Document Version: 2022-04-01

Help Articles for Ecommerce

SAP Litmos

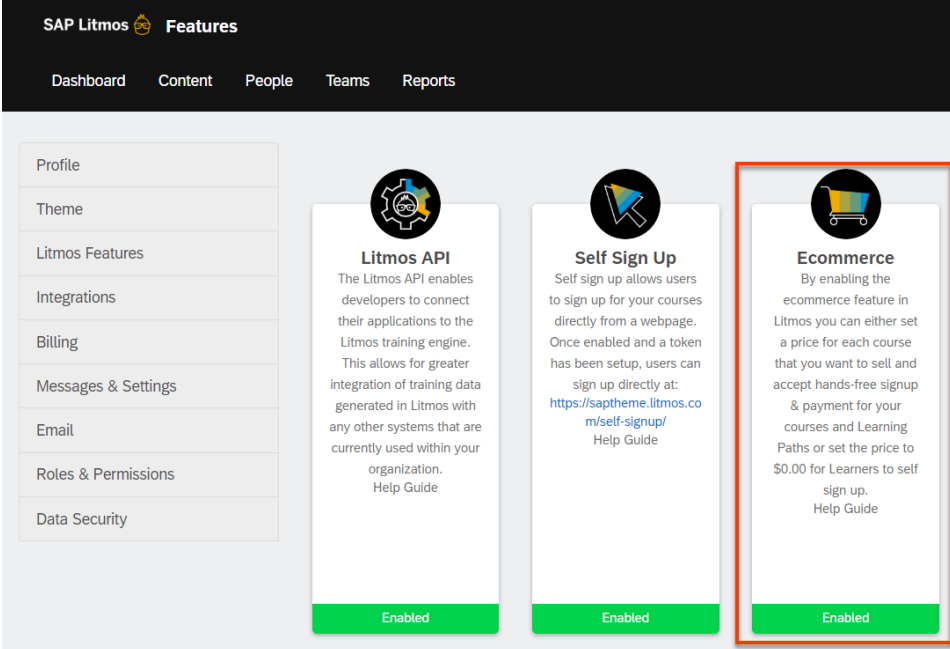THE BEST RUN **SAP**

CONTENTS

ECOMMERCE FEATURE OVERVIEW

This section is relative to the Litmos Ecommerce feature.

Important: Having courses for sale via the Ecommerce feature may conflict with also having the same items set to be available in the **Content Library** where active users can self-enroll free of charge. See the "Content Library Overview" section of the Courses and Learning Paths help articles.

A user with Account Owner access can enable Ecommerce settings at: Account settings,>Litmos features,>Ecommerce.

Here, the Account Owner will connect a Payment Provider (see links above) and will see the URL/website address of your organization's unique Ecommerce Course Listing page, as well as an embed code that can be pasted in your own blog or site as a Litmos Ecommerce Course Listing Widget.

Ecommerce

By enabling the ecommerce features in Litmos you will see an "I want to sell this course" section appear in the "Course Settings" area for each of your courses. You can set a price for each course that you want to sell and accept hands-free signup & payment for your courses.

☑ **Enable ecommerce features**

Payment Provider

Select a Provider ⌄

Organization Profile

Provide a short description of your organization so that people looking at your available list of online courses have some idea of who you are.

Profile

500 character(s) left

Ecommerce custom header

☐ Show Custom header

Ecommerce Shopping Cart

The courses and learning paths that you setup for selling will be visible to the public here:

https://saptheme.litmos.com/online-courses/

Ecommerce listings widget

Copy and paste the HTML code below to embed this course list in another blog or website

```
<link href='https://static1.litmos.com/static/css/widget.css?v=20111011' rel="Stylesheet" /><script type="text/javascript" src="https://saptheme.litmos.com/self-
```

To set a course to sell, navigate to course or learning path settings and select the option 'I want to sell this course'. In the pop-ups, designate the price, currency, and a 'Brief' and or 'Full' Description of the item being sold. The Brief description appears to the learner along with the course title on your Ecommerce course listing page, while the 'Full' description appears on the payment page after a use has clicked to purchase. If no Description is entered, the user will see the regular course description (if any). Description fields have a 250 character limit. Courses listed with a price of $0.00 will be available to users free of charge from your Ecommerce course listing page.

Review your Ecommerce Course Listing Page to view your available items and test the checkout process as a learner

SAP Litmos

📖	**Advanced Course**	USD 75.00

📖	**Beginner Course**	USD 50.00

Learning Management System by Litmos

PAYPAL PAYMENT GATEWAY INTEGRATION

PayPal Payment Gateway Set Up and Connecting with Litmos Ecommerce Feature

1. Create a PayPal business account (instructions listed below). If you already have a PayPal business account, be sure that API access is enabled in PayPal at the Profile tab. See the 'Set Up API Access' section for details.

2. A user with Account Owner access will need to enable Ecommerce settings and link the PayPal account to Litmos at: Account Settings,>Litmos Features,>Ecommerce. Here they'll find the url/website address of your organization's unique Ecommerce Course Listing page, as well as an embed code that you can paste in your own blog or site as a Litmos Ecommerce Course Listing Widget.

3. To set a course to sell, navigate to course or learning path settings of an assignment and select the option 'I want to sell this course'. Also; designate the price, currency, and a 'Brief' and or 'Full' Description of the item being sold. The Brief Description appears to the learner along with the course title on your Ecommerce course listing page. The 'Full Description' appears on the PayPal payment page after a student has clicked on the course title or clicked to register for the course from your course listing page. If no description is entered, the learner/buyer will see the regular course description (if any). Course description fields have a 250 character limit

4. View your unique Ecommerce Course Listing Page to see that your sellable items are listed correctly

5. Test the checkout process as a learner

If you see the error message: 'Course sign Up Error. You do not have permissions to make this API call', see the 'Set Up API Access' section for details.

Set Up a Verified PayPal Business Account

Note: If you already have a PayPal Business or PayPal Pro account please skip to the 'Set Up API Access' section.

Customers who don't already have a PayPal account

1. Go to https://paypal.com and click 'Sign Up'

2. Set up an account for Business Owners.

3. Follow the instructions on the PayPal site.

Customers who already have a Personal or Premier PayPal account

You need to first upgrade your PayPal status to that of a 'Verified Member' using the following steps:

1. Go to PayPal.

2. Click the **Upgrade your Account** link.

3. Click the **Upgrade Now** button.

4. Choose to upgrade to a Business account and follow instructions to complete the upgrade.

5. If you haven't already, add a bank account to become a Verified member. Follow the instructions on the PayPal site. This process may take 2-3 business days.

Next, follow the steps in the 'Set Up API Access' section.

Set Up API Access

Once you have created your PayPal business account you need to allow API access to Litmos as a third party integrator so that we can initiate the PayPal transactions on your behalf.

1. Log in to your PayPal account and click **Profile** in the sub-tabs

2. In the **My selling tools** area, click **Update** next to **API access**. (This has changed in PayPal Pro to be **Request API Credentials**)

3. Click the **Add or edit API permissions** link.

4. Select **Add New Third Party**

5. In the **Third Party Permission Username** field, enter **support_api1.litmos.com**.

6. Check **Express_Checkout**

7. Click the **Add** button.

If you're having any trouble, please check the following settings in your PayPal account.

To check that API access is enabled in your account first login to your PayPal account and click on the 'Profile' option under the 'My Account' tab.

Click 'Update' on the 'API Access' line.

Click "Enable Express Checkout" to accept payments from your online stores right away.

Make sure "Accept PayPal payments before API permissions or credentials are set up" is selected.

Then go back to the main "API Access" menu and click "Add or edit API permissions".

Enter support_api1.litmos.com into the Third Party Permission Username field and click Lookup.

Check the boxes shown below and click Add.

Note: The API access instructions for PayPal Pro accounts may vary slightly (there are a few more screens to click through) but you will achieve the same result.

STRIPE FOR LITMOS ECOMMERCE SHOPPING CART

Stripe is now available as a payment gateway to use with Litmos' native e-commerce check-out. Stripe helps power millions of businesses in over 100 countries across nearly every industry.

To begin utilizing Stripe to sell your Litmos Courses and Learning Paths, navigate to Account Settings → Litmos Features → Ecommerce.
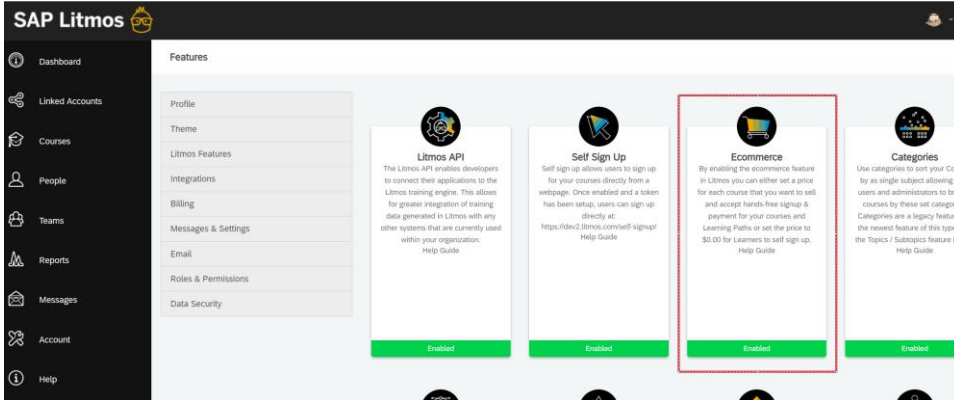
On this page, select Stripe as a payment provider and enter a valid pair of API keys to connect your Stripe account with your Litmos account.
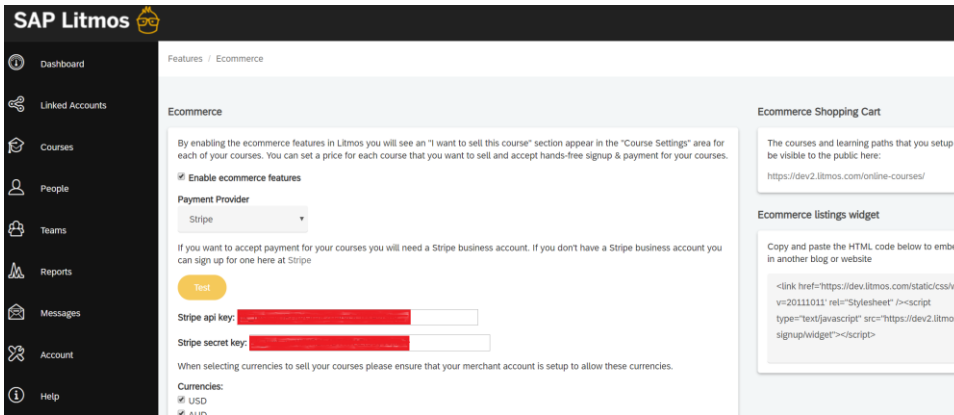
If you enter Stripe test keys and press "save", a "test" tag will show above the keys to indicate they are test keys.

To locate or generate these keys in your Stripe account, login and navigate to Developers --> API Keys to copy +paste the Publishable key and the Secret key into the Stripe Ecommerce setup within Litmos. If the keys are not generated yet, you may have to generate these.
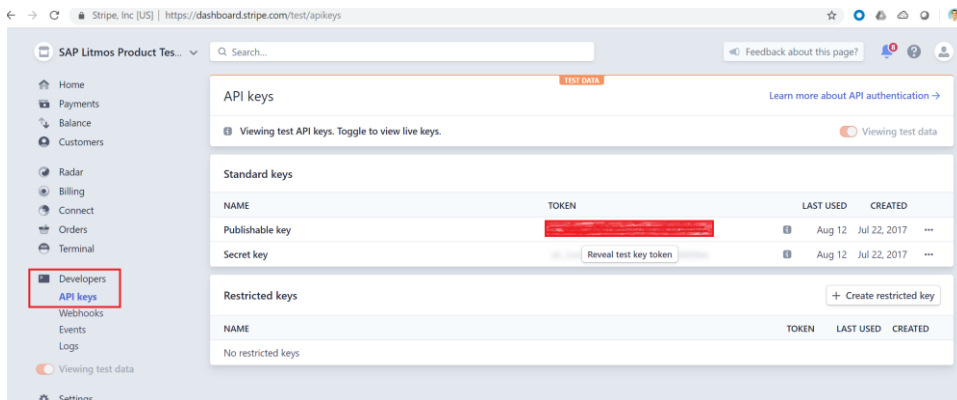
Please note again that the example depicted here is a test account. Your account will have two sets of API keys – Live and Test. In order to get access to both of them, you will need to use the toggle switch in the left menu that says "View test data". Clicking that switch will toggle between the live and test keys. Live keys will start with pk_ and sk_. The pk_ keys are the publishable keys. The sk_keys are the secret keys. Test keys will start with pk_test_ and sk_test_. The pk_ keys are the publishable keys. The sk_keys are the secret keys.
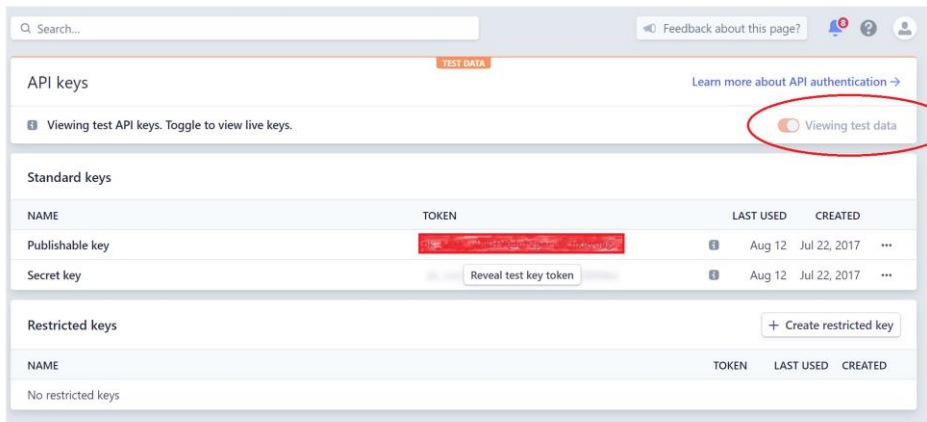
Your Stripe account owner must active the account to gain access to live data and use API keys for active account transactions. If you cannot see your API keys in the Dashboard, this means you do not have access to them. Contact your Stripe account's owner and ask to be added to their team as a developer.

In order for an Account Owner in Stripe to generate the **Stripe API Keys (Secret Key and Publishable Key),** they will need to follow the below steps:

STEP 1: Log in to your Stripe dashboard.

STEP 2: Go to API in the left menu.

STEP 3: Your secret and publishable keys should be on this page. Before using generated secret keys you will need to use the toggle switch that says "**Viewing test data**". You have to set it to "**Viewing live data**".

STEP 4: Now click on Reveal live key token

Once the keys are entered and saved, Courses and Learning Paths made available for sale on the Litmos Ecommerce Shopping Cart can be purchased using the stripe checkout. Please note that customers are not redirected to the Stripe checkout. The Stripe checkout sits behind a Litmos native checkout page.

If test API keys have been used, you can use a test credit card number. Those numbers can be found on the Stripe Help Docs.

If the purchase goes through successfully, the customer will be redirected to a confirmation page as shown below:
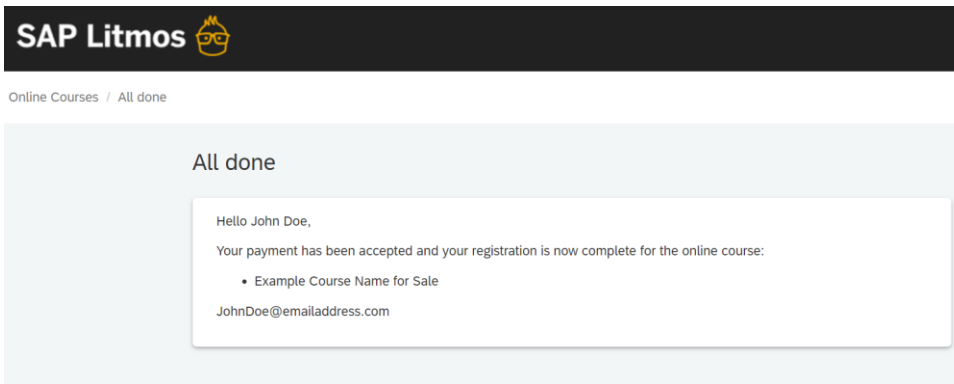
Note: Discount codes are not supported with this integration.

SHOPIFY INTEGRATION FOR LITMOS ECOMMERCE SHOPPING CART

Shopify is a powerful ecommerce website solution that allows you to sell online. To allow for more advanced ecommerce solutions than ever before, Litmos has developed an app to allow you to sell your Litmos courses using Shopify. Some of the advantages to using Shopify are:

- Custom storefront
- Marketing and SEO features
- Coupon Codes
- Bundling courses
- A large selection of payment choices

Create an App on Shopify

1. Log in as an administrator and navigate to **Apps**.

2. Select the **Develop Apps** link.
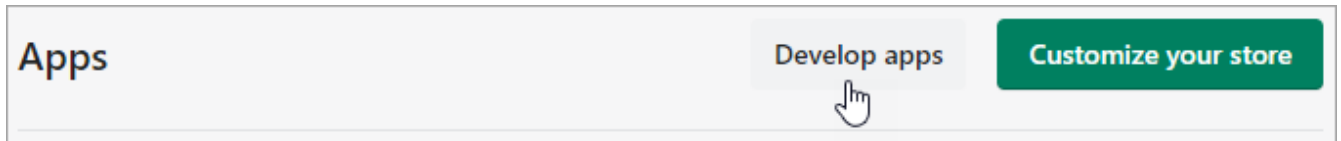
3. Select **Create an app**.
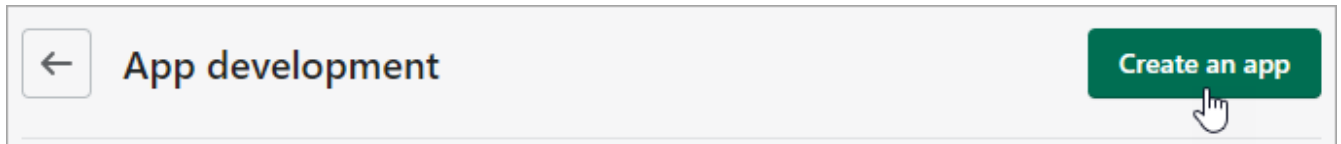
4. In the **Create an app** dialog, enter the app name and email address of the app developer and then select **Create app**.

5. In the App development page of the new app, navigate to **Configuration > Admin API integration** and select **Configure**.

6. Select the following access scopes:
   - read_content
   - write_content
   - write_customers
   - read_customers
   - write_orders
   - read_orders
   - write_products
   - read_products
   - write_third_party_fulfillment_orders
   - read_third_party_fulfillment_orders

7. Scroll down the page to **Webhook** subscriptions and ensure that you are using the latest event version and then choose **Save**.

8. Navigate to **Configuration > Storefront API integration** and select the following access scopes:

      o   unauthenticated_write_checkouts
      o   unauthenticated_read_checkouts
      o   unauthenticated_read_content
      o   unauthenticated_write_customers
      o   unauthenticated_read_customers
      o   unauthenticated_read_customer_tags
      o   unauthenticated_read_product_listings
      o   unauthenticated_read_product_inventory
      o   unauthenticated_read_product_pickup_locations

9. Choose **Save**.

10. Navigate to **API credentials**. The API key and secret display.

11. Choose **Install app** and then choose **Install** in the installation dialog.

Add a Store in Litmos for Shopify

You need to enter Shopify details in SAP Litmos to complete the Shopify integration configuration. If you have multiple stores to connect to the Litmos org, repeat the process as needed to connect up to 10 Shopify stores.

Choose "Add a new Store" and enter the details needed from the Shopify app.

The Shopify Site Name (URL) is only the custom part of the URL. For example, if your URL is http://litmos.myshopify.com/ , you will only enter litmos into the field.
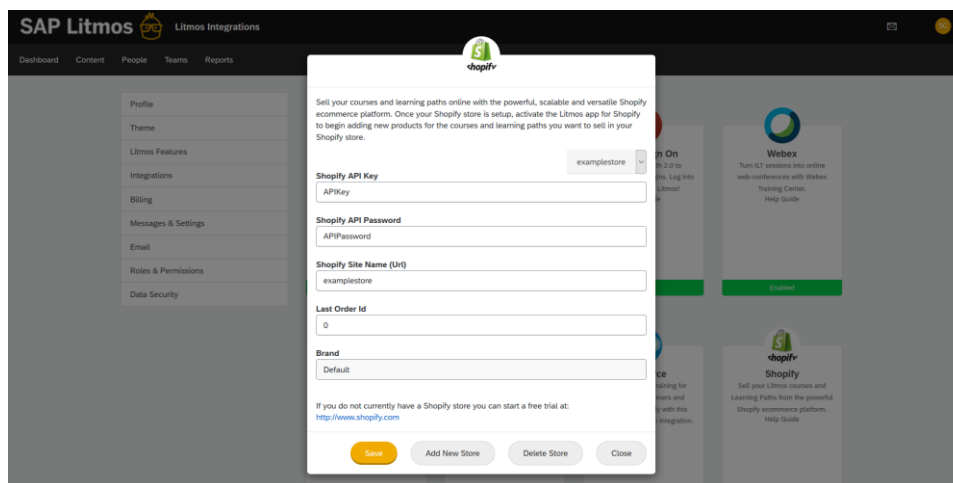
Each store that is connected can also have a Brand associated to the store. This ensures that any customer who purchases a course or learning path from the store and has a new Learner profile created in Litmos will be added to that Brand in the Litmos organization. The Brand feature controls the UI theme and customizations for various groups of Learners, so the Brand UI can be tailored to match the Shopify store UI for a seamless user experience!

Note: The Order in Shopify will need to be "fulfilled" for Litmos to process it. Orders must be fulfilled from bottom to top. You can do this manually in the Orders section, or you can configure your store to automatically fulfill orders in **Settings** > **Checkout** > **Order processing**.

Configure Course in Litmos

To sell a Litmos course in the Shopify store, you need to configure the course to be sold and copy the course code.

1. In SAP Litmos, navigate to **Content > Courses** and select the desired course.

2. On the **Settings** tab, scroll to the bottom and select the **I want to sell this course** option.

3. Scroll up to the top and copy the value in the **Course code for importing people in bulk** field. This value will be used in Shopify to link the Litmos course and the Shopify product.

Configure Product in Shopify

1. Log in as an administrator in Shopify and navigate to **Products.**

2. Select the product to associate with the Litmos course.

3. Scroll down to the **Inventory** section and paste the value copied from the **Course code for importing people in bulk** field in Litmos into the **SKU** field in Shopify.

IMPORTANT NOTE: If you are adding a learning path as a Shopify product, you'll need to modify the SKU value. In Limos the value displays with -LP as the suffix, but in Shopify you need to use LP_ as a prefix. For example, with a Litmos value of 1**234-LP**, the Shopify SKU should be **LP_1234**.

User Experience

Below are the steps that a user will go through when purchasing a course through Shopify.

1. They will navigate to your Shopify storefront.

2. They will find and purchase the course through Shopify.

3. They will receive an email from Litmos that contains a login key. The purpose of this email is to verify this user.

4. Litmos will pull the First Name, Last Name, Email Address (becomes username)

5. They will set up a password and enter any additional user profile information.

6. They can now take your course in Litmos.

Common Issues

Litmos didn't process order

The Shopify order needs to fulfilled before Litmos can process it. You can check the Fulfillment status on the Orders page in Shopify. Orders must be fulfilled from bottom to top. You can do this manually in the Orders section, or you can configure your store to automatically fulfill orders in **Settings** > **Checkout** > **Order processing**.

User didn't receive email

If a user purchased a course or learning path and did not receive an email to login, it is possible that they provided a phone number at checkout. Shopify allows customers to complete the checkout by entering an email or a phone-number.

Since the Litmos integration with Shopify relies on the email address entered by the customer during checkout, if a customer completes the checkout by entering a phone-number instead of an email address, no email will go to the customer. A phone number will exist on the email field for that individual in Litmos and the phone number will also exist on the username field for that individual. *Please instruct your customers to checkout using email addresses to ensure they receive Litmos emails*.

If you go to **Settings** > **Checkout** > **Customer contact method**, you can require an Email at check out.

Please ensure that the orders in Shopify are not archived. Litmos won't be able to retrieve the order details of an archived order from Shopify.

USING GOOGLE ANALYTICS TO TRACK PAGE VIEWS FOR YOUR ECOMMERCE WEBSITE

Use the instructions below to add your Litmos ecommerce website to track views of your Litmos shopping cart to your existing Google Analytics account:

1) Sign into your Google Analytics account

2) Select the 'Admin' tab at the top of the page

3) Click on the account name drop down box

4) Select 'Create new account'

5) Title the new account

6) Add the Website Name

7) Enter your ecommerce URL (http://yourorganization.litmos.com/online-courses)

8) Select 'Get Tracking ID'

9) Copy the Tracking ID (UA-xxxxxx-x)

10) Navigate to your Litmos account and select the 'Account' tab then the 'Ecommerce' sub tab

11) Paste the Tracking ID into the Google Analytics box

12) Save

COURSE LISTING WIDGET WITH OPTION TO CUSTOMIZE

To embed your Litmos E-Commerce Course Listing on your own website or blog you can use the Litmos Course Listing Widget which is found at:

1. Account Settings,>Litmos Features<Ecommerce
2. Copy the text within the course listings widget box
3. Paste the text into the body of your website

Note: If the code results in an empty box, check the code to see if it matches the code below. If it does match this code, log out of Litmos and log back in using your unique url and follow the steps above. For additional help, contact support.

```
<link href='https://static1.litmos.com/static/css/widget.css?v=20111011' rel="Stylesheet"
/><script type="text/javascript" src="http://go.litmos.com/online-
courses/widget"></script>
```

Customization

If you know how to code html and css you can easily customize your widget.

Once you've pasted your code into your page it should look something like this:

```
<link href='http://static1.litmos.com/static/css/widget.css?v=3.20090623'
rel="Stylesheet" /><script src="http://your-
company.litmos.com/courses/widget.aspx?apikey=ABC-DEF-GHI-JKL"
type="text/javascript"></script>
```

To change the style of the widget simply remove the **link** to the stylesheet from your page.

```
<link href='http://static1.litmos.com/static/css/widget.css?v=3.20090623'
rel="Stylesheet" />
```

And replace it with your own styles using the following css classes.

```
<style type="text/css">    /* Widget Container */    #lw   {      border: solid 1px
#ccc;       width: 500px;       padding: 5px;       font-family: Verdana,Arial,Sans-
serif;   }    /* Course List Container */   #lwc dl   {       margin: 0px;
padding: 0px;   }    /* Course Description */   #lwc dl dd   {       margin: 0px;
padding: 2px 0px 10px 20px;       font-size: 0.8em;   }   /* Widget Footer */
#lwf   {       padding: 3px;        text-align: right;       font-size: 9px;
border-top: solid 1px #dcdcdc;    }</style>
```

DOES YOUR API INTEGRATE WITH OTHER MERCHANT ACCOUNTS?

We provide eCommerce integrations for PayPal, Shopify & Stripe. Using your own development resources, our API can be used to create an integration with the payment provider of your choice. To do this the steps involved are that you would first need to advertise your courses - either using your own page, our course listing widget, our course listing page, or the Get a List of Courses API call.

Next you would take care of the payment side using your provider and when you're satisfied that the payment has been processed you use the 'Create a User' API call to add the new user to your account and trigger the first login email, and then the 'Add Course' API Call to assign the purchased course to the new user.

IMPORTANT DISCLAIMERS AND LEGAL INFORMATION

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information. About the icons:

- Links with the icon ↗ : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:

  - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.

  - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.

- Links with the icon ↗ : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

www.litmos.com

SAP Litmos

THE BEST RUN **SAP**