

Manual

bol.checkout installation

Magento

Questions or need support? Contact checkoutvia@bol.com

Always provide the following:

- Magento order number(s)
- A description or the problem
- The steps you took
- Screenshots where relevant
- Logs from the bol.checkout extension for that day
- The current and historical order status (if applicable)

Without this information, support cannot properly assess the report.

Bol.checkout lets you offer customers in your own webshop a familiar checkout with payment options via bol. This document helps you with the technical installation and setup of bol.checkout in **Magento**. The manual is intended for partners and technical administrators and explains what you need, which requirements apply, and how to install and test the extension. You'll also read how to activate payment methods such as Buy Now Pay Later and Direct pay, and find answers to frequently asked questions about installation, updates, and support.

Using a standard Magento checkout? You can get started quickly. Working with custom or modified checkout setups? Keep in mind that additional verification and testing may be needed. The partner or webshop builder remains responsible for the functionality within their own webshop.

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Before you start

1.1 What do you need?

To use bol.checkout in Magento, you need:

- An active bol seller account ('Selling via bol')
- Client credentials (Client ID and Secret) for the bol.checkout API
- Admin and CLI access to the Magento environment
- Access to app/code and a regular deployment process
- A technical point or contact at the partner or webshop builder

1.2 Does bol.checkout work with your webshop?

bol.checkout works well with:

- Magento version 2.4.7 or higher
- PHP version 8.0 or higher
- The following themes:
- Luma (standard Magento theme)
- Hyvä, using the standard Hyvä checkout or the Hyvä Luma fallback

Are you using a custom checkout or lots of custom code? For example:

- custom checkouts
- custom checkout flows
- custom pricing, fees or VAT logic

In that case, additional verification and testing may be needed to check whether everything works correctly in your webshop.

bol.checkout supports the standard Magento checkout by default. If you use custom code, the partner or webshop builder remains responsible for the functionality or the integration within their own webshop.

1.3 Check this before installation

Before installation and activation, verify that everything below is in order:

- You can log in to the bol partner dashboard via <https://partner.bol.com/sdd>
- A technical contact person is listed in the partner dashboard (this is required to create API credentials)
- You have submitted a bol.checkout application
- Your bol.checkout application has been approved

Good to know:

The review of a bol.checkout application takes up to 48 hours on business days.

Until your application has been approved:

- you can install the bol.checkout extension
- you cannot yet use bol.checkout live
- payment methods will not yet be activated

Installing the Magento extension

2.1 Creating API credentials (Client ID and Secret)

To activate the extension, you need API credentials. You create these in the partner dashboard.

1. Log in to your bol seller account
2. Go to Settings → Services → API settings
3. Fill in the technical contact details
4. Create a Client ID and Secret for the bol.checkout API

2.2 Adding the repository

The bol.checkout Magento extension is installed via Composer and is available through the bol Composer repository.

1. First, add the bol repository to the Magento environment:
`composer config repositories.bol composer https://cvb.composer.bol.com/`
2. Then install the extension:
`composer require bol/magento2-module-checkoutviabol`

2.3 Magento upgrade and activation

1. After installation, run the Magento upgrade:
`bin/magento setup:upgrade`
2. If the extension is not yet active, activate it with:
`bin/magento module:enable Bol_CheckoutViaBol`

Are you using a production environment without an automatic deployment process? Also run the following:

```
bin/magento setup:di:compile
bin/magento setup:static-content:deploy
bin/magento cache:flush
```

2.4 Configuring the extension in Magento

1. Go to Stores → Configuration → Sales → Payment Methods
2. Open bol.checkout
3. Fill in the following:
 - a. Client ID
 - b. Merchant Secret
4. Save the settings

2.5 Test the installation

1. Go to the shopping cart and checkout
2. Place a test order with bol.checkout
3. Check whether:
 - a. address details are retrieved correctly
 - b. the order is only confirmed after reaching the success page
 - c. order confirmations and emails are only sent after successful completion

Activating Direct pay via bol.checkout

bol.checkout supports multiple payment methods, including Buy Now Pay Later (BNPL) and Direct pay.

For Direct pay, an additional onboarding with our payment partner Adyen is required.

3.1 Onboarding via Adyen

To activate Direct pay:

1. Log in to the partner dashboard
2. Go to <https://partner.bol.com/sdd/cvb/preferences> → Preferences
3. Open the Direct pay section
4. Start the onboarding with payment partner Adyen
5. Complete the onboarding fully and submit it for review

3.2 When do payment methods become active?

Adyen reviews your application within a maximum of 48 hours on business days.

After approval:

- the payment methods for Direct pay are automatically activated within bol.checkout
- customers can use these payment methods at checkout

Without completed Adyen onboarding, only BNPL payment methods are active. The technical installation of bol.checkout otherwise remains the same.

Payouts and invoicing

This chapter explains how invoicing and payouts work within bol.checkout. How the payout works depends on the chosen payment method.

4.1 Buy Now Pay Later (BNPL)

Invoicing and payouts

For Buy Now Pay Later, invoicing and payouts run entirely through bol.

Partners can choose from 2 options:

- Fortnightly payout via bol.checkout (default)
 - Payout on Monday and Thursday
- Bundled payout
 - Combined with the regular platform payout from bol

Processing time

The processing time is 11 days. This period starts once an order has received the status '*Processed*' in [bol.checkout](#). Only orders with the status '*Processed*' are included in the payout.

Fortnightly payout

The cut-off determines which processed orders are included in a payout.

- Payout on Monday
 - Cut-off: Wednesday 23:59
 - Orders that reached the status '*Processed*' by Wednesday or week -2 are included
- Payout on Thursday
 - Cut-off: Saturday 23:59
 - Orders that reached the status '*Processed*' by Saturday or week -2 are included

These moments align with the 11-day processing time.

Payout is made to the bank account number registered in the seller account at bol. This is the same account number used for regular platform payouts.

Bundled platform payout

If BNPL payouts are bundled with the regular platform payout from bol, these amounts are:

- combined on 1 invoice
- paid out in 1 payment

In the invoice specification you can clearly see:

- which amounts belong in bol.checkout
- which orders are associated with them

4.2 Direct pay

Invoicing and payouts

Invoicing runs through bol. Payout runs directly via our payment partner Adyen.

Payout moment

- Payout takes place weekly on Monday.
- Processing time and cut-off
 - The processing time is 2 business days.
 - The cut-off for payout on Monday :
Thursday 23:59
- Only orders with status Processed will be paid out.

4.3 Processing refunds

Refunds are financially processed via credit invoices.

A refund can take place:

- before payout
- or after an order has already been paid out

Negative balance

If a refund is processed after an order has already been paid out, a negative balance may arise on the invoice.

How is a negative balance processed?

For BNPL:

- a negative balance can be transferred manually
- or offset against future invoices

You can find the exact processing details in the financial reporting.

4.4 Summary

Only offers with the status Processed will be paid out.

BNPL:

- Payout via bol
- Standard payout on Monday and Thursday
- Processing time: 11 days

Direct pay:

- Payout via Adyen
- Weekly payout on Monday
- Processing time: 2 working days

Good to know:

Refunds can cause a negative balance. This will be offset at a later stage.

Common situations and solutions

6.1 bol.checkout button not visible or in the wrong place

The bol.checkout button or product label is not visible or appears in an unexpected place. This is likely due to:

- Theme/checkout templates deviating from the standard flow
- Customisations and integrations on custom elements are the responsibility or the merchant or integration partner

Escalate this issue to support if:

- the button is also missing in a standard setup
- the button is visible but not clickable.

In that case, provide the following information:

- Magento and PHP version
- Theme name/version
- Screenshot(s) or the product page and checkout
- URL (if possible) + time or test

6.2 Order exists in Magento, but not in bol.checkout

An order with payment method *'pay via bol'* exists in Magento, but the order is not visible in the [bol.checkout dashboard](#). **Note:** is the order visible in this dashboard?

Go to issue 6.3

In Magento, an order is created as soon as the checkout starts. However, this does not automatically mean the payment in bol.checkout is completed. An order can exist while:

- the payment has not yet been completed, or
- the customer left the checkout early.

If the Magento order status is pending payment, no escalation is needed:

- the payment was not completed (for example, the customer dropped off)
- no order is created in bol.checkout
- Magento automatically cancels the order later

When should you escalate?

- If the Magento order status is *'processing'* or *'complete'*:
 - The payment has been (or should have been) completed
 - An order must exist in bol.checkout
 - If it's missing, this is a discrepancy
- Escalate immediately if:
 - Magento status *'processing'* or *'complete'*
 - With payment method *'pay via bol'*
 - and no order is visible in bol.checkout
- Escalate conditionally if:
 - Magento status *'pending payment'* or *'canceled'*
 - AND it has been confirmed that:
 - the payment was completed correctly
 - the customer reached the completion page (return/thank-you)

What to provide to support:

- Magento order number
- Current and historical order status
- Time at which the checkout was completed
- Confirmation that the completion page was reached
- Logs from the bol Magento extension for that day

6.3 Order known in bol.checkout, but Magento stays on *'pending payment'*

The order is visible in the [bol.checkout dashboard](#) (status *'open'* or *'processed'*), but in Magento the order stays on *'pending payment'* or is automatically cancelled.

In this scenario, the payment has been correctly processed in bol.checkout, but the status update from bol.checkout to Magento did not come through correctly.

Webhooks usually correct the Magento status within a few minutes. You do not need to escalate this issue. Within ± 15 minutes, the Magento order should still move to processing (or be cancelled).

When should you escalate?

- Always escalate if:
 - the order is known in bol.checkout (status *'open'* or *'processed'*)
 - and the Magento order after 15 minutes:
 - is still on *'pending payment'*
 - or has been automatically cancelled

Provide the following information:

- Magento order number
- bol.checkout order status
- Current and historical Magento order status
- Time of payment completion
- Logs from the bol Magento extension for that day

6.4 Refund not (fully) processed

A refund action has been performed in Magento, but the order status does not change (or only partially), and the refund is not visible in the bol.checkout dashboard.

- Validation:
 - Was the refund processed via invoice -> credit memo?
 - Is the refund visible in the Magento order (Credit Memo)?
 - Was the refund processed fully or partially?
- Escalate this issue to support if:
 - the refund is visible in Magento (Credit Memo created)
 - but not visible in bol.checkout
 - or if an explicit refund confirmation is missing in bol.checkout

Provide the following information:

- Magento order number
- Time at which the refund was processed
- Screenshot of the Credit Memo in Magento (incl. refund amount)

- Current Magento order status
- Logs from the bol Magento extension for that day

In exceptional cases, the refund can be processed manually within the bol.checkout system:

1. Find the relevant order in the [bol.checkout dashboard](#)
2. Open the action menu (to the right of the order) and choose the Refund option
3. Enter the items and/or amounts to be refunded
4. Confirm the action by clicking Refund

Note: this is the preferred route for refunds. This manual refund does not affect further return or order handling on the merchant side (for example stock, order statuses, or administrative processing in Magento).

6.5 bol.checkout not available for this order

When placing the order, the message “bol.checkout is available for this order” is shown. When reopening the same checkout session (for example by refreshing or returning to checkout), no bol.checkout payment methods are shown.

bol.checkout validates every order before payment methods are shown. Among other things, the following are checked: order lines, amounts and VAT breakdown.

The following situations are not supported:

- negative fees or discount rules that are sent as a fee
- a mismatch between:
 - the sum of all line items (products, shipping, fees)
 - and the total order amount (minor rounding differences aside)
- inconsistent VAT application across order lines (for example products vs shipping vs fees)

If one of these situations is detected, bol.checkout payment methods are intentionally not offered:

- during checkout session initialisation, the order is rejected
- this rejection is stored in the session
- when reopening the same session, no payment methods are shown

What to do?

- check if there are negative fees or discount rules sent as a fee
 - check if the sum of all order lines matches the total amount
 - check if VAT rules are applied consistently across products, shipping, and fees
 - Only escalate if:
 - the order does not contain negative amounts
 - and the sum of the line items logically matches the total amount
- Always include the full order specification (products, fees, and VAT rules).

Frequently asked questions

6.1 How long does installation take?

For a standard Magento installation, the installation of bol.checkout usually takes 30 to 60 minutes.

In some cases, installation may take longer. For example, when using:

- custom themes
- custom checkout flows
- extensions that affect prices, VAT, or order lines
- customisations for shipping, fees, or discounts

Advice:

For extensive customisations, contact us via checkoutvia@bol.com to discuss integration.

6.2 Where do I find the extension settings?

Via:

Stores → Configuration → Sales → Payment Methods → bol.checkout

After making changes, always save the configuration and clear the cache if needed.

6.3 Where do I find the Client ID and Secret?

You create these in the partner dashboard via:

Settings → Services → API settings → Client credentials for bol.checkout

6.4 What is the maximum order amount for bol.checkout?

Buy Now Pay Later (BNPL):

- The maximum amount varies per customer

Direct pay:

- There's no maximum order amount

6.5 I have not yet been paid for an order. How is this possible?

Payment is made after an order in bol.checkout has reached the Processed status.

Please check the [bol.checkout dashboard](#) for this.

After that, a processing time still applies:

- BNPL: 11 days
- Direct pay: 2 working days

As a result, an order may sometimes only be included in a later payout.

6.6 How do I process a refund?

- Open the order invoice in Magento under Invoices
 - Click Credit Memo
 - Select the amount and/or the products
 - Choose Refund
- Note: use no offline refund
- Process the Credit Memo

Only through this route is the refund financially processed correctly within bol.checkout.

6.7 I'm using a custom theme or checkout. Does bol.checkout also work?

We support the standard Magento checkout by default.

Are you using:

- custom themes
- one-page custom checkouts
- custom checkout flows

In that case, extra checks and testing may be needed. In these situations, bol.checkout can always be fully supported.

6.8 How do I update the extension?

Updates for the bol.checkout extension run via Composer and follow the standard Magento maintenance process of the partner or webshop builder.

The update process is similar to the installation (see chapter 2). Update the extension via Composer, then run the usual Magento upgrade and deploy steps.

The latest versions can be viewed via:

<https://cvb.composer.bol.com/#bol/magento2-module-checkoutviabol>

Magento webshops often contain custom code. Updates can affect checkout flows, pricing logic, and order processing.

Advice:

- run updates via a controlled deployment process (e.g. staging)
- test at least 1 complete order after an update

The changelog is available in:

vendor/bol/magento2-module-checkoutviabol/CHANGELOG.md

After an update, always check:

- that bol.checkout remains active
- that payment methods are displayed correctly
- that a complete order works correctly

6.9 Where do I find the log files (logs)?

The bol.checkout extension saves logs within Magento.

You can usually find these via:

- the Magento log files (var/log)
- or via specific bol.checkout logs, if configured

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