

# Installation Manual for NatWest Tyl JTL

This manual describes the installation and usage of the NatWest Tyl extension for JTL.

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wallee AG  
General-Guisan-Strasse 47  
CH-8400 Winterthur

E-Mail: [info@sellxed.com](mailto:info@sellxed.com)

Telefon:

CH: +41 (0)44 505 13 60

DE: +49 (0)40 2999 60117

UK: +44 (0)161 850 6890

US: +1 (0)205 557 5869

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# Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>5</b>
1.1	Process of the Installation .....	5
1.2	System Requirements .....	6
<b>2</b>	<b>Configuration NatWest Tyl .....</b>	<b>7</b>
2.1	Test Environment and Live Platform for Administration .....	7
2.2	Mandatory: Configuration of the Module .....	7
2.3	Optional: Professional Version - Creating a Certificate File .....	7
2.4	Activating the Payment Methods and Testing .....	8
<b>3</b>	<b>Module Installation and Update in the JTL Shop .....</b>	<b>9</b>
3.1	Installation .....	9
3.2	Updates and Upgrades .....	9
3.2.1	Update Checklist .....	9
3.2.2	Update Instructions .....	10
<b>4</b>	<b>Module Configuration in the JTL Shop .....</b>	<b>11</b>
4.1	Configuration of the Main Module .....	11
4.2	Configuration of the Payment Module .....	11
4.2.1	Configuration of payment methods in the Wawi .....	12
4.3	Direct Capturing of Transactions .....	12
4.4	Uncertain Status .....	12
4.4.1	Setting the order state .....	12
4.5	Optional: Validation .....	13
<b>5</b>	<b>Settings / Configuration of Payment Methods .....</b>	<b>14</b>
5.1	General Information About the Payment Methods .....	14
5.2	Information on Payment Status .....	14
5.2.1	Order status "pending" / imminent payment (or similar) .....	14
5.2.2	Order status "cancelled" .....	14
<b>6</b>	<b>The Module in Action .....</b>	<b>15</b>
6.1	Useful Transaction Information on the Order .....	15
6.2	Usage of the Alias Managers / Token Solution .....	16
6.3	Transaction Management within the JTL Shop .....	16
6.3.1	Shipment .....	16
6.3.2	Capturing of Orders .....	16

6.3.3	Cancel Orders .....	17
6.4	Refunds .....	18
6.5	Setting up Cron Job .....	18
<b>7</b>	<b>Testing .....</b>	<b>19</b>
7.1	Test Data .....	19
<b>8</b>	<b>Errors and their Solutions .....</b>	<b>20</b>
8.1	The name of the payment method is not shown correctly in the email. ....	20
8.2	The Referrer URL appears in my Analytics Tool .....	20
<b>9</b>	<b>Compatibility with Third-Party Plugins .....</b>	<b>21</b>
9.1	Birthday and gender in JTL .....	21
<b>10</b>	<b>Error Logging .....</b>	<b>22</b>
10.1	Log Levels .....	22
10.2	Log Location .....	22
<b>11</b>	<b>Advanced Information .....</b>	<b>23</b>
11.1	Transaction Object .....	23

# 1 Introduction

This manual leads you through the installation, configuration and usage of the payment module for JTL and NatWest Tyl.

Before you can begin with the installation, please make sure that you are in possession of all the necessary data:

- You should have received a Store ID from NatWest Tyl(Usually an eleven digit combination of numbers )
- Shared Secret for the usage of Connect (Shared Secret Connect Interface)
- If you are working with the professional version of the module and have requested the API Interface with NatWest Tyl, you should furthermore have received an API User ID, a client certificate as well as the corresponding passwords

**Note that you must use at least PHP version 5.6 for our plugins. PHP 8 or higher is currently not supported.**

## 1.1 Process of the Installation

In this document you will find all the information necessary for the installation of the module. It is important that you follow the checklist strictly. Only if you comply with each step we can ensure a secure usage in correspondence with all security regulations.

1. Configuration of the basic settings of the payment module
2. Configuration of the payment methods
3. Carrying out a test purchase by means of the attached [test data](#) at the end of this document

## Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed information on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: <http://www.sellxed.com/support>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <http://www.sellxed.com/shop/de/integration-und-installation.html>

## .htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial as otherwise the payment feedback of NatWest Tyl might not get through to the shop.

## 1.2 System Requirements

In general, the plugin has the same system requirements as JTL. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.x or higher
- OpenSSL: Current version with support for TLS 1.2 or higher.
- fsockopen: The PHP function fsockopen must be enabled. The plugin must be able to connect to external systems over the Internet.
- PHP Functions: All common PHP functions must be enabled.

## 2 Configuration NatWest Tyl

If you have merely bought the Standard Version of the module you only need to comply with the part **Configuration of the Module**

### 2.1 Test Environment and Live Platform for Administration

You can find the administration and the transaction overview if you click on this link (A client certificate is needed to access):

- [https://www.ipg-online.com/emea/login.jsp?lng=de\\_DE](https://www.ipg-online.com/emea/login.jsp?lng=de_DE).

Please note that you can only access the testing platform with a corresponding client certificate which you receive from NatWest Tyl.

### 2.2 Mandatory: Configuration of the Module

[Navigate to the main module](#) in your shop. Please fill in the following data in to the appropriate location:

- Store ID (you will receive this directly from NatWest Tyl)
- Shared Secret (you will receive this directly from NatWest Tyl)

The remaining settings in the main module regard specific fraud settings to identify transactions without 3D secure. The default settings are set correctly for most of them.

#### SSL certificate

Please note that momentarily there is a problem at NatWest Tyl with certain certificate types. In case no order confirmation mails are being sent out and the status of the order is still set to Pending NatWest Tyl and the status then changes to Cancelled you have to switch to Yes at **Force Non SSL Notification**.

### 2.3 Optional: Professional Version - Creating a Certificate File

By working with the Professional Version of the module you can operate the transaction management directly from your shop. This way you don't need to install the certificates to access the backend. To be able to use these functions you must already have bought the Professional Version of the Module at [www.sellxed.com/shop](http://www.sellxed.com/shop). Otherwise you will not have access to these features. In order to change to the Professional Version contact us at [contact](#).

You will receive a ZIP from NatWest Tyl containing a key (file extension .key) as well as the certificate (file extension .pem) in order to use the backend and the transaction management. Extract these files into a directory of your choice and carry out the following steps:

1. Open the certificate (file with the extension .pem)

2. Open the key simultaneously (file with the extension .key)
3. Insert the content of the key underneath the certificate file
4. Save the certificate file and copy it into: /files\_3.x/includes/plugins/natwesttylcw/version /100/classes/Customweb/NatWestTyl/Certificates/Default/
5. You can now proceed to the [instructions for the installation](#).

## 2.4 Activating the Payment Methods and Testing

Further information regarding the configuration of the payment methods and the meaning of the specific settings can be found [here](#). When you have activated and configured the payment methods you can run a test by means of the published [Test data](#) in the manual. If all tests were successful, switch the operating mode in the main module to **Live**.



## 3 Module Installation and Update in the JTL Shop

### 3.1 Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the [sellxed shop](#) (Menu "My Downloads Downloads"). In order to install the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shop version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If that is the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

### 3.2 Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module.

More information regarding the subscription of this RSS feed can be found under: [http://www.sellxed.com/en/updates\\_upgrades](http://www.sellxed.com/en/updates_upgrades).

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

#### 3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:

1. Always do a backup for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

### Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our [complementary support](#).

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers.

### 3.2.2 Update Instructions

Please always read the update instruction. Those instructions can be found in the changelog. If there are no special remarks, you can proceed by just overwriting the files in your system.

## 4 Module Configuration in the JTL Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. [Configuration of the Main Module](#)). During the second step you can then carry out individual configurations for each [payment method](#). This allows for full flexibility and perfect adaptation to your processes.

### Create backups!

Please create a backup of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.

We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

### 4.1 Configuration of the Main Module

In a first step the plugin must be installed. The installation of the plugin is carried out under: **Plugins > Plugin administration > NatWest Tyl**. By clicking on **install**, the plugin is installed in your shop. You can find the settings for the main module under **Plugins > NatWest Tyl**.

In order to configure the main module, go to **Plugins > NatWest Tyl**. Change to the tab **Configurations**. Enter the data and settings you have already saved in the back-office of NatWest Tyl. In case of questions, you can find further information by moving the cursor to the question mark.

In the tab **Information** you can find important information on the plugin such as the version number, release date and callback URL. This data is important when contacting our support.

You have the option of synchronising the order status with the transactions with NatWest Tyl. This means that when an item is sent or cancelled, you have the possibility of automatically also debiting the payment with NatWest Tyl. Further information can be found in the section [The Module in Action](#).

### 4.2 Configuration of the Payment Module

After having successfully configured the main module, you can find the settings for the individual payment methods in your shop under **Payment Processing > Payment Methods**. Each payment method is listed individually. Install the payment methods you wish to offer you customers in your shop. You can carry out individual settings for each payment method and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

In order for the payment method to be displayed in the shop, you must link them with a shipping method. Open the shipping methods under **Payment Processing > Shipping Methods**. By clicking

**edit**, you can modify the shipping methods. Here you can link the payment methods you wish to offer and also have the option of setting individual payment fees.

### 4.2.1 Configuration of payment methods in the waWi

In order for the JTL waWi to map the payment methods from the shop, make sure that you add them inside the waWi Einstellungen > Zahlungsarten verwalten). Make sure that they are spelled exactly as written in the column "Anmerkung".

#### Logo on the Payment Page

By choosing the authorization method **Hidden Authorization**, the insertion of the credit card data occurs in your shop. This requires additional PCI Certification though.

However, if you prefer that the customer inserts the credit card data on the payment page of NatWest Tyl, you have the possibility of placing your logo on said Payment Page. In order to do so, please contact NatWest Tyl directly.

## 4.3 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and then debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific period of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

#### Different settings between NatWest Tyl and the module

It may be that settings saved in the payment modules overwrite settings saved in NatWest Tyl.

## 4.4 Uncertain Status

You can specifically label orders for which the money is not guaranteed to be received. This allows you to manually control the order before shipment.

### 4.4.1 Setting the order state

For each payment method you may select in which state the order should be set to depending on the booking state. This is the initial state of the order.

## 4.5 Optional: Validation

Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. In order for the credit check or address validation to also work with European characters, the charset of the "Blowfish mode" must be set to "UTF-8" for certain PSP settings.

You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If the customer does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by NatWest Tyl during the authorisation process. The payment method is displayed in any case

## 5 Settings / Configuration of Payment Methods

### 5.1 General Information About the Payment Methods

The plugin contains the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with NatWest Tyl as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

### 5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

#### Important info regarding Order Status

Never set the status to **Pending NatWest Tyl** or any similar pending status which is implemented by the module.

#### 5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending NatWest Tyl' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to NatWest Tyl are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of NatWest Tyl.

#### 5.2.2 Order status "cancelled"

Orders with the status "cancelled" have either been set to that status automatically due to a timeout, as described above, or have been cancelled directly by the customer.

## 6 The Module in Action

Below you will find an overview of the most important features in the daily usage of the NatWest Tyl module.

### 6.1 Useful Transaction Information on the Order

You can find an overview of the transaction information in within the order detail view. Among others, this information allows for the definite attribution of the orders to their corresponding transaction, seen in the backend of NatWest Tyl.

Autor: customweb GmbH  
 Homepage: <http://www.sellxed.com/shop>

Transaktionen Konfigurationen Informationen

Zurück Transaktion Status Erneuern Verbuchen Stornieren Manuelles Update auslösen

Transaktionsdaten	
Authorisations Status	Autorisierung erfolgreich
Transaktions ID	46
Transaktionsnummer	46
Bestell ID	10
Bestellnummer	9
Erstellt am	2014-01-09 17:19:36
Aktualisiert am	2014-01-09 17:20:01
Kunden ID	1
Zahlungsid	26699082
Autorisierungsbetrag	354.2
Währung	EUR
Zahlungsmethode	Visa
Zahlungsid	26699082
Transaktion autorisiert	Ja
Transaktion ist unsicher	Nein
Transaktion bezahlt	Ja
Alias	XXXXXXXXXXXX0003 (12/15)
Alias Token	64B9C12D-9A7A-4832-9273-1DCD925CCC47
Akzeptanz	
Kartenummer	XXXXXXXXXXXX0003
Kartenablaufdatum	12/15
Händler Referenz	jtl_3_sellx_og_46

Transaktionsübersicht		
Datum	Aktion	Nachricht
2014-01-09 17:19:59	authorization	The amount of 354.20 is authorized.

Figure 6.1: Transaction Information in the JTL backend

The payment information is also transmitted to your JTL waWi Client.

A.Nr.	Erstellt	Firma	Name	Betrag	STATUS	% Geliefert	Versanddatum	Bezahlt	Rechnung	Zahlungsart	Anmerkung	V.Lieferdatum
311	09.01.2014	GmbH customweb	GmbH customweb	354.20		0		Ja	Nein	Bar	Visa	
310	13.01.2014	user test	user test	329.48				Ja	Nein	Bar	Visa	
38	09.01.2014	GmbH customweb	GmbH customweb	354.20		100	09.01.2014	Ja	Nein	Bar	Credit Card	
37	09.01.2014	GmbH customweb	GmbH customweb	704.20		100	09.01.2014	Ja	Nein	Bar	Credit Card	

Figure 6.1: Transaction Information in JTL waWi

## 6.2 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with NatWest Tyl for later purchases. It is enabled by activating the option "Alias Manager" in the configuration of the [Payment Method](#). The customer can then choose from his or her saved credit cards without having to re-enter all the details.

Eine gespeicherte Karte benutzen XXXXXXXXXXXX0003 (01/15) ▾


**Credit Card**

Karteninhaber\*   
Bitte geben Sie den Karteninhaber auf Ihrer Kreditkarte ein.

Kartennummer\* XXXXXXXXXXXX0003  
Bitte geben Sie hier die Kartennummer Ihrer Kreditkarte ein.

Karten Ablaufdatum\* 01 ▾ 2015 ▾  
Wählen Sie das Ablaufdatum Ihrer Karte aus.

CVC Code\*   
Bitte geben Sie hier den CVC Ihrer Karte ein. Sie finden diesen auf der Rückseite Ihrer Kreditkarte.

\* Obligatorische Felder 

Zahlen

Figure 6.1: Alias Manager Integration in JTL

### Alias Manager Options

The usage of the Alias Managers requires the activation of the correct option with NatWest Tyl. To do so, please contact the support directly.

## 6.3 Transaction Management within the JTL Shop

The transaction management can be carried out from within the shop.

### 6.3.1 Shipment

JTL does not support order status. The WAWI allows the processing of the order (e.g. shipments etc.)

The module does generate a payment receipt based on the transaction. The shipment should be created normally based on the payment receipt.

### 6.3.2 Capturing of Orders

You can directly debit orders in the backend of your shop. In order to do so, switch to the tab **Transactions**. You can now search for the order number and then click on **Show** in order to find



further information about the transaction. If you wish to capture an order, click 'capture'. Here you can modify the amount and the items. By clicking **Capture**, the action will be transmitted to NatWest Tyl.

In case you do not want to capture all items of the order, you can also close the transaction for further captures.

Autor: customweb GmbH  
 Homepage: <http://www.sellxed.com/shop>

Transaktionen Konfigurationen Informationen

Zurück

Teilbuchung

Name	SKU	Typ	MwSt.	Menge	Total (exkl. MwSt.)	Total (inkl. MwSt.)
Test	Test	product	0.00 %	1	325.28	325.28
DHL Paket	DHL Paket	shipping	0.00 %	1	4.20	4.20
Total verbuchter Betrag:						329.48 EUR
Transaktion für weitere Buchungen schließen						<input type="checkbox"/>
<b>Buchung</b>						

Figure 6.1: Capturing of Orders in JTL backend

### Partial Capturing

Please find out if the capturing of partial amounts is supported by your NatWest Tyl contract. If this is not the case, it might happen that the transaction is closed for further transactions after a partial capture.

### 6.3.3 Cancel Orders

In order to cancel an order, open the corresponding transaction. By clicking **Cancel**, a cancellation of the payment occurs with NatWest Tyl. The reserved amount on the customer's card will be released automatically.

Transaktionen Konfigurationen Informationen

Zurück Transaktion Status Erneuern Verbuchen Stornieren Manuelles Update auslösen

Transaktionsdaten

Authorisations Status Autorisierung erfolgreich

Figure 6.1: Cancelling of Orders in the JTL backend

## 6.4 Refunds

You can also create refunds for already debited transactions and automatically transmit these to NatWest Tyl. In order to do so, open the invoice of the already debited order (as described above). By clicking on **Refund** a dialog box for refunds will open up. Insert the amount you wish to refund and then click on **Refund**. The transaction will now be transmitted to NatWest Tyl.

**Autor:** customweb GmbH  
**Homepage:** <http://www.sellxed.com/shop>

**Transaktionen** | Konfigurationen | Informationen

[Zurück](#)

**Teilbuchung**

Name	SKU	Typ	MwSt.	Menge	Total (exkl. MwSt.)	Total (inkl. MwSt.)
Test	Test	product	0.00 %	<input type="text" value="1"/>	<input type="text" value="325.28"/>	<input type="text" value="325.28"/>
DHL Paket	DHL Paket	shipping	0.00 %	<input type="text" value="1"/>	<input type="text" value="4.20"/>	<input type="text" value="4.20"/>
Total rückvergüteter Betrag:						329.48 EUR

Transaktion für weitere Rückvergütungen schliessen

**Rückvergütung**

**Figure 6.1:** Refunds Directly from Within the JTL backend

Please note that you can't refund more than 100% of the originally authorised amount.

Executing a refund will not affect the order.

## 6.5 Setting up Cron Job

In order to activate the time-controlled functions of the plugin (such as update service, deleting pending orders, etc.) set up a time-controlled request in your hosting on the URL, which you will find via Plugins > Plugins > NatWest Tyl in the tab "Extended Information". Invoking it regularly will trigger the actions.

Here we suggest you use a Cron Engine like for example [EasyCron](#). This allows you to open the file ( URL ) with an external service.

## 7 Testing

Before switching from test to live mode it is important that you test the module extensively.

### Testing

Do not forget to switch the operating mode from test to live after having successfully tested the module.

### 7.1 Test Data

In the following section you can find the test data for the various payment methods:

#### MasterCard

Card number	5404 1070 0002 0010
Expiry Date	12/2020
CVC	123

#### Visa

Card number	4921 8180 8989 8988
Expiry Date	12/2020
CVC	123

#### Credit / Debit Card

Card number	4921 8180 8989 8988
Expiry Date	12/2020
CVC	123

Card number	5404 1070 0002 0010
Expiry Date	12/2020
CVC	123

## 8 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/fag>. Should you not be able to solve your problem with the provided information, please contact us directly under: <http://www.sellxed.com/en/support>

### 8.1 The name of the payment method is not shown correctly in the email.

Depending on the name of the payment method and due to the naming convention, the name of the payment method in the email can be slightly strange. You can avoid this by adapting the email template. Go to Content > Email Templates.

In the order email you can replace the following '{\$Bestellung->cZahlungsartName}' with '{\$Bestellung->Zahlungsart->caption}'. From then on, the name you set in the payment configuration will be shown.

### 8.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the NatWest Tyl Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: [under bullet point 4](#).

## 9 Compatibility with Third-Party Plugins

The plugins listed below are compatible with our payment modules and allow you to handle certain tasks in an easier way.

### 9.1 Birthday and gender in JTL

For certain payment service providers it is necessary to check the birthday and the gender of a customer. JTL does not check this by default. These checks can be enabled under "Einstellungen > Kunden / Formulare > Anrede abfragen" and "Einstellungen > Kunden / Formulare > Anrede abfragen" respectively.

## 10 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

### 10.1 Log Levels

You can configure the log level in the NatWest Tyl settings. The logs are stored according to this setting and are not affected by the shopwide log level settings.

- Error: Logs unexpected errors only. (Default)
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

### 10.2 Log Location

The log messages are visible in the JTL backend under the menu item **Admin > Systemlog**.

# 11 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

## 11.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. you require more information of the transaction for further processing an order in your ERP system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

Have JTL initialized in your script, this is required for the database connection.

```
require_once("includes/globalinclude.php");
```

Include the module main file and modules Transaction class.

```
require_once 'includes/plugins/natwesttylcw/version/100/init.php';  
require_once 'includes/plugins/natwesttylcw/version/100/classes  
/NatWestTylCw/Entity/Transaction.php';
```

Now you can load the transaction and then extract the transactionObject.

Load the transaction by Id:

```
$transactionById = NatWestTylCw_Entity_Transaction::loadById  
($transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```