



User Manual

Wallee Payment Provider Plugin for Odoo v19.0

Table of Contents

1.	Introduction	3
2.	Features	3
3.	Installation	4
4.	Plugin Working	4
5.	Odoo Backend Configuration for Wallee	5
6.	Payment Processing from Website	9
7.	Order Status.....	12
8.	Wallee Multi-Website for Multi-Space Backend Configuration	12
9.	Invoice Payment Process.....	16
10.	Sales Payment Process	23
11.	Payment Confirmation and Cancellation Emails.....	27
12.	Wallee Webhook Configuration	28
13.	Scheduled Automated Actions/Cron Jobs	32
14.	Technical Requirements / Compatible With:.....	32
15.	Change Log / Release Notes.....	32
16.	Support.....	33

1. Introduction

The Wallee payment provider extension from PIT Solutions acts as a bridge between Wallee and the Odoo Web Shop, offering a standardized solution for accepting payments through a wide range of global payment providers.

Key Characteristics include:

- **Unified Payment Gateway:** This extension centralizes payments through a single gateway, enabling transactions with numerous providers including Credit/Debit Card, PostFinance E-Finance, PostFinance Card, PostFinance Pay, TWINT.
- **Comprehensive Payment Processing:** Wallee goes beyond basic payment processing by providing additional features such as reconciliation services.
- **Broad Payment Network:** It connects Odoo Shop users to a payment hub that integrates with over 50 payment gateways and processors, ensuring a broad array of payment options.
- **Efficient Integration:** Utilizing official Wallee SDK, the connector helps reduce cart abandonment by providing customers with their preferred payment methods and lowers costs through optimized payment routing.

This extension significantly enhances the payment experience for Odoo Shop users, offering flexibility and cost-effectiveness while offering a wide variety of payment options.

2. Features

- **Easy to Install:** Quick and straightforward installation process.
- **Flexible:** Adapts to various business needs and payment requirements.
- **User-Friendly:** Intuitive interface and configurable settings to match individual preferences.
- **Unified Payment Gateway:** Centralized payment processing through a single gateway.
- **Multiple Payment Methods:** Supports a wide range of payment options including Credit/Debit Card, PostFinance E-Finance, PostFinance Card, TWINT.
- **Transaction Management:** Efficiently handles and maintains transaction records.

- **Customizable Notifications:** Allows for tailored system notifications.
- **Multi-Website and Multi-Space Support:** Configurable for multiple websites and spaces.

3. Installation

This release requires the official Wallee Python SDK to enable communication with Wallee's payment services.

Installation Steps:

- Install dependencies using the provided *requirements.txt* file:
 - `pip install -r payment_wallee/requirements.txt`
- Ensure the command is executed within the same Python environment used by your Odoo instance.

After installation, restart the Odoo service to ensure all modules and SDK classes are properly loaded.

4. Plugin Working

The Wallee back-end offers flexible configuration options to tailor the payment experience:

Payment Method Management: Admins can define which payment methods are available to users, customizing the payment options as needed.

Payment Completion Process: Admins have the choice to redirect users to the payment service provider's site for transaction completion or handle payments within the shop site using an I-frame. The method of handling payments (redirection, I-frame, or both) depends on the capabilities of the payment service provider.

Enhanced Security with 3D Secure: Admins can enable 3D Secure functionality to add an extra layer of security during the checkout process. When enabled, users will be directed to the 3D Secure service of the payment method to handle their payment details securely.

Customizable Notifications: Admins can adjust notification contents for various payment statuses such as pending, completed, or canceled. Additionally, system notifications like help messages and order completion thank-you messages can be customized.

Editable Documents: Order emails, invoices, reminders, packing slips, and other related documents can be modified to fit specific formats and requirements.

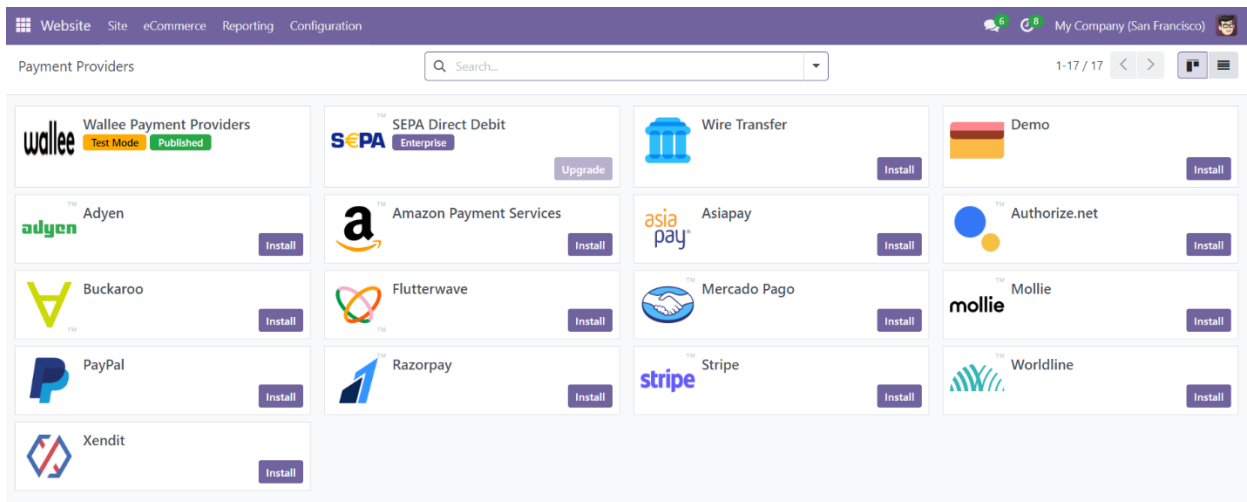
These features ensure a flexible, secure, and tailored payment experience for both administrators and users.

5. Odoo Backend Configuration for Wallee

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

- *Invoicing > Configuration > Payment Providers*
- *Website > Configuration > eCommerce > Payment Providers*

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

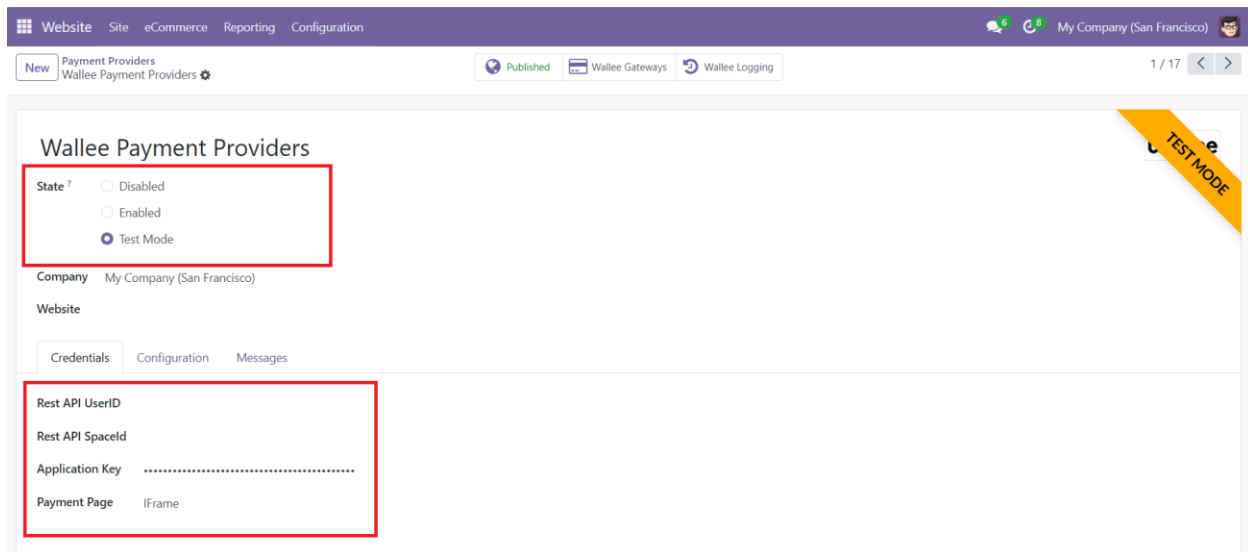


Screenshot 1: Payment Providers Listed in Odoo Backend

After selecting the **Wallee Payment Provider** from the list of available payment providers, proceed to the **Credentials** tab. This section allows you to configure your Wallee account by entering the necessary credentials associated with your Wallee Payment Provider space.

- **Enter Your Credentials:**
 - Provide the required Space ID, User ID, and API Key to establish a secure connection with your Wallee account.

- Ensure that the credentials entered are accurate to avoid connection errors.
- **Select the Payment Page Type:**
 - Choose your preferred payment page type to define how the payment interface is displayed to customers:
 - I-Frame and Lightbox are the available options.



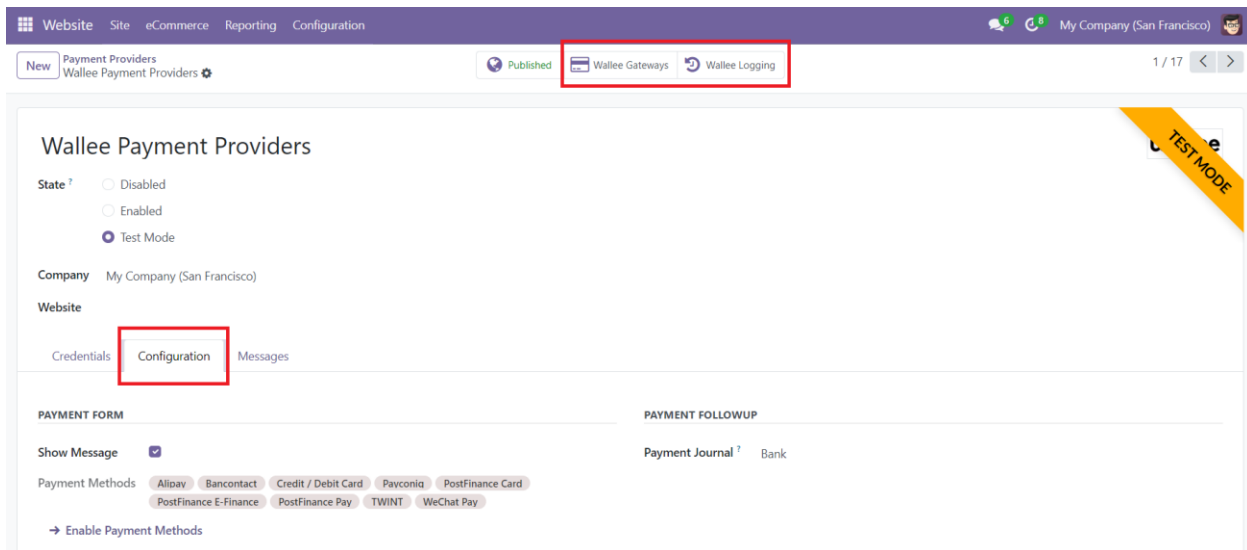
Screenshot 2: Odoo Backend Configuration of Wallee Credentials

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

1. **Rest API UserID:** The Application User ID created in app.wallee.com.
2. **Rest API SpaceID:** The Space ID obtained from app.wallee.com.
3. **Application Key:** The Application Key generated in app.wallee.com.

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

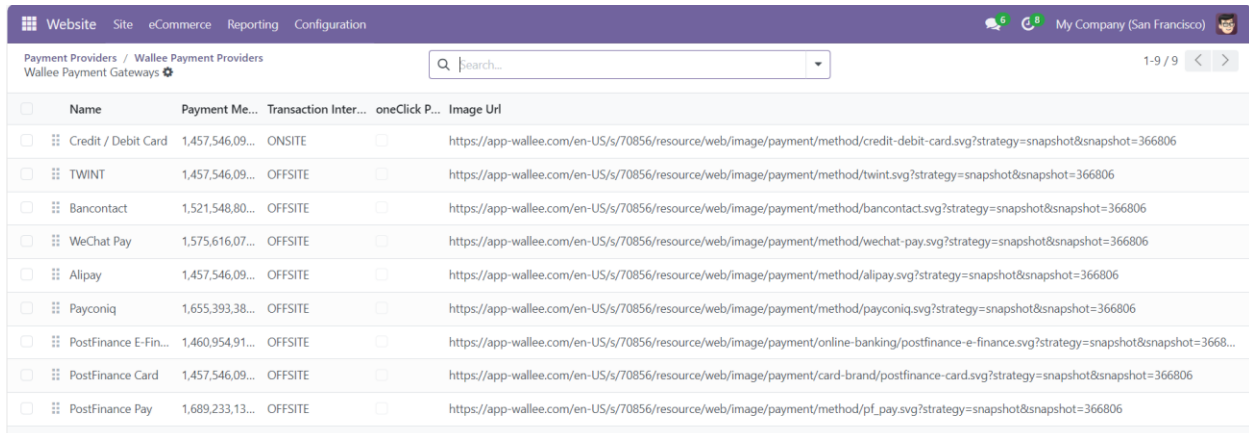
Additionally, you can customize the payment form and payment follow-up settings within the **Configuration** tab to tailor the payment experience to your needs.



Screenshot 3: Odoo Backend Configuration

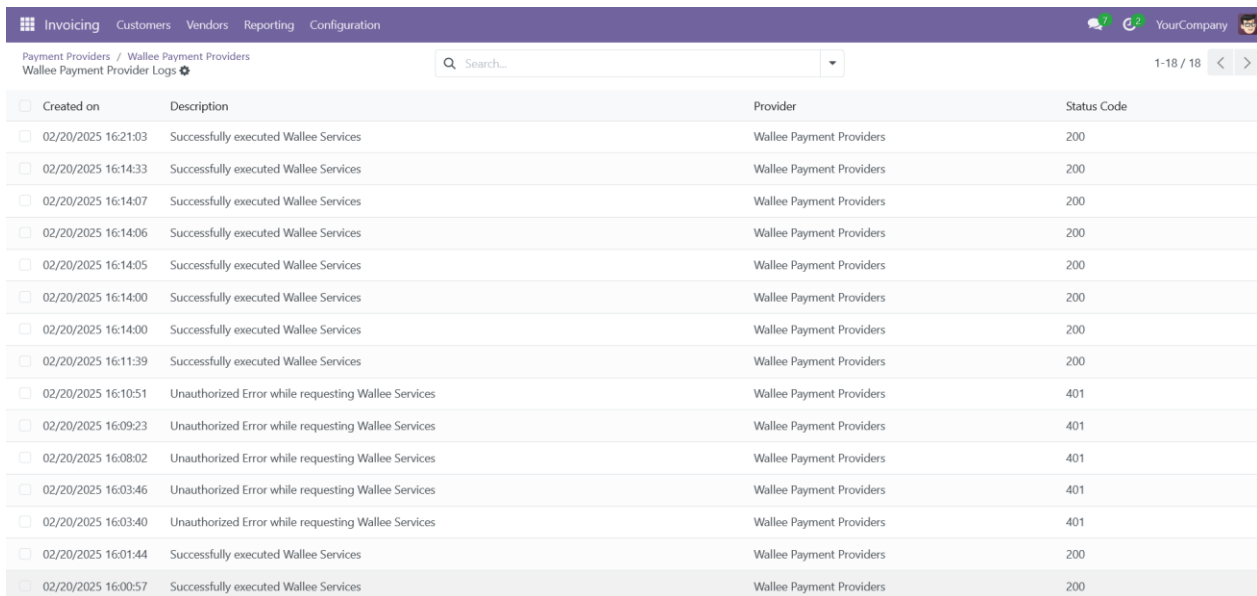
After successful configuration, you can view the payment methods and logs related to the Wallee Payment Provider as follows:

- **Payment Methods:** Click on the '**Wallee Gateways**' button to view and manage the available payment methods.
- **Logs:** Click on the '**Wallee Logging**' button to access and review logs related to the Wallee payment provider. There is a configuration in the **Invoice Settings** to automatically delete logs after a specified number of days.



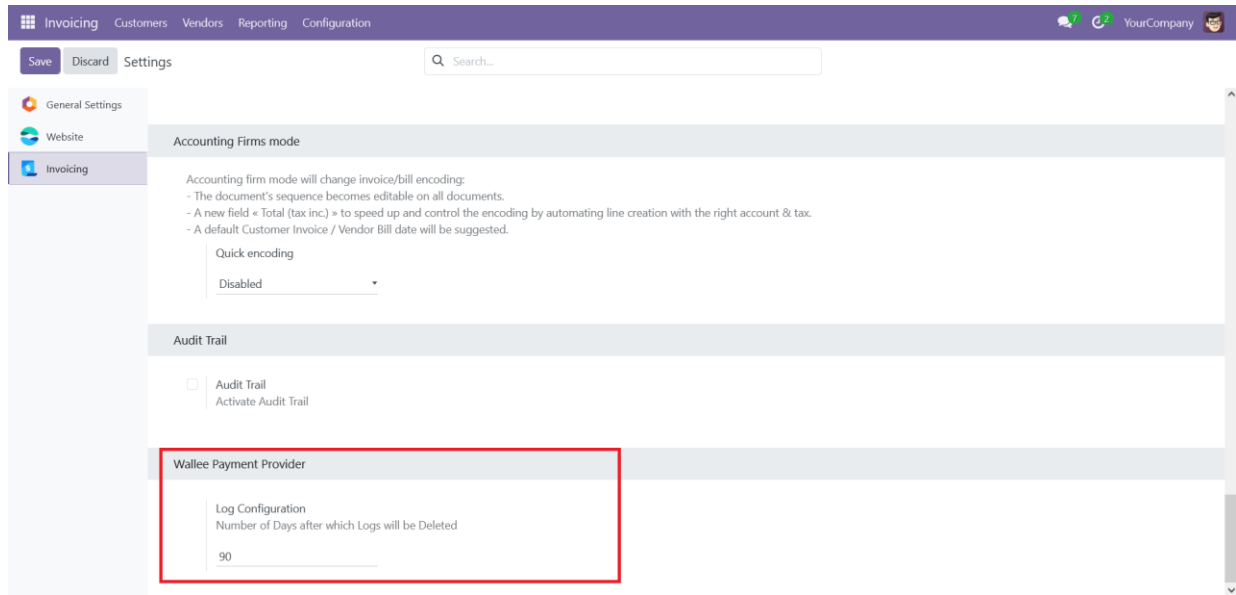
<input type="checkbox"/>	Name	Payment Me...	Transaction Inter...	oneClick P...	Image Url
<input type="checkbox"/>	Credit / Debit Card	1,457,546,09...	ONSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/credit-debit-card.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	TWINT	1,457,546,09...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/twint.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	Bancontact	1,521,548,80...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/bancontact.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	WeChat Pay	1,575,616,07...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/wechat-pay.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	Alipay	1,457,546,09...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/alipay.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	Payconiq	1,655,393,38...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/payconiq.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	PostFinance E-Fin...	1,460,954,91...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/online-banking/postfinance-e-finance.svg?strategy=snapshot&snapshot=3668...
<input type="checkbox"/>	PostFinance Card	1,457,546,09...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/card-brand/postfinance-card.svg?strategy=snapshot&snapshot=366806
<input type="checkbox"/>	PostFinance Pay	1,689,233,13...	OFFSITE	<input type="checkbox"/>	https://app-wallee.com/en-US/s/70856/resource/web/image/payment/method/pf_pay.svg?strategy=snapshot&snapshot=366806

Screenshot 4: Wallee Payment Methods



<input type="checkbox"/>	Created on	Description	Provider	Status Code
<input type="checkbox"/>	02/20/2025 16:21:03	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:14:33	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:14:07	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:14:06	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:14:05	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:14:00	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:14:00	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:11:39	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:10:51	Unauthorized Error while requesting Wallee Services	Wallee Payment Providers	401
<input type="checkbox"/>	02/20/2025 16:09:23	Unauthorized Error while requesting Wallee Services	Wallee Payment Providers	401
<input type="checkbox"/>	02/20/2025 16:08:02	Unauthorized Error while requesting Wallee Services	Wallee Payment Providers	401
<input type="checkbox"/>	02/20/2025 16:03:46	Unauthorized Error while requesting Wallee Services	Wallee Payment Providers	401
<input type="checkbox"/>	02/20/2025 16:03:40	Unauthorized Error while requesting Wallee Services	Wallee Payment Providers	401
<input type="checkbox"/>	02/20/2025 16:01:44	Successfully executed Wallee Services	Wallee Payment Providers	200
<input type="checkbox"/>	02/20/2025 16:00:57	Successfully executed Wallee Services	Wallee Payment Providers	200

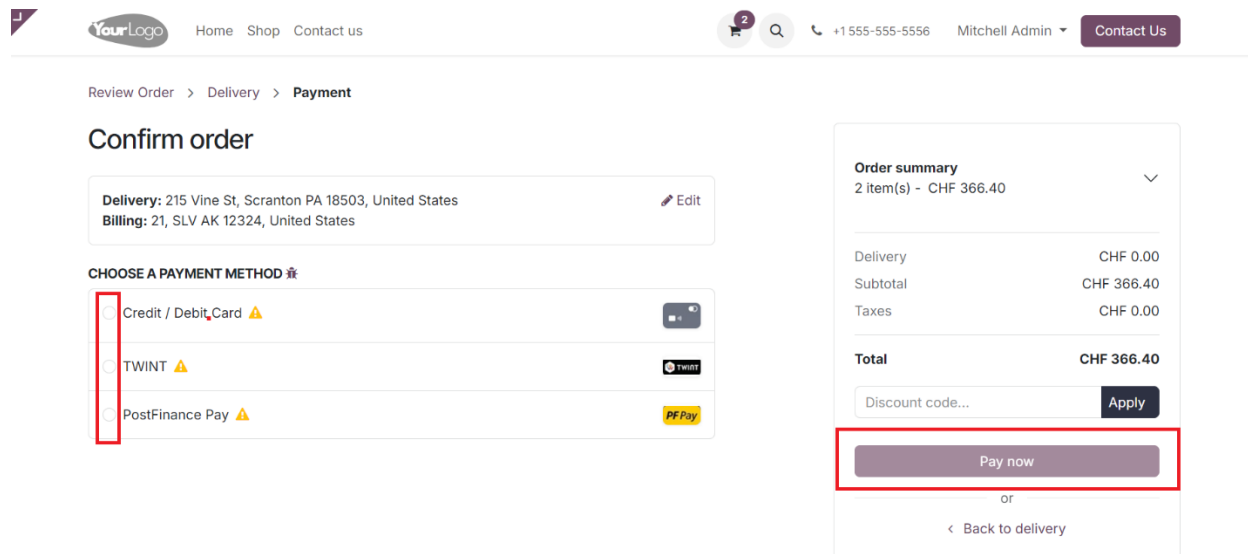
Screenshot 5: Wallee Payment Provider Logs



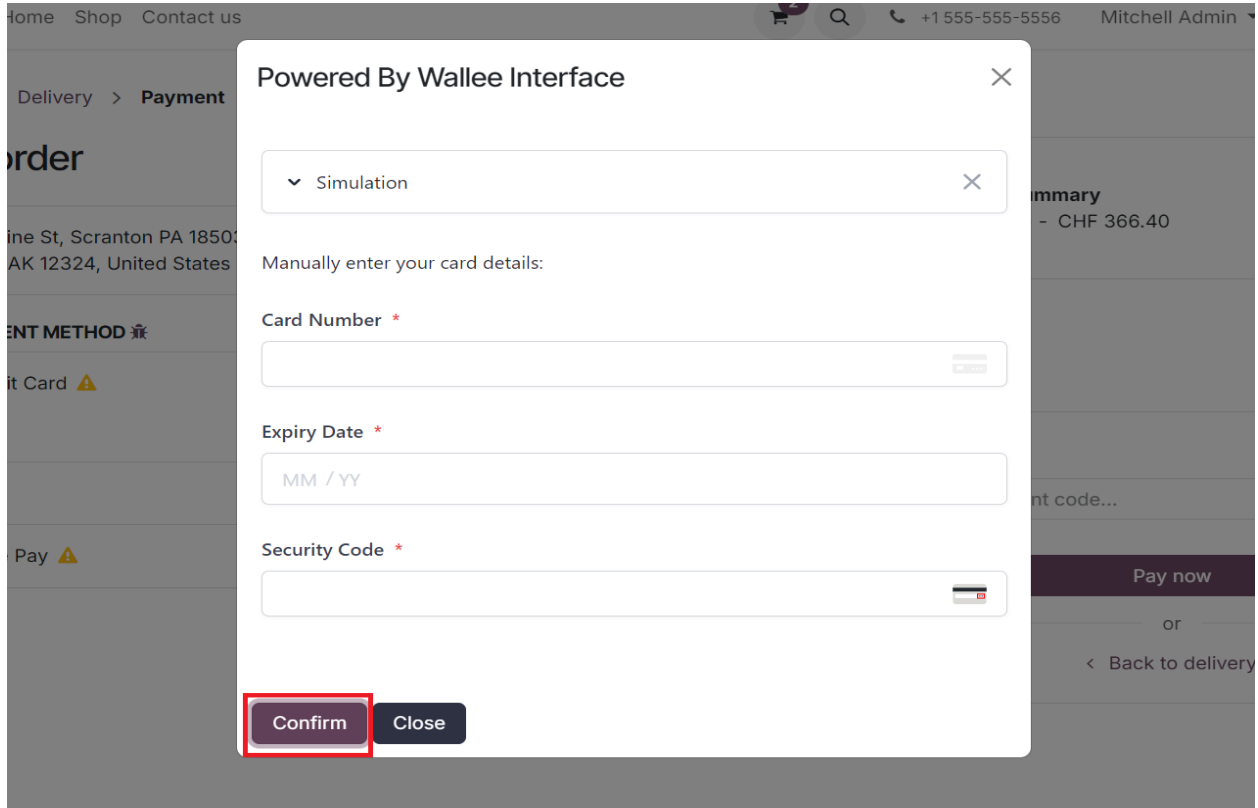
Screenshot 6: Wallee Payment Provider Log Configuration

6. Payment Processing from Website

Choose your preferred payment method from those listed on the payment screen based on your currency. Then, click the 'Pay Now' button on the Odoo eCommerce payment screen to proceed to the Wallee payment interface and complete your payment.



Screenshot 7: Multiple Payment Methods Listed in the Payment Screen



Screenshot 8: Wallee Payment Interface - I-Frame

PITS

CHF366.40

▼ Simulation



You can use the test information to simulate payments.

Manually enter your card details:

Card Number *

Expiry Date *

Security Code *

Pay

Cancel Payment

easy pay any way with **wallee***Screenshot 9: Wallee Payment Interface - Lightbox*

To proceed with your payment, enter your card details in the designated fields and click the '**Confirm**'/'**Pay**' button. Upon successful submission, you will be redirected to the **Payment Status** page on the Odoo eCommerce website, where you can review the outcome of your transaction.

7. Order Status

Thank you for your order.
Order S00048

Payment Information
Wallee Payment Providers Total: CHF 366.40

Your payment has been successfully processed.

Billing : 21, SLV AK 12324, United States
Delivery: 215 Vine St, Scranton PA 18503, United States

Order summary
2 item(s) - CHF 366.40

Delivery	CHF 0.00
Subtotal	CHF 366.40
Taxes	CHF 0.00
Total	CHF 366.40

Screenshot 10: Order Confirmation

Payment Information
Wallee Payment Providers Total: CHF 366.40

Your payment has been cancelled.

Billing : 21, SLV AK 12324, United States
Delivery: 215 Vine St, Scranton PA 18503, United States

Order summary
2 item(s) - CHF 366.40

Delivery	CHF 0.00
Subtotal	CHF 366.40
Taxes	CHF 0.00
Total	CHF 366.40

Screenshot 11: Order Cancelled

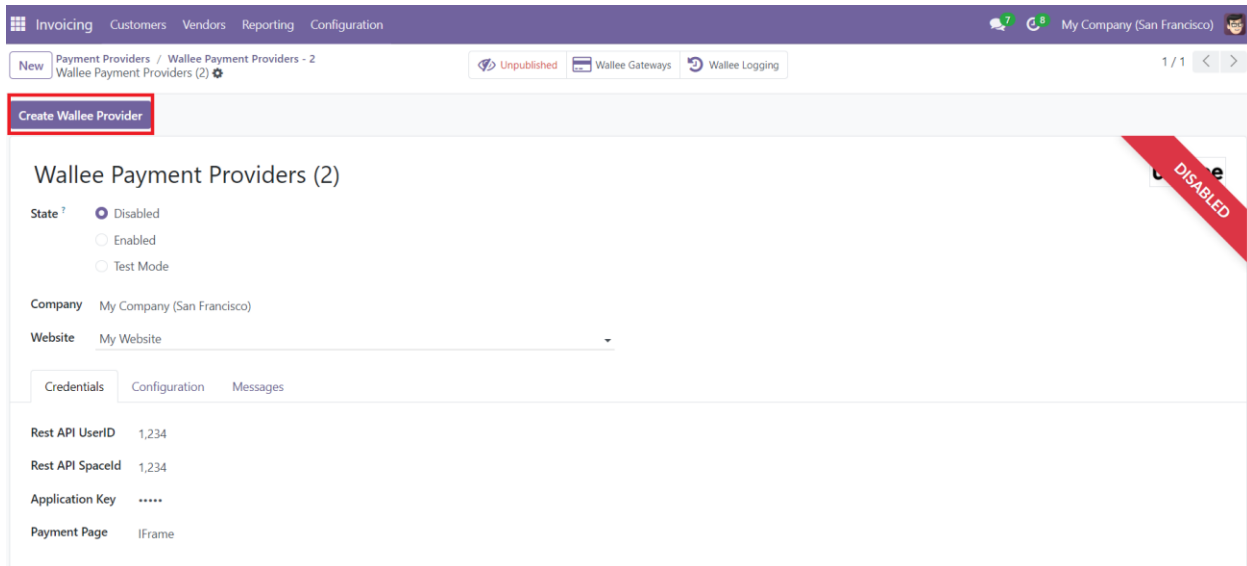
8. Wallee Multi-Website for Multi-Space Backend Configuration

To configure Wallee payment providers for multiple websites, you must create a separate payment provider for each website.

Follow these steps to set up individual payment providers:

1. Click the **“Create Wallee Provider”** button.
2. For each website, configure a distinct Wallee payment provider by filling in the required details.

By creating separate providers, you can ensure each website has its own tailored payment processing settings.



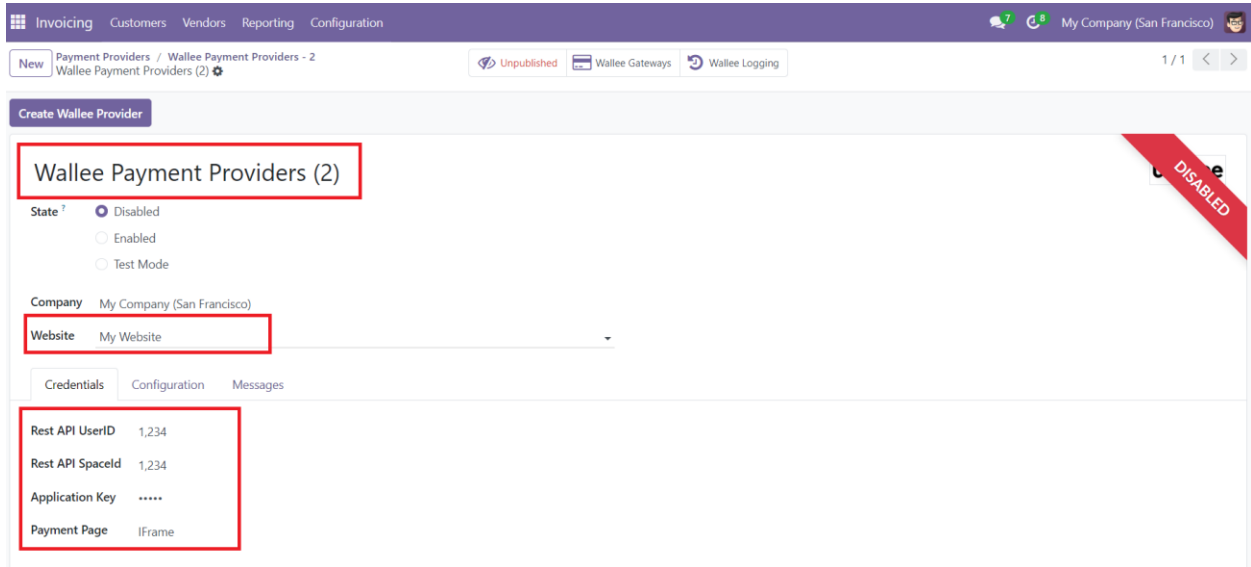
Screenshot 12: Creating new Wallee Provider

Clicking the “**Create Wallee Provider**” button will generate a new Wallee provider in Odoo with a unique name.

After creating the provider, follow these steps to complete the configuration:

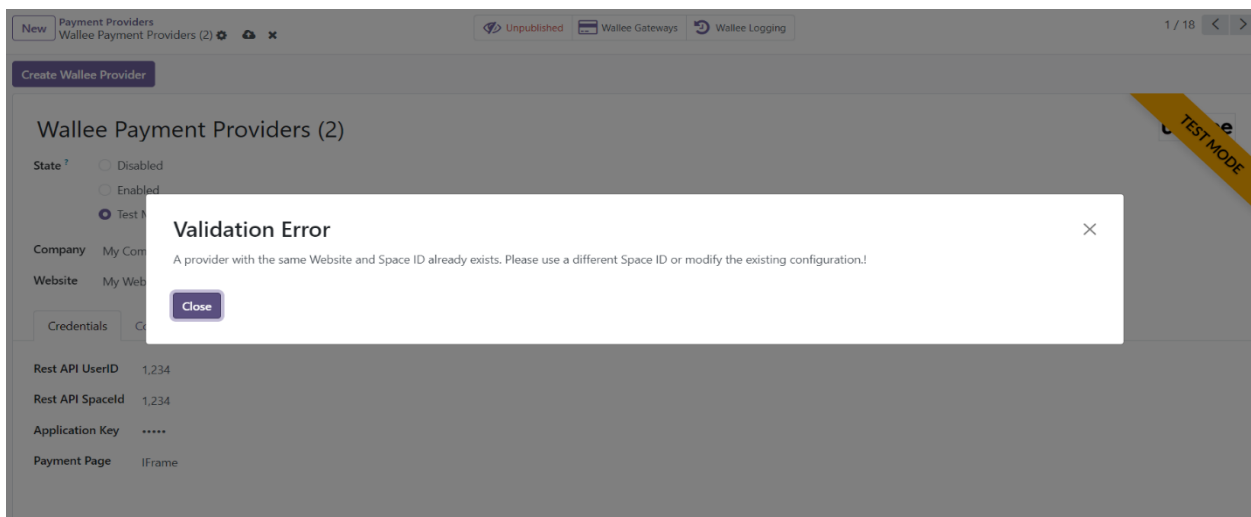
1. **Associate the Provider with a Website:** Select the desired website to link this Wallee provider.
2. **Input Credentials:** Enter the credentials for the Wallee space that has not yet been configured in Odoo. Ensure the information is accurate to establish a successful connection.

By completing these steps, you can seamlessly integrate Wallee payment processing for your specific website.



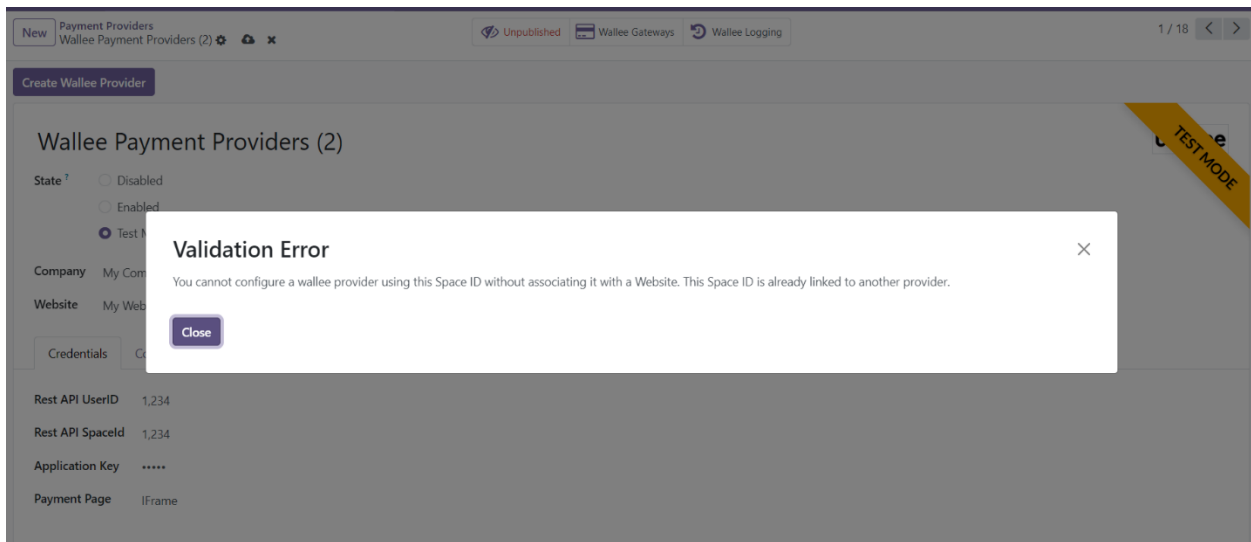
Screenshot 13: Mapping Website to Wallee Provider

- The application will raise a warning if the user attempts to configure a provider that meets any of the following conditions:
 - **Duplicate Website and Space ID Combination:** If a provider with the same combination of Website and Space ID is already configured, the system will raise a warning. This prevents duplication and ensures consistency across payment configurations.



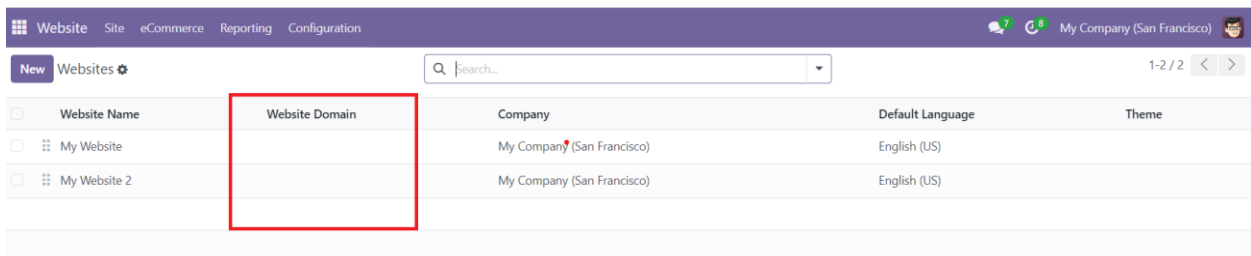
Screenshot 14: Validation message

- **Space ID Already Linked to Another Provider Without a Website:** A warning will be raised if the user attempts to configure a provider using a *Space ID* that is already linked to another provider without an associated website. This is critical because a provider configured without a website is accessible across all websites, making the new configuration redundant, as the existing provider already covers all potential payment scenarios.

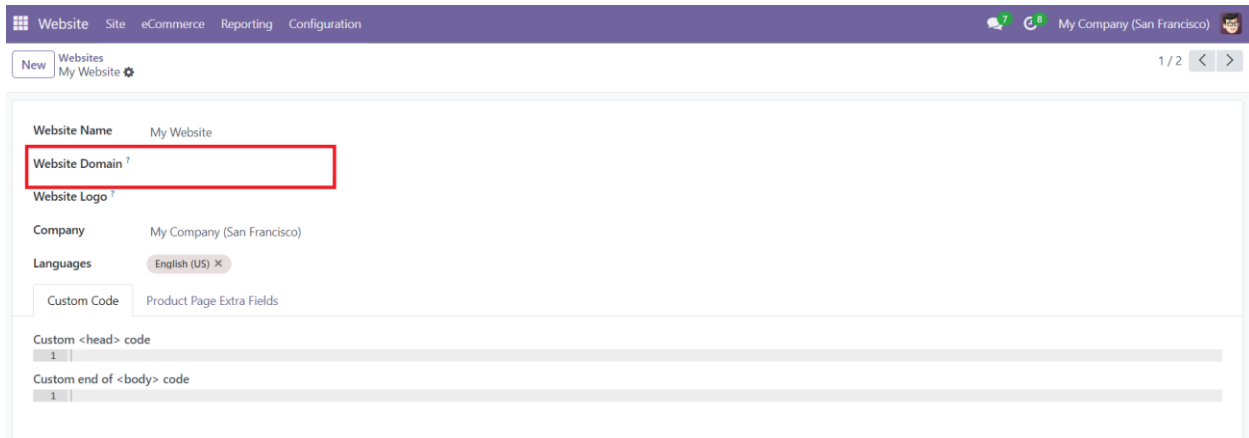


Screenshot 15: Validation message.

To enable multi-website functionality, you must configure the domain names for each website.



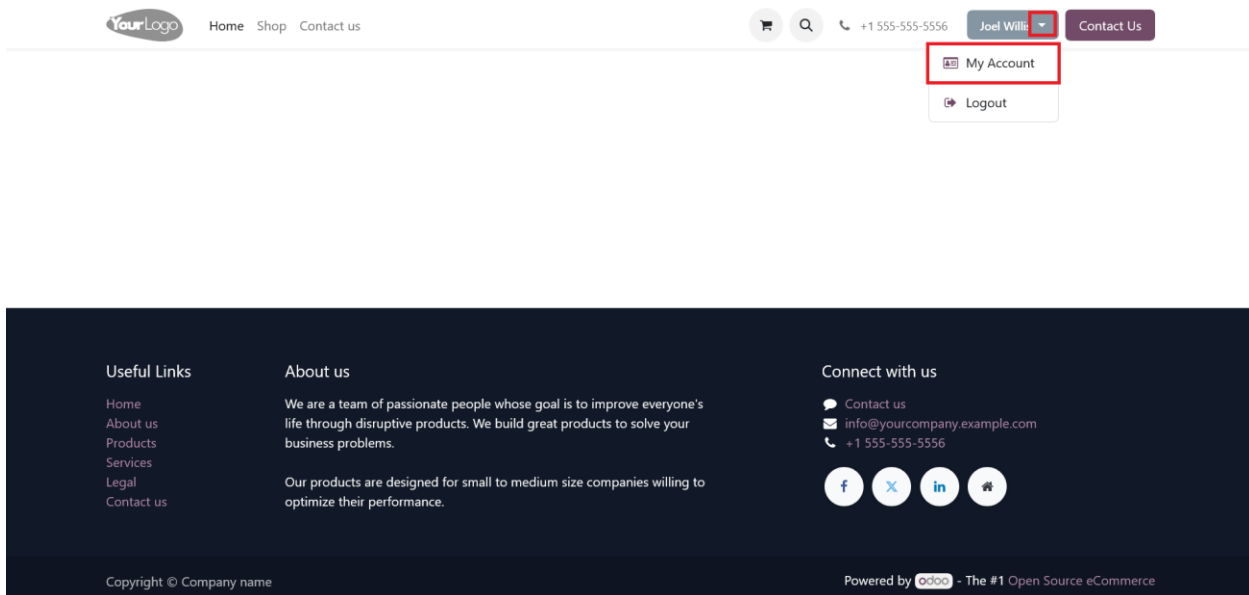
Screenshot 16: Mapping Domain to Websites.



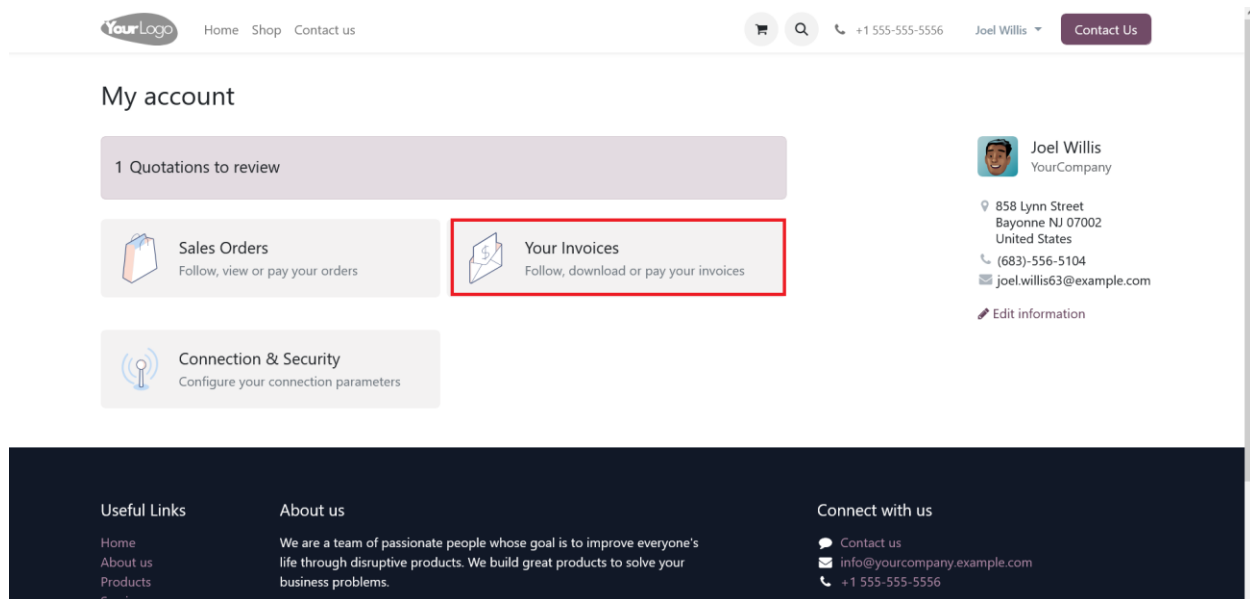
Screenshot 17: Mapping Website Domain address

9. Invoice Payment Process

By clicking on the **My Account** menu, users can view documents such as invoices and sales orders associated with their account.



Screenshot 18: Portal User Dashboard



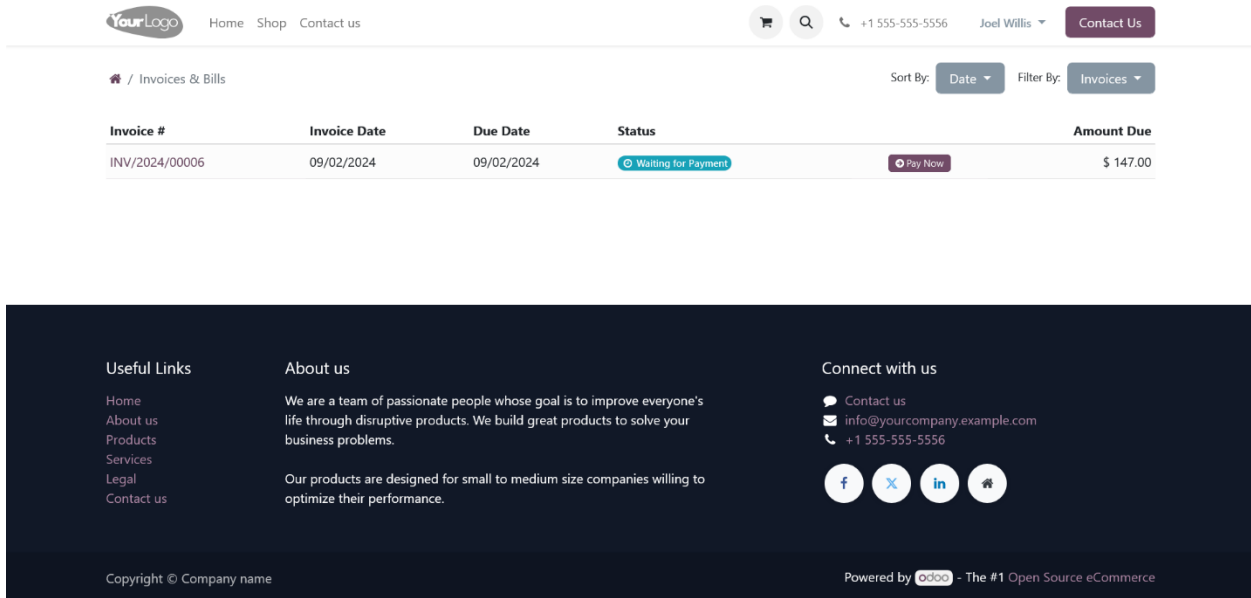
Screenshot 19: Portal User Account Dashboard

By clicking the “**Your Invoices**” menu, users can access a comprehensive list of all their invoices.

From this list, users can:

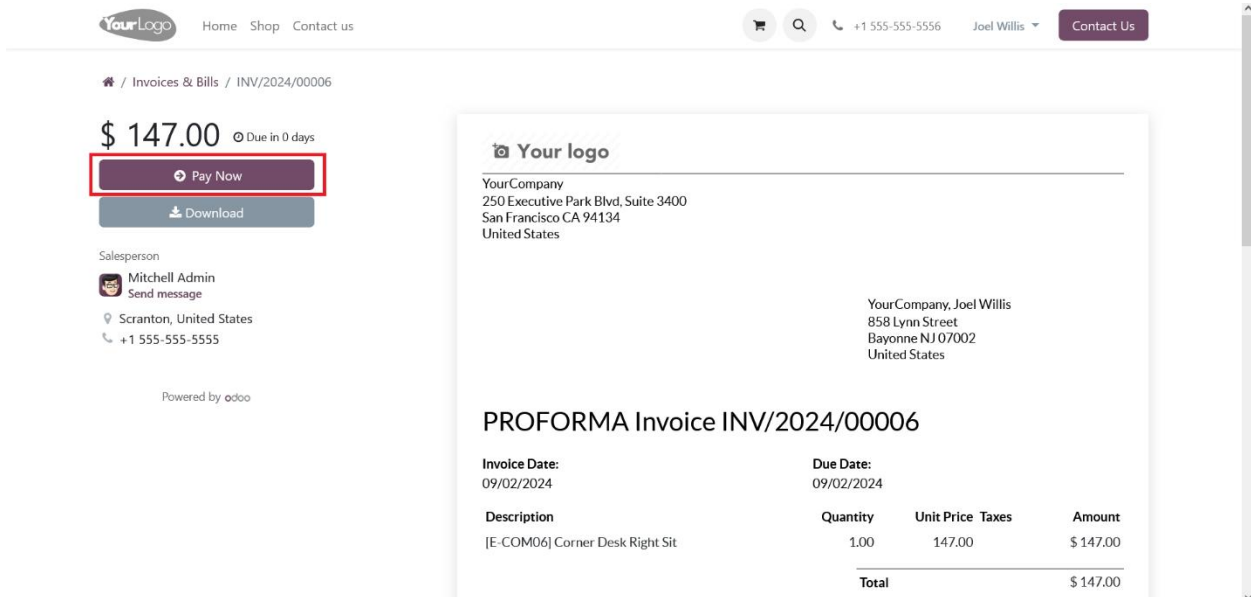
1. **Review Invoice Details:** View individual invoice records for better clarity.
2. **Proceed with Payment:** Select a specific invoice to initiate the payment process seamlessly.

This feature provides users with an organized and efficient way to manage their invoices and complete payments



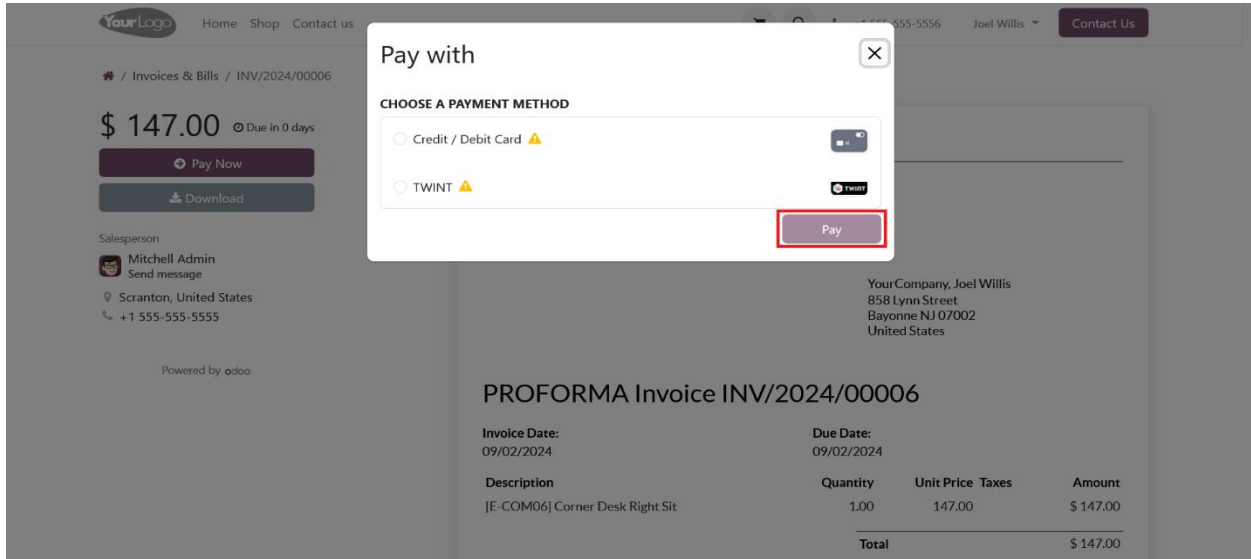
Screenshot 20: Invoices List

Click the 'Pay Now' button to proceed with the payment.



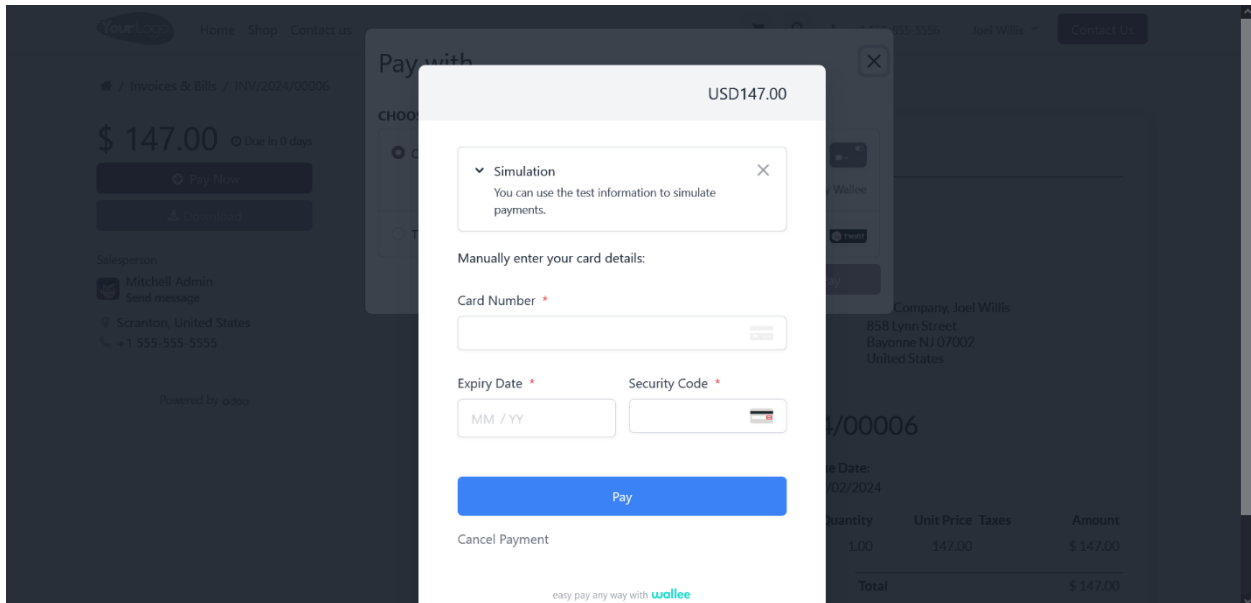
Screenshot 21: Invoices Payment Process

To proceed with the payment, choose the payment option that best suits your needs and click the **'Pay' Button**. This action will redirect you to the Wallee provider interface, where you can securely complete the payment process.



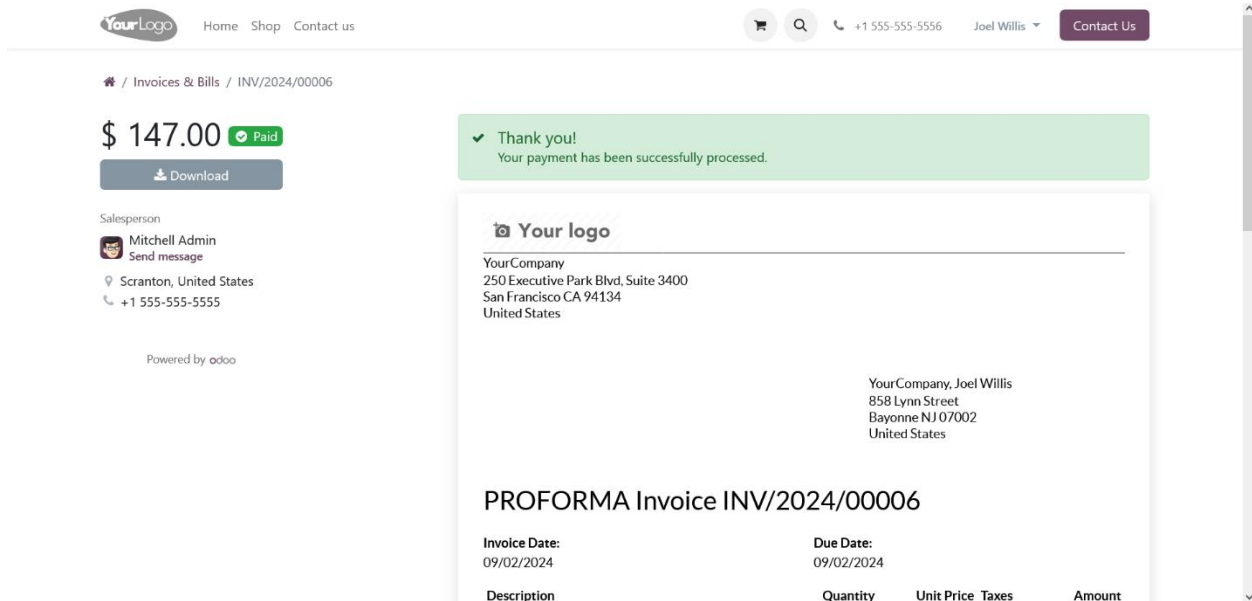
Screenshot 22: List of available Payment Methods

Based on the Wallee provider's payment page configuration, users will see either the Wallee I-Frame or Lightbox payment interface.

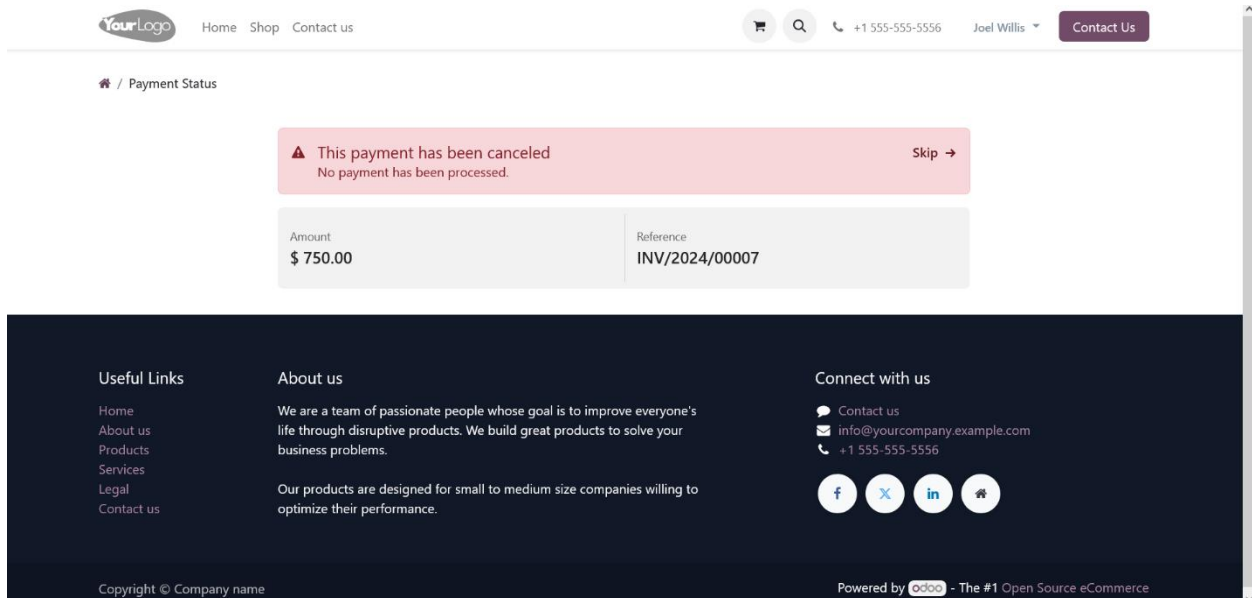


Screenshot 23: Wallee Payment Interface

After completing the payment successfully, users will receive a confirmation message displayed on the screen. This message serves as verification that the transaction has been processed securely and successfully.

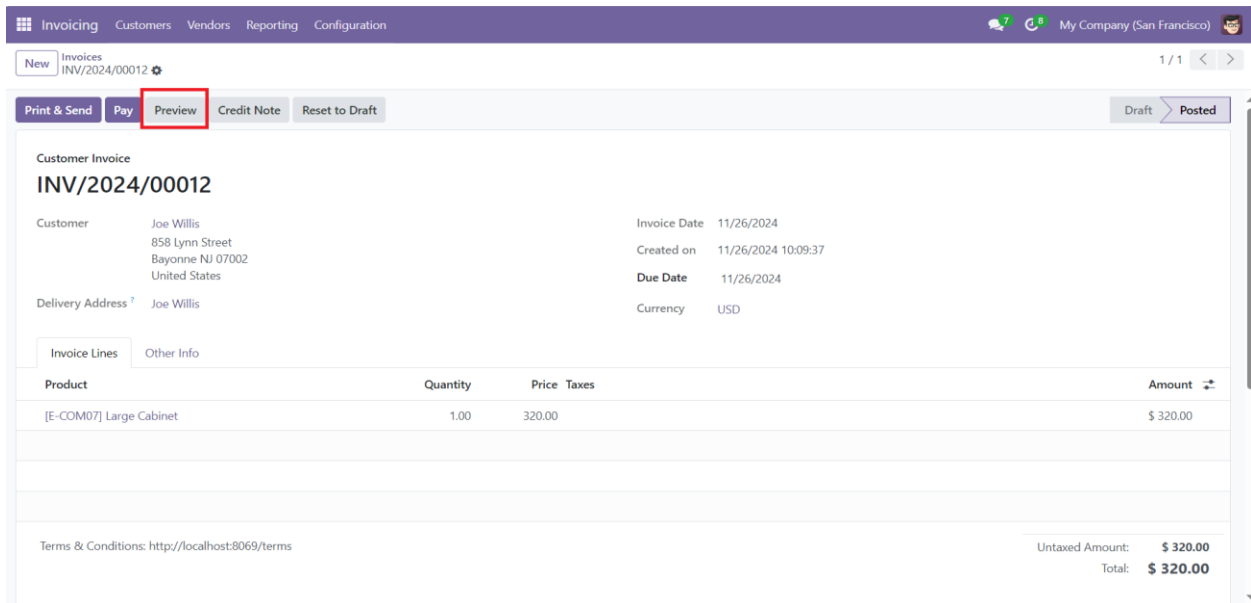


Screenshot 24: Payment Success Page

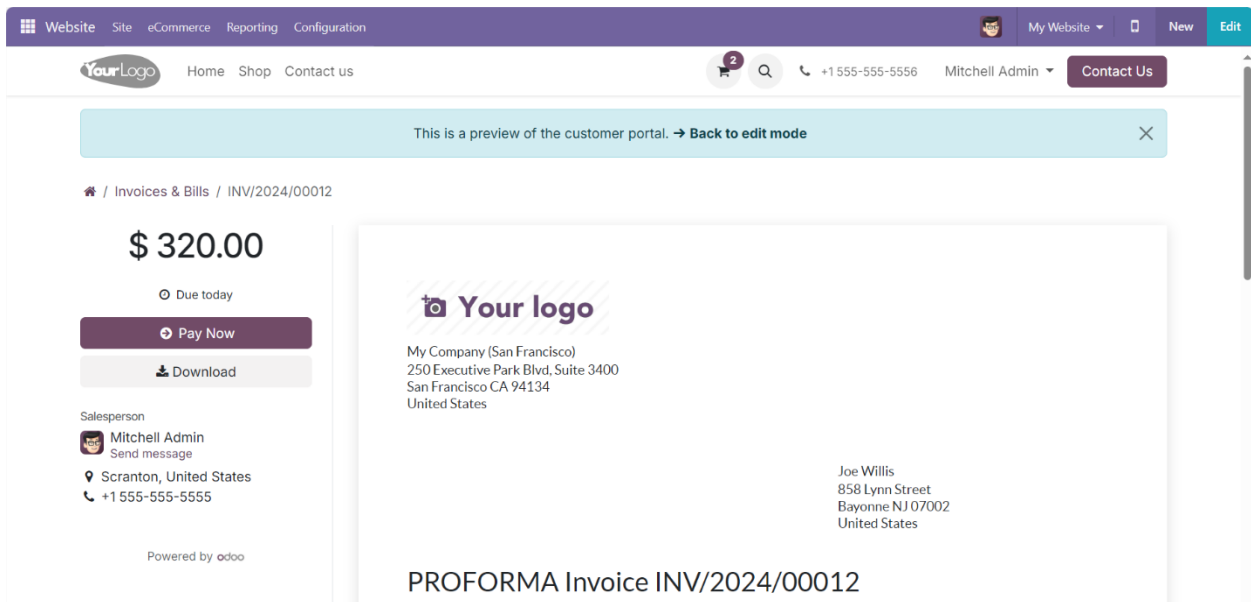


Screenshot 25: Payment Failed/Cancelled Page

After generating and confirming an invoice in the Odoo backend, a **'Preview'** button will become visible. Click the **'Preview'** button to be redirected to the portal page associated with the invoice. On the portal page, locate the **'Pay Now'** button. Clicking this button will open the payment interface, allowing you to securely complete the transaction as previously described.



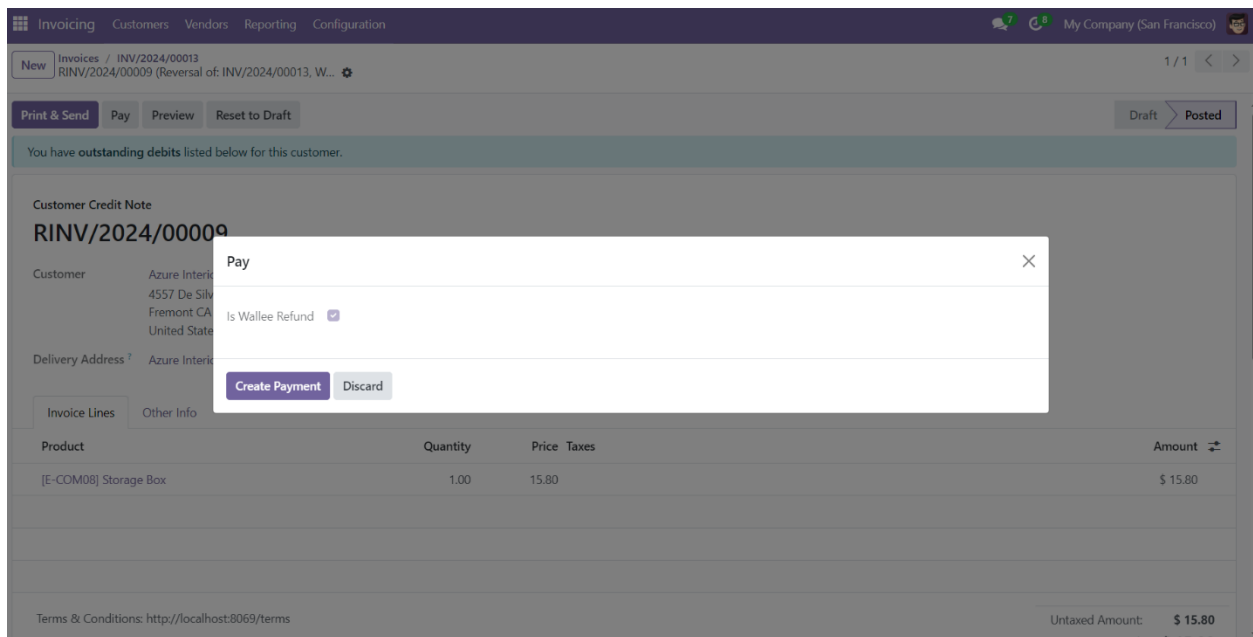
Screenshot 26: Invoice Payment Process from Odoo Backend



Screenshot 27: Invoice Payment Process Portal Page

➤ Processing Refund

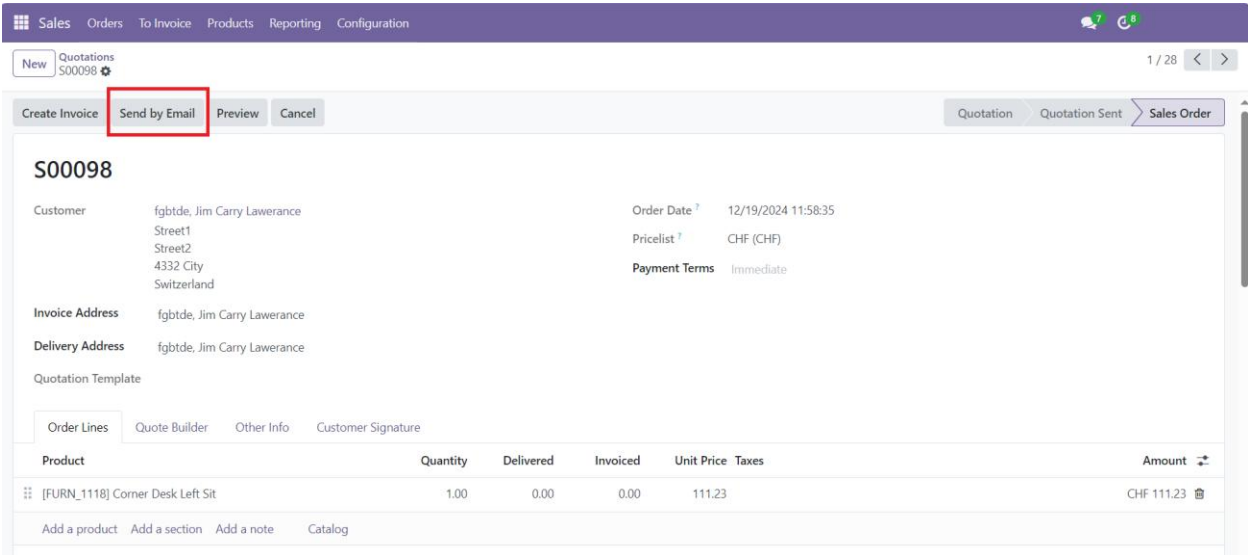
- To initiate a refund, generate a credit note corresponding to the original invoice amount by navigating to the invoice and clicking on Credit Note button.
- Once the credit note is created, confirm it by clicking the **Confirm** button. This action will validate the credit note and prepare it for the refund process.
- Once the credit note is confirmed, click the **Pay** button to proceed with the refund payment. If the original invoice was paid using the Wallee payment provider, the refund amount cannot be adjusted and must match the original amount.
- A transaction for the specified refund amount will be created and can be viewed in the Wallee back office



Screenshot 28: Processing Refund

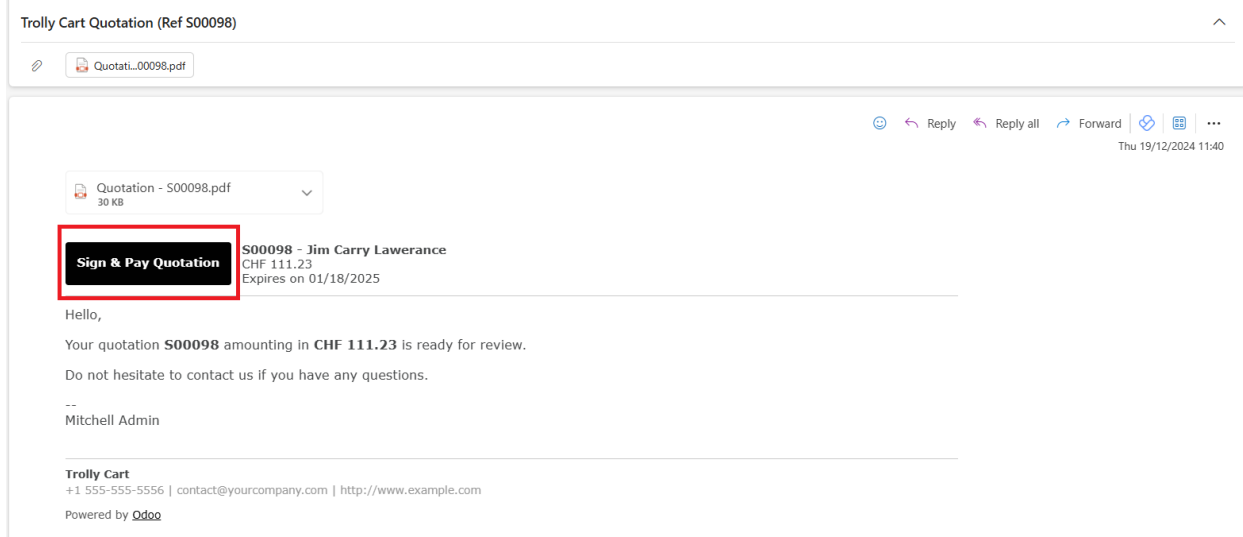
10. Sales Payment Process

To create a new Sale Order, navigate to the Sales menu and select the customer. Add the relevant products to the Sale Order Lines. Once the customer and product details are included, send the Sale Order via email by clicking the "Send by Email" button.



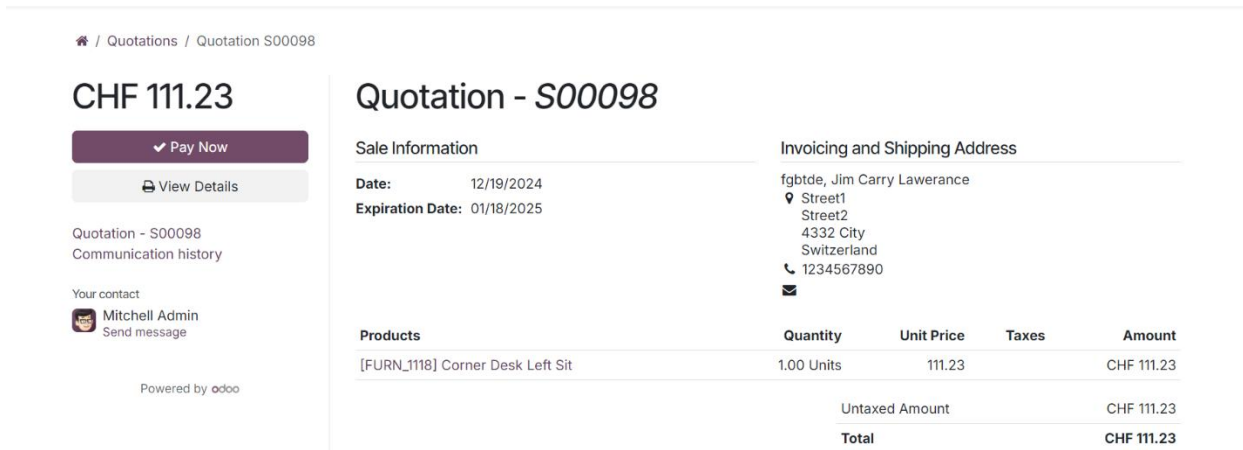
Screenshot 29: Sale Order creation and sending via email

This action will trigger a pop-up window, allowing the user to make any necessary changes to the email template. Once the email is sent, the customer can access the Sale Order details by clicking on the link provided in the email.



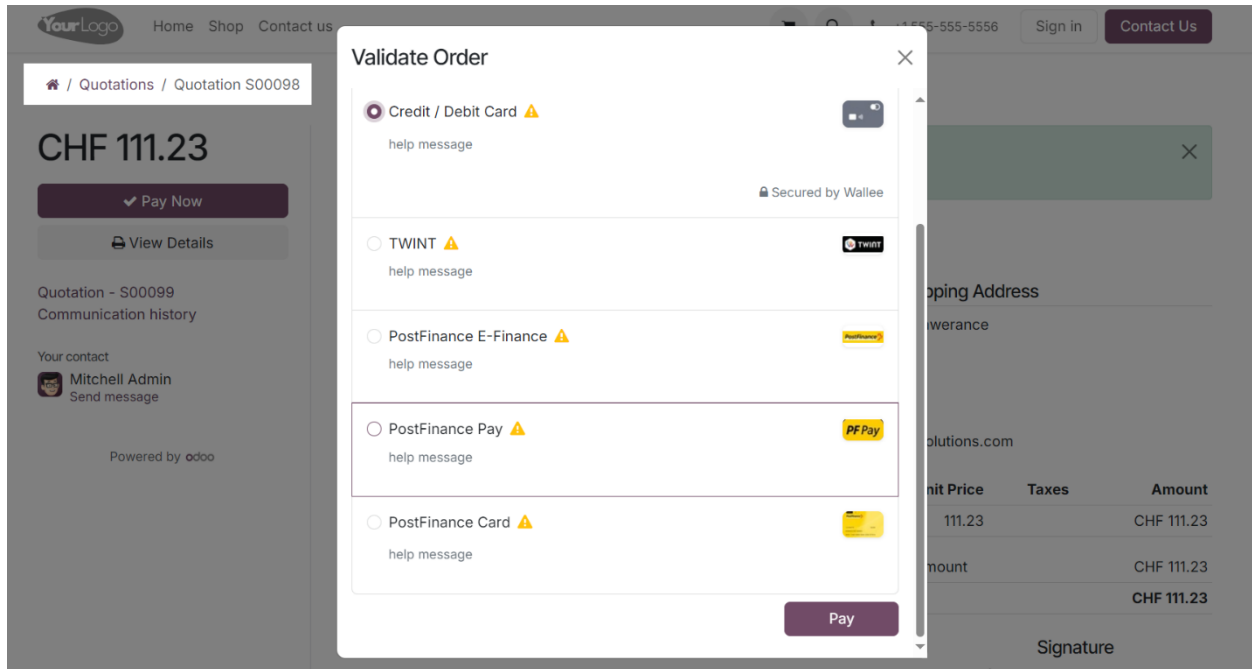
Screenshot 30: Customer accessing the Sale Order from the link provided in the mail

Clicking on this link will redirect the client to the Sale Order details page, where they can find the button to complete the payment.




Screenshot 31: Sale Oder Details Page

By clicking on “Pay Now” button, the client will be presented with a list of available payment methods. They can review these options and select the one that best suits their needs. Once the appropriate payment method is chosen, the client can proceed to complete the payment process.






Screenshot 32: Listing available payment methods

After the client completes the payment, the page will automatically redirect to the Payment Status page. This page will display the outcome of the transaction, indicating either a successful payment or a failure. In the case of a successful payment, the client will see a confirmation message along with the transaction details. If the payment fails, the client will be informed of the failure.



Home Shop Contact us



 +1 555-555-5556

[Sign in](#)
[Contact Us](#)


🏠 / Sales Orders / Sales Order S00098

CHF 111.23

[View Details](#)

Sales Order - S00098
Communication history

Your contact



Mitchell Admin

[Send message](#)

Powered by odoo

✓ Thank you!

Your payment has been successfully processed!!!

Sales Order - S00098

Sale Information

Order Date: 12/19/2024


Invoicing and Shipping Address

fgbtde, Jim Carry Lawerance




📍 Street1
Street2
4332 City
Switzerland
📞 1234567890
✉ shahad.md@pitsolutions.com

Products	Quantity	Unit Price	Taxes	Amount
[FURN_1118] Corner Desk Left Sit	1.00 Units	111.23		CHF 111.23
		Untaxed Amount		CHF 111.23
		Total		CHF 111.23

Screenshot 33: Payment Success Page



Home Shop Contact us



 +1 555-555-5556

[Sign in](#)
[Contact Us](#)

🏠 / Quotations / Quotation S00099


CHF 111.23

[Pay Now](#)

[View Details](#)

Quotation - S00099
Communication history

Your contact



Mitchell Admin

[Send message](#)

Powered by odoo

⚠ Your payment has been cancelled!!!

Quotation - S00098

Sale Information

Date: 12/19/2024
Expiration Date: 01/18/2025

Invoicing and Shipping Address

fgbtde, Jim Carry Lawerance

📍 Street1
Street2
4332 City
Switzerland
📞 1234567890
✉

Products	Quantity	Unit Price	Taxes	Amount
[FURN_1118] Corner Desk Left Sit	1.00 Units	111.23		CHF 111.23
		Untaxed Amount		CHF 111.23
		Total		CHF 111.23

Screenshot 34: Payment Failure/Cancel Page

11. Payment Confirmation and Cancellation Emails

The payment provider plugin sends an email to customers automatically when a payment is confirmed or cancelled, detailing the transaction status, including the payment amount and reference details. This ensures that customers are promptly informed of any updates related to their transactions.

Confirmed: Payment Transaction - Ref: S00094-7

Transaction Confirmation

Dear **Mitchell Admin**,

We are pleased to inform you that your transaction has been successfully confirmed. Please find the transaction details below:

Transaction Reference:	S00094-7
Amount Paid:	CHF43.18
Date:	19 December 2024
Payment Method:	Credit / Debit Card

If you have any questions, feel free to contact us at contact@yourcompany.com.

Thank you for choosing **Trolley Cart**.

Trolley Cart - All Rights Reserved.

Screenshot 35: Email Template for Payment Confirmation

Cancelled: Payment Transaction - Ref.: S00094-6

Transaction Cancelled

Dear **Mitchell Admin**,

We regret to inform you that your transaction has been cancelled. Please find the transaction details below:

Transaction Reference:	S00094-6
Amount Paid:	CHF43.18
Date:	19 December 2024
Payment Method:	Credit / Debit Card

If you have any questions, feel free to contact us at contact@yourcompany.com.

Thank you for choosing **Trolley Cart**.

Trolley Cart - All Rights Reserved.

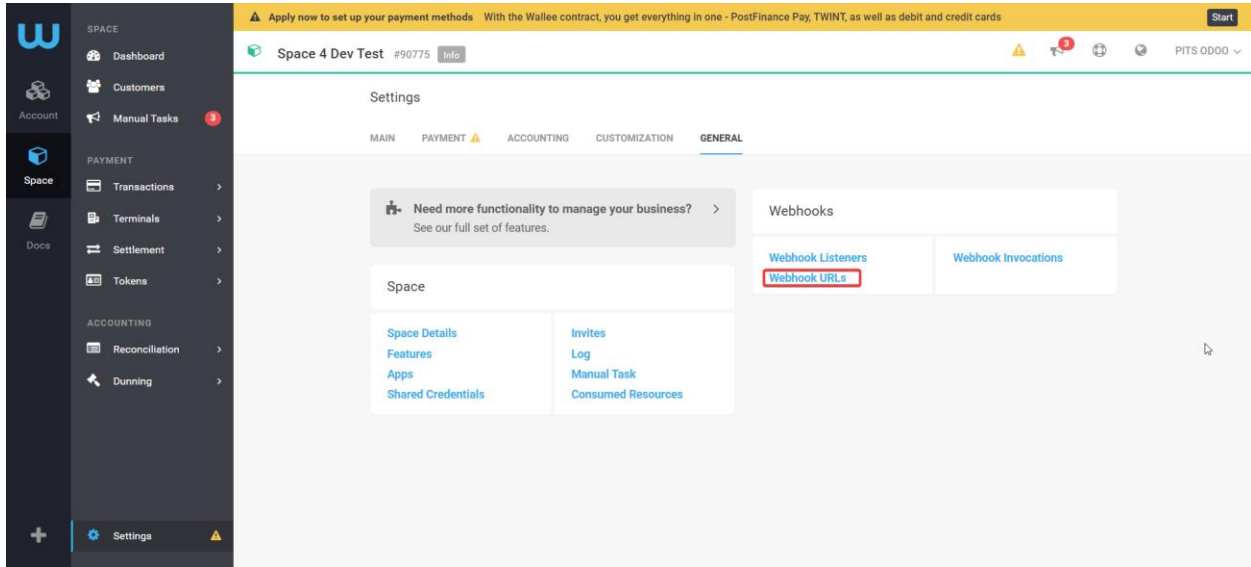
Screenshot 36: Email Template for Payment Cancel

12. Wallee Webhook Configuration

To ensure that transaction status updates are correctly delivered to Odoo, our payment provider module uses a dedicated webhook listener for Wallee. This listener receives asynchronous notifications directly from Wallee whenever a transaction changes its state (e.g., Authorized, Completed, Failed, Voided, Refunded, etc.). These webhook calls allow Odoo to automatically update the corresponding payment transaction records in real time, ensuring accurate reconciliation and up-to-date payment status without manual intervention.

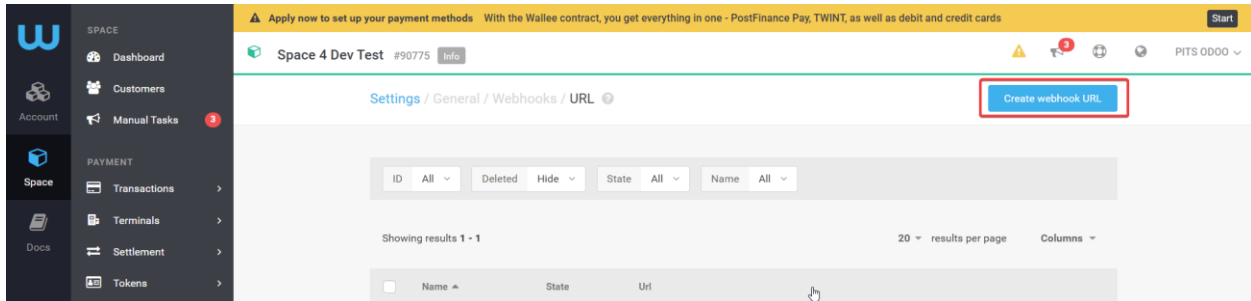
Follow the steps below to configure the Webhook URL and Webhook Listener in the Wallee Back Office.

- Go to <https://app-wallee.com/> -> Login
- Navigate to Space -> select your space -> Settings -> GENERAL -> Webhook URLs.



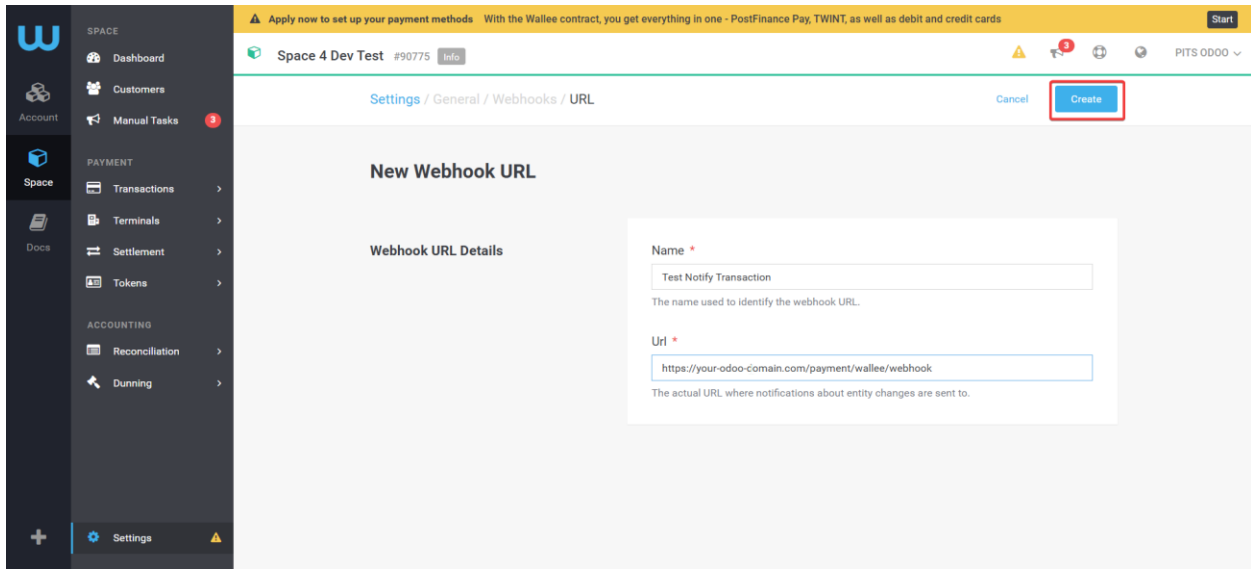
Screenshot 37: Wallee Space Settings webhook URLs

- Click -> Create webhook URL



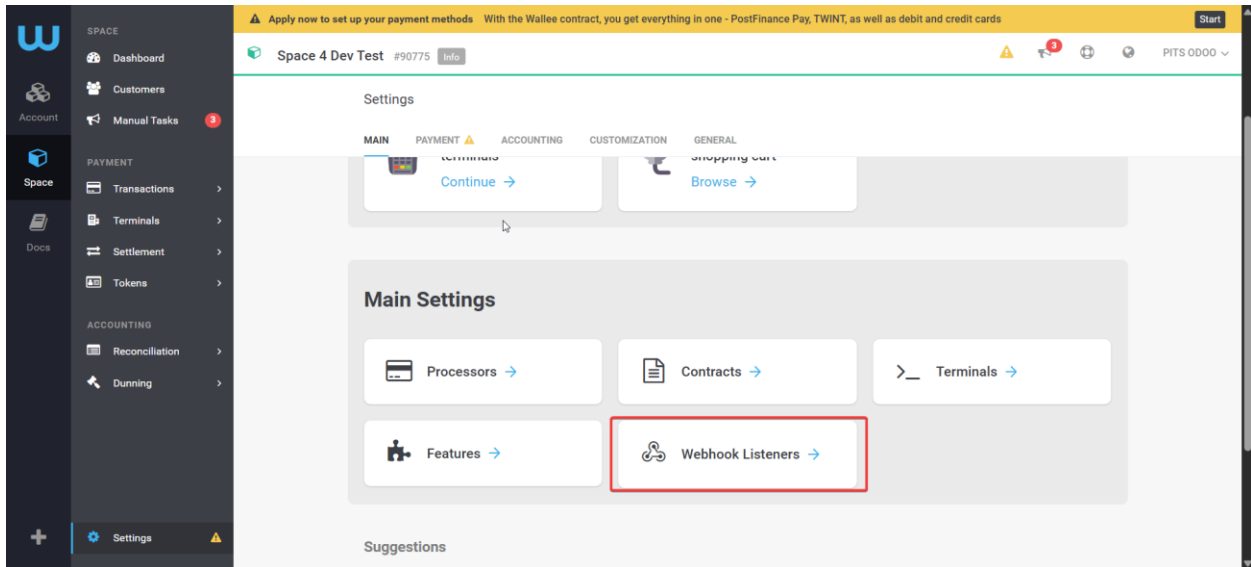
Screenshot 38: Wallee Create webhook URLs.

- Add New Webhook URL (e.g.: <https://your-odoo-domain.com/payment/wallee/webhook>) then click Create button.



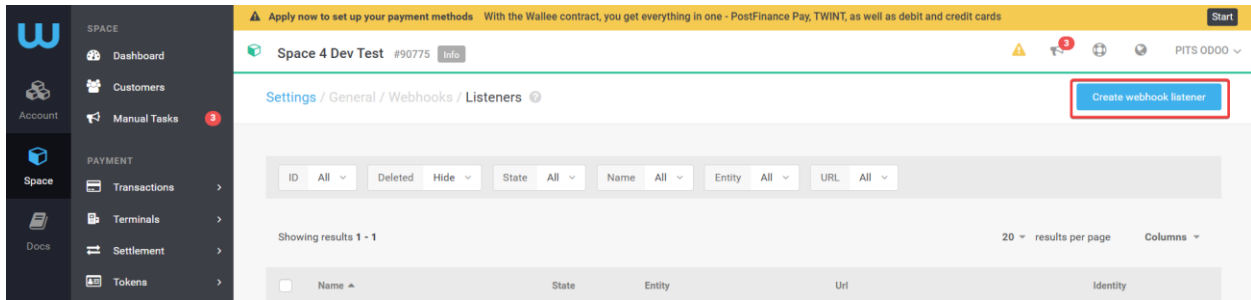
Screenshot 39: Wallee New Webhook URL

- Navigate to Settings -> MAIN -> Webhook Listeners.



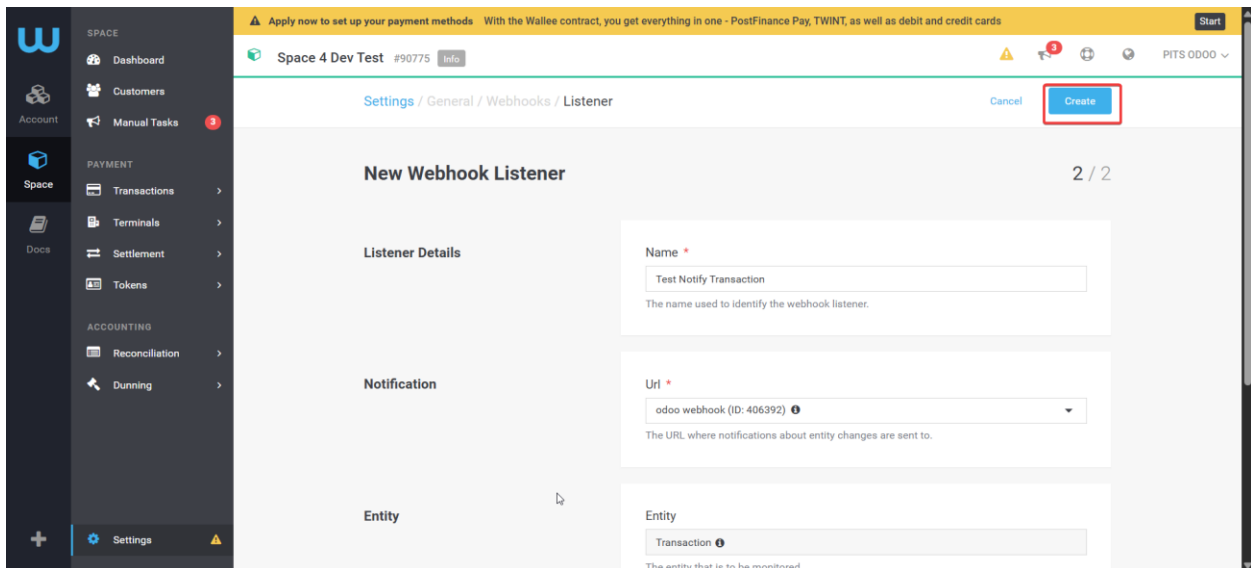
Screenshot 40: Wallee Space New Webhook Listener

- Create Webhook Listener



Screenshot 41: Wallee Create Webhook Listener

- Create New Webhook Listener.
 - Select Entity - **Transaction**
 - **Name** - The name used to identify the webhook listener. E.g.: *Test Notify Transaction*
 - **URL** - Select your Created Webhook URL E.g.: *Screenshot 21*
 - **Entity** - The entity's target states that are to be monitored.
- Click **Create** button.



Screenshot 41: Wallee Webhook Listener Interface

13. Scheduled Automated Actions/Cron Jobs

The plugin includes the following automated actions/cron jobs to ensure seamless integration with the payment provider:

1. **Update Payment Transaction Status:** This cron job periodically checks and updates the status of payment transactions to ensure that the latest information is reflected in your system.
2. **Update Refund Transaction Status:** Like the payment transaction status update, this cron job ensures that refund transactions are accurately tracked and updated in your system.
3. **Synchronize Payment Methods from Wallee Back Office:** This cron job synchronizes the available payment methods from the Wallee Back Office, ensuring that your system always has the most up-to-date options for users.

Note: Wallee Provider payment methods support only full settlement of the bill amount and do not allow partial payments. Similarly, for refunds, only full refunds of the transaction amount are supported; partial refunds are not permitted. If a bill with partial payments is being completed, Wallee payment methods will not be available as a payment option on the payment page.

14. Technical Requirements / Compatible With:

- Technical Requirements: Odoo Sales, Payment and Website Module.
- Compatible with Odoo 19.0, supporting both Community and Enterprise editions.

15. Change Log / Release Notes

- Version 1.0.1: April 2026
 - Refined plugin capability to receive instant payment notifications from the payment gateway.
 - Includes minor enhancements and improvements.
- Version 1.0.0: October 2025
 - Initial release



16. Support

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