfully acquired the "message_queue_consume_async" lock. {"resource":{"Symfony\\Component\\Lock\\Key":"message_queue_consume_async"}} []

[2025-10-22T03:50:47.046095+00:00] lock.DEBUG: Expiration defined for "message_queue_consume_async" lock for "300" seconds. {"resource":{"Symfony\\Component\\Lock\\Key":"message_queue_consume_async"},"ttl":300.0} []

[2025-10-22T03:50:47.063024+00:00] messenger.INFO: Received message Shopware\\Core\\Content\\ProductExport\\ScheduledTask\\ProductExportGenerateTask {"class":"Shopware\\Core\\Content\\ProductExport\\ScheduledTask\\ProductExportGenerateTask"} []

[2025-10-22T03:50:47.078492+00:00] cache.INFO: Lock acquired, now computing item "shopware.languages" {"key":"shopware.languages"} []

[2025-10-22T03:50:47.145526+00:00] cache.INFO: Lock acquired, now computing item "context-factory-0198a1c7d637714392924c47dc0688e9-39347ff402b6c53d831154110e30ac6a" {"key":"context-factory-0198a1c7d637714392924c47dc0688e9-39347ff402b6c53d831154110e30ac6a"} []

[2025-10-22T03:50:47.221283+00:00] messenger.INFO: Message Shopware\\Core\\Content\\ProductExport\\ScheduledTask\\ProductExportGenerateTask handled by Shopware\\Core\\Content\\ProductExport\\ScheduledTask\\ProductExportGenerateTaskHandler::__invoke
```

Important Notes:

- Subscription price details (initial fee, recurring amount, and discount value for **Fixed type**) are to be stored in the **default currency**.
- Currency conversion is applied to all **other currencies**.
- The default currency must not be modified after subscriptions are placed.



SUPPORTED LANGUAGES

English (United Kingdom), German

CHANGE LOG/RELEASE NOTES

Version 1.0.0, November 2025:

- Initial Version
- Compatible with Shopware 6.7.1.2

SUPPORT

If you have questions, use our contact form in <https://www.webshopextension.com/> or email to support@webshopextension.com