PRIPEO

Guide: installing the Pripeo Payments plugin

Accept card payments and PayPal in your WooCommerce store — version 1.2.1

This guide walks you through installing the **Pripeo Payments** plugin on your WooCommerce store to accept **card** and **PayPal** payments. Allow about 5 minutes. The plugin works with both the modern WooCommerce checkout (blocks) and the classic checkout.

Before you start

You need	Details
A WordPress site with WooCommerce	WooCommerce must be installed and active.
Your Pripeo API key	It starts with **pk_**. You can find it in your Pripeo dashboard. Keep it secret.
A store in EUR or USD	These are the two supported currencies. In any other currency, Pripeo payment methods are not displayed.
The pripeo-payments.zip file	Available on the Pripeo documentation page. Do not unzip it: WordPress needs the .zip file as is.

> **Good to know before activating**
> **One API key = one site.** On first activation, your key is bound to your site address. It will not work on another site. If you change your domain name, contact Pripeo to transfer the key (see “Need help?”).

Installation in 4 steps

1

Install the plugin

In your site admin: **Plugins > Add New**, then click **Upload Plugin**.

Choose **pripeo-payments.zip**, click **Install Now**, then **Activate Plugin**.

2

Enter and activate your API key

Go to **Settings > Pripeo Payments** (you can also click “API key” under the plugin name in the plugin list).

Paste your key into the **Pripeo API key** field, then click **Save and activate**. A green message confirms the key is valid and the plugin is active for your site. The status switches to **• Active** with your site address.

3

Check the payment methods

Go to **WooCommerce > Settings > Payments**. You will see **Card payment (Pripeo)** and **PayPal (Pripeo)**. Make sure the toggle is on for each.

Click **Manage** to change the title or description shown to your customers (optional).

4 Make a test payment

Open your store in a private browsing window, add a product to the cart and check out (minimum amount: €0.50).

Choose **Card payment (Pripeo)**: the card form appears directly on the checkout page. Enter the card and click **Place order**. Then run the same test with PayPal: you are redirected to PayPal, then back to your store.

A “Payment successfully completed!” window appears on the confirmation page. Check that the order moves to **Processing** in WooCommerce > Orders and that the payment appears in your Pripeo dashboard. Then refund this test payment (see below).

What's new in version 1.2

What you gain compared with version 1.1:

+ Recurring payment (monthly subscription)

Your customers can accept a monthly debit when they pay (checkbox), and you can offer it to past customers from a new menu. Every request is validated by Pripeo (see the dedicated section).

+ One-click updates

From version 1.2 on, future versions appear like any other WordPress update. No more reinstalling the plugin or sending a .zip file.

+ Already there since 1.1

Card form built into the checkout, “Payment successfully completed” animation, refunds synchronized between WooCommerce and Pripeo.

Updating the plugin

From version 1.1 or 1.0 (one time only). In Plugins > Add New > Upload Plugin, choose the new **pripeo-payments.zip**. WordPress offers to replace the current plugin: accept. Your API key and settings are kept. Then clear your site cache (caching plugin, CDN).

From version 1.2 on (automatic). When Pripeo releases a new version, WordPress shows the usual “A new version is available” message in Plugins and in Dashboard > Updates. Click **Update now**: that's it. Your settings are kept.

Recurring payment (monthly subscription)

Recurring payment debits the same customer every month, without them re-entering their card. It must be enabled on your account by Pripeo: if the “Recurring payments” menu says it is not enabled, write to hello@pripeo.com.

1 By the customer, when paying

If the feature is enabled on your account, a checkbox appears under the card form: “I would like this payment to be renewed automatically every month…”. The customer ticks it: their card is securely saved for the debits. The request is then sent to Pripeo for validation.

2 By you, for a customer who already paid

Go to **WooCommerce > Recurring payments**. The plugin lists customers who already paid by card through the plugin. Tick the customer's box, then click **Save**: the request goes to Pripeo. The customer will receive an email to confirm their payment method once.

3 Validation by Pripeo

Pripeo receives an email for each request and approves or declines it. **Nothing is debited before this validation.** You receive an email with the decision, and the status shows in your list: “Pending validation”, “Approved” or “Declined” (with the reason).

4 Stopping a recurring payment

Untick the customer in **WooCommerce > Recurring payments** and click Save: the monthly debit stops.

> One recurring payment per customer. The amount debited is the customer's latest payment; it is shown in the list.

Day to day

Viewing payments. Each paid order contains a note with the Pripeo payment reference. Your balance and history are in your Pripeo dashboard.

Refunding an order. Open the order in WooCommerce, click **Refund**, enter the amount, then click “Refund ... via Card payment (Pripeo)” (or PayPal). Full or partial, the refund is processed automatically.

If an order stays “Pending payment”. After a card payment, the bank's confirmation can take a few minutes. The plugin automatically re-checks after 1 minute, 5 minutes and 30 minutes. If nothing changes, contact Pripeo with the order number.

> Partial PayPal refunds are only possible in euros. In dollars, refund the full amount. PayPal refunds are made from WooCommerce.

Troubleshooting

What you see	Likely cause	What to do
“Invalid API key or inactive account”	Key copied incorrectly (extra space, missing character) or account not active.	Copy the key again from your Pripeo dashboard. If the error persists, contact Pripeo.
“This API key is already used on another site”	The key is already bound to another site (for example a test site).	One key works on one site only. Contact Pripeo to move the key to the right site.
Pripeo payment methods do not appear	Plugin not activated (yellow banner), unsupported currency, toggle off, or domain name changed.	Check that Settings > Pripeo Payments shows “Active”, that the currency is EUR or USD, and that both methods are enabled in WooCommerce > Payments.
The card form does not appear, or the old version is shown	Browser, site or CDN cache.	Clear the site and browser cache, then reload the checkout page.
The “recurring payment” checkbox does not appear	The feature is not enabled on your account, or cache.	Open WooCommerce > Recurring payments: the message tells you whether it is enabled. Otherwise contact Pripeo, then clear the cache.
“Payment unavailable...” on checkout	Pripeo is temporarily unreachable or the key is suspended.	Try again in a few minutes. Otherwise, contact Pripeo.
“Too many attempts” message	Too many key attempts in a short time from the same address.	Wait one hour, then try again with the correct key.

Customization (advanced)

Your developer can change or disable the success animation: `add_filter('pripeo_pay_success_video', fn() => 'https://.../my-video.mp4');` to change the video, or `add_filter('pripeo_pay_success_animation', '__return_false');` to turn it off.

Need help?

Write to the Pripeo team at **hello@pripeo.com** with your site address, the order number concerned and, if possible, a screenshot of the error message. **Never share your full API key by email or on social media.**

Deactivating the plugin: in Settings > Pripeo Payments, the “Deactivate on this site” button removes Pripeo payment methods from your store without deleting your key.