Shopify

Overview

Our Shopify plug-in connects the merchant's online store to the merchant's payment gateway, ensuring smooth and secure transactions. It acts as a bridge, transmitting transaction details to the payment gateway for processing. The plug-in ensures compatibility and establishes a secure connection through encryption protocols. It updates order statuses and enables tracking, refunds, and sales reports within their Shopify dashboard. We have made it super simple for merchants to connect their online stores.

Installing Shopify on a Merchant Account

Merchants can install the Shopify App directly from the Marketplace Apps via their Merchant Portal.

The merchant can click on Marketplace Apps → App Store.

To install:

1. Login to the Merchant portal → Marketplace Apps → Shopify.
2. Click on the Install button.

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The link will take the merchant to the Shopify app where you will see Safe Web Services.

3. Click Install.

The merchant will be presented with a pop-up showing that the app needs access to:

- view personal data
- view and edit store data

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4.Click Install.

- The merchant will be redirected to the merchant portal to log in.

5.Login to the portal.

- A pending page will appear to confirm the details.

6.Click Confirm.

- The merchant will be redirected to Shopify to confirm the store details.

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7.Click Activate at the bottom.

Yay! The installation is complete and the merchant can now log in to the merchant portal to confirm this by going to Marketplace Apps → Shopify and looking for the Created On date.

Reporting

Merchants would typically spend their time in Shopify but can use our reporting feature using the Transaction Snapshot → Group By : Transaction Source and Shopify will appear as a source.

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Frequently Asked Questions

What is the reason for sunsetting the old Shopify Integration? Shopify is migrating payment provider integrations to a new platform. The new integration will be activated via the Merchant Portal.

What is different with the new App? The new app is integrated into Shopify’s newest Payments Platform and provides the same level of performance so your shoppers will not notice a change during the checkout process.

What is NMI’s role in payment security by being integrated with Shopify? NMI is responsible for securely collecting payment information, adhering to laws and PCI requirements, processing payments as specified by Shopify, redirecting buyers back to Shopify, and settling transactions within five days.

How do I view transaction history and void or refund a transaction? Please login to your Shopify Account to void and or refund transactions. The transaction history can be viewed through Shopify's platform or the Merchant Portal.

What is the Shopper experience? Is this an inline checkout flow or a redirect flow? It's an inline checkout flow. It's the same Shopper experience, with NMI supporting the transaction processing on the backend.

Are there any limitations on payment methods? NMI offers Visa, Mastercard, Maestro, American Express, JCB, Discover, and Diners Club card payments.

Are there any limitations on regions? This initial launch is limited to the US and other non SCA/3DS required countries.

Does Shopify integrate with any of our terminals? Shopify has their own devices for in person payments and we do not support them at this time.

Does our integration support other currencies besides USD? The merchant can process other currencies if their account is set up to accept them.

Does Shopify support Recurring or 3DS payments? Recurring and 3DS payments are not supported at this time.

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