

Installation Manual for Saferpay OXID

This manual describes the installation and usage of the Saferpay extension for OXID.

Release Date: Mon, 07 Aug 2023 14:01:06 +0200
Version: 4.0.313

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

E-Mail: 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

© copyright by wallee AG Mon, 07 Aug 2023 14:01:06 +0200

#####conditional#####

Table of Contents

| | | |
|----------|---|-----------|
| 1 | Introduction | 5 |
| 1.1 | Installation Procedure | 5 |
| 1.2 | System Requirements | 6 |
| 2 | Configuration Saferpay | 7 |
| 2.1 | Migrating to JSON API | 7 |
| 2.2 | Backend Access for the Transaction Administration | 9 |
| 2.3 | Creating the JSON-API Access, Terminal ID and Customer ID | 10 |
| 2.4 | Configuration of the Module | 12 |
| 2.5 | Activating the Payment Methods and Testing | 13 |
| 3 | Module Installation and Update in the OXID Shop | 14 |
| 3.1 | Installation | 14 |
| 3.2 | Updates and Upgrades | 14 |
| 3.2.1 | Update Checklist | 14 |
| 3.2.2 | Update Instructions | 15 |
| 4 | Module Configuration in the OXID Shop | 16 |
| 4.1 | Configuration of the Main Module | 16 |
| 4.1.1 | Settings | 16 |
| 4.1.2 | OXID 6 Installation | 18 |
| 4.2 | Configuration of the Payment Module | 18 |
| 4.3 | Direct Capturing of Transactions | 18 |
| 4.4 | Uncertain Status | 19 |
| 4.4.1 | Setting the order state | 19 |
| 4.5 | Optional: Validation | 19 |
| 5 | Settings / Configuration of Payment Methods | 20 |
| 5.1 | General Information About the Payment Methods | 20 |
| 5.2 | Information on Payment Status | 20 |
| 5.2.1 | Order status "pending" / imminent payment (or similar) | 20 |
| 5.2.2 | Order status "cancelled" | 20 |
| 5.3 | Billpay by Saferpay | 21 |
| 6 | The Module in Action | 22 |
| 6.1 | Useful Transaction Information on the Order | 22 |
| 6.2 | Using Invoice Details of a Processor | 22 |

| | | |
|-----------|---|-----------|
| 6.2.1 | OXID Order Confirmation (E-Mail) | 22 |
| 6.2.2 | OXID Invoice (PDF) | 22 |
| 6.2.3 | OXID-Backend (Transaction details) | 22 |
| 6.2.4 | OXID Success-Page | 23 |
| 6.3 | Usage of the Alias Managers / Token Solution | 24 |
| 6.4 | Capturing / Cancelling of Orders | 24 |
| 6.4.1 | Capturing Orders | 25 |
| 6.4.2 | Cancelling Orders | 25 |
| 6.5 | Refunding Orders | 26 |
| 6.6 | Setup a Cron Job to Activate the Timed Operations | 26 |
| 7 | Testing | 27 |
| 7.1 | Test Data | 27 |
| 8 | Errors and their Solutions | 29 |
| 8.1 | Orders are not stored in the shop | 29 |
| 8.2 | The Referrer URL appears in my Analytics Tool | 29 |
| 9 | Compatibility with Third-Party Plugins | 30 |
| 9.1 | Birthday and gender in OXID | 30 |
| 10 | Error Logging | 31 |
| 10.1 | Log Levels | 31 |
| 10.2 | Log Location | 31 |
| 11 | Advanced Information | 32 |
| 11.1 | Transaction Object | 32 |

1 Introduction

This manual explains the installation, configuration and usage of the payment module for OXID and Saferpay.

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

- You should have received a username and a password from Saferpay
- OXID payment module by sellxed.com/shop
- Access data to your server and shop

In case you don't yet have a contract with Saferpay, you can gladly acquire it directly through us.

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

1.1 Installation Procedure

In this document you will find all important information for the installation of the module. It is important that you strictly follow the checklist. Only by doing so, the secure usage in correspondence with all security regulations is guaranteed.

1. Configuration of the basic settings of the payment module
2. Configuration of the payment methods
3. Conducting a test purchase
4. Activate your account with Saferpay

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 Saferpay might not get through to the shop.

1.2 System Requirements

In general, the plugin has the same system requirements as OXID. 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 Saferpay

2.1 Migrating to JSON API

Please note that the old interface will be replaced by the new JSON API. In order for us to guarantee the long-term use of the module we have changed all of the modules to the JSON API. This has been tested extensively. The following steps are imperative to guarantee a continued smooth functioning of the payment module.

Dynamic Template

From now on only JSON API will be available and you need to follow these next steps carefully otherwise the plugin will not function properly. All orders that have already been authorized can still be canceled or refunded.

Due to the changes to the PCI Standard the hidden mode will no longer be available. The authorization will now take place via the new JSON API Payment Pages. In case you used the hidden mode you need to save the settings of your payment methods in your shop again after the migration or deactivate the payment method and activate it again.

Follow each step of the checklist carefully and make the necessary changes. (Each step is clarified by a screenshot further below.)

1. Go to <https://www.saferpay.com> and log in with your username and password. On the right hand side you will find a dropdown. Chose Saferpay E-Payment and you will be directed to the backend of MySaferpay. (<https://www.saferpay.com/BO/Login/>).
2. The access data for the JSON API can be created via Administration > JSON API. Here you can chose a password. The user will be generated automatically.
3. You will also need a Customer ID. You will find this at the top right. Next to your username there is a number in brackets. (It looks like this: e402487002). Your Live Customer ID consists of this number. Simply leave away the e and the last three digits and you will receive your Customer ID. It consists of six digits. In the example above your Customer ID would be **402487**. (Compare with screenshot further below)
4. For the Live Terminal ID you need to go to Settings > Terminals and in the bar at the top you will find an eight digit number. That is your Live Terminal ID. (In the screenshot it's the number 178xxxxx)

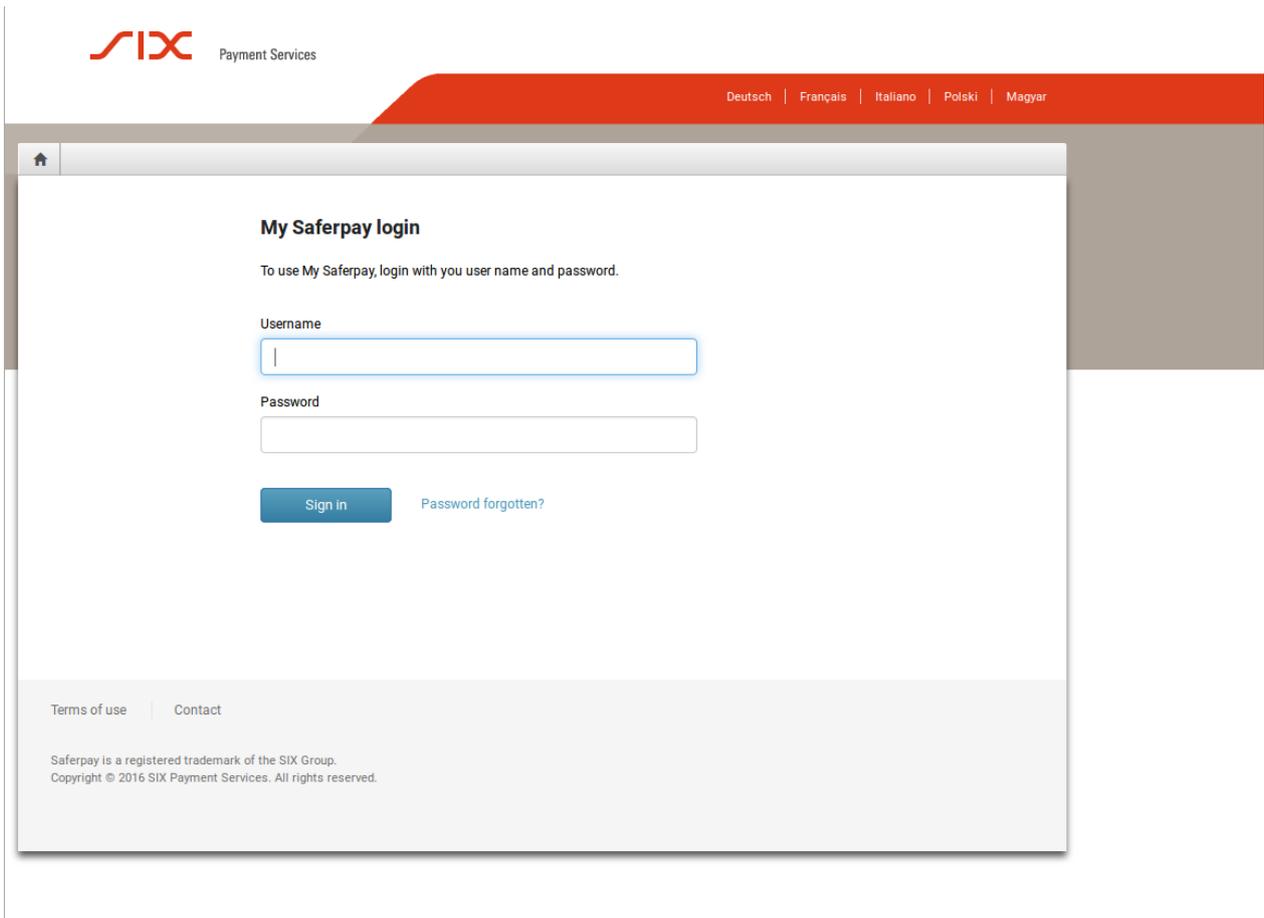


Figure 2.1: Login Screen for MySaferpay.

JSON API Basic Authentication

Note The password will no longer be displayed after it is saved. Please note the password and store it in a secure location.

Username

Password ⓘ

Description

| <input type="checkbox"/> | Username | Description | Create date |
|--------------------------|---------------------|----------------------------|------------------|
| <input type="checkbox"/> | API_402482_69271742 | generated for test account | 15.01.2016 10:09 |

Figure 2.1: Creating a JSON username and password.

--> CustomerID = 402482

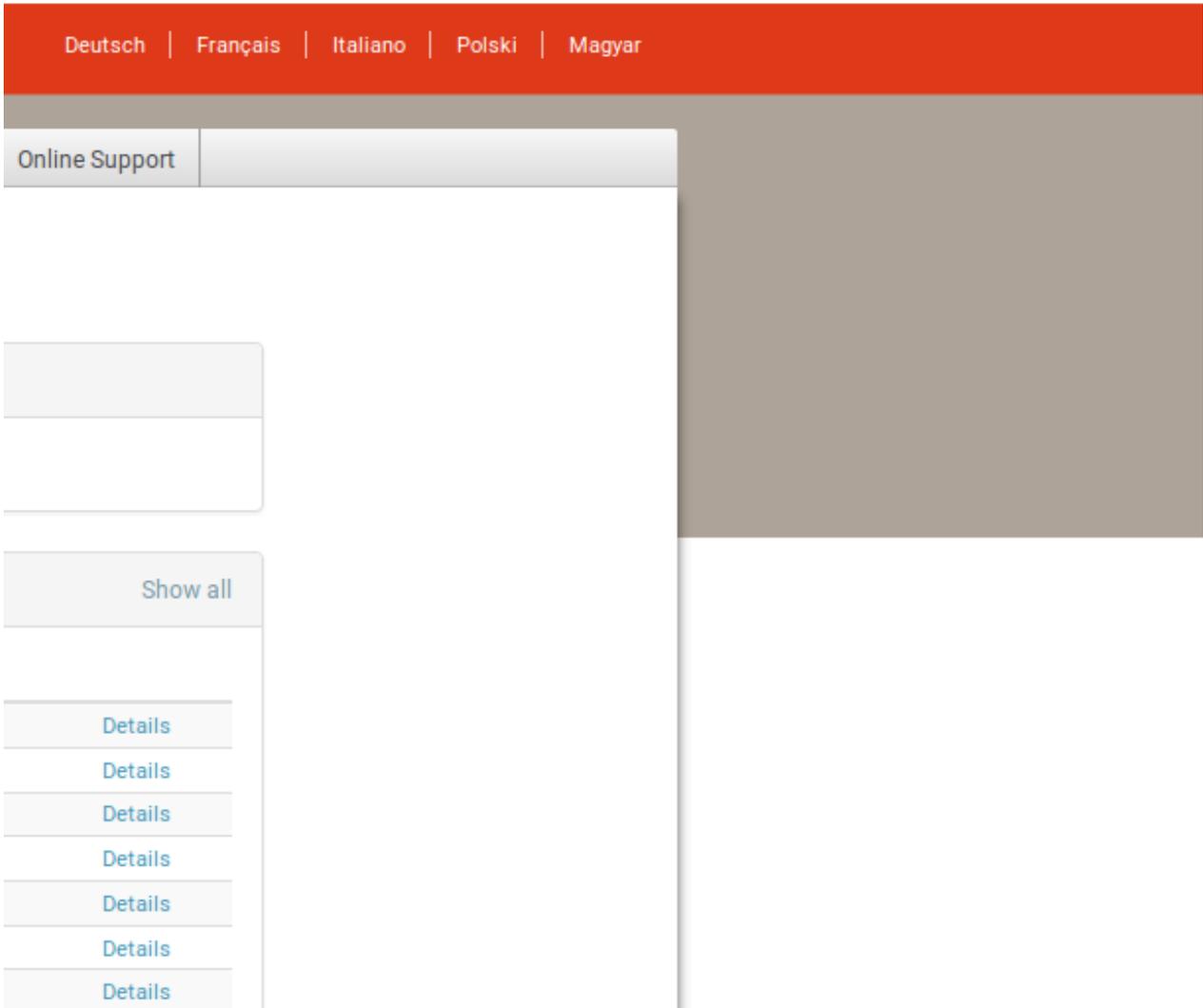


Figure 2.1: Create your Customer ID.

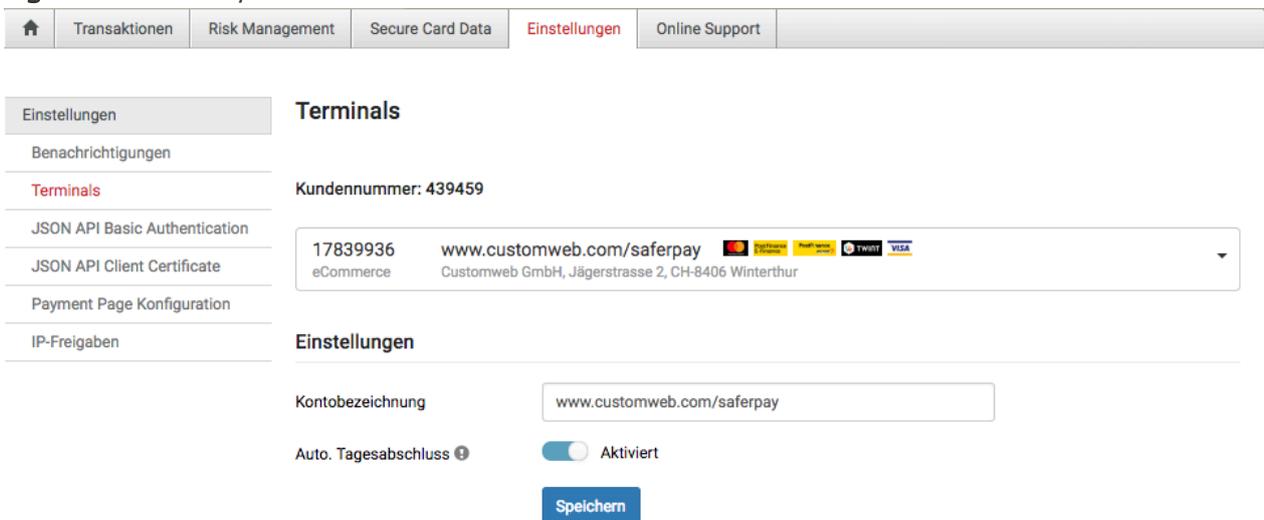


Figure 2.1: The Terminal ID can be found via Transaction > Payment.

2.2 Backend Access for the Transaction Administration

The administration and the overview of transactions can be found via the following link:

- <https://www.saferpay.com/BO/Login/>.

From here you are able to manage and refund transactions. With the **Professional Version** you are able to do so directly in your shop. But please note that the status will not be synchronized. Orders that are refunded here will no longer be able to be refunded in your shop.

2.3 Creating the JSON-API Access, Terminal ID and Customer ID

For the configuration of the main module with the JSON API you will need a new Customer ID, Terminal ID and the JSON API user and password. The following steps explain where you get this information.

1. Go to <https://www.saferpay.com> and log in with your username and password. On the right hand side you will find a dropdown. Chose Saferpay E-Payment and you will be directed to the backend of MySaferpay. (<https://www.saferpay.com/BO/Login/>).
2. The access data for the JSON API can be created via Administration > JSON API. Here you can chose a password. The user will be generated automatically.
3. You will also need a Customer ID. You will find this at the top right. Next to your username there is a number in brackets. (It looks like this: e402487002). Your Live Customer ID consists of this number. Simply leave away the e and the last three digits and you will receive your Customer ID. It consists of six digits. In the example above your Customer ID would be **402487**. (Compare with screenshot further below)
4. For the Live Terminal ID you need to go to Transactions > Payment and in the bar at the top you will find an eight digit number. That is your Live Terminal ID. (In the screenshot it's the number 177xxxxx)

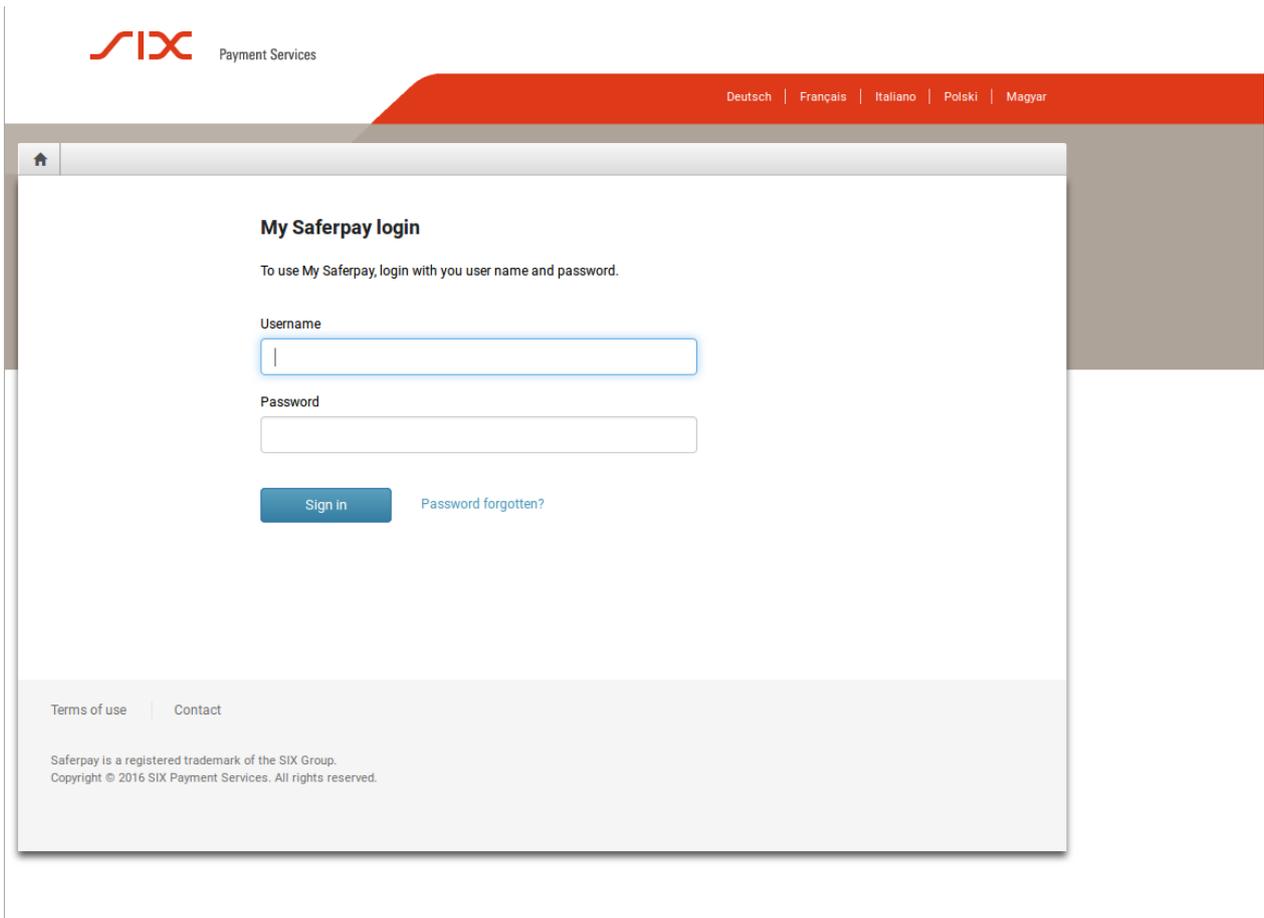


Figure 2.1: Login Screen for MySaferpay.

JSON API Basic Authentication

Note The password will no longer be displayed after it is saved. Please note the password and store it in a secure location.

Username

Password ⓘ

Description

| <input type="checkbox"/> | Username | Description | Create date |
|--------------------------|---------------------|----------------------------|------------------|
| <input type="checkbox"/> | API_402482_69271742 | generated for test account | 15.01.2016 10:09 |

Figure 2.1: Creating a JSON username and password.

--> CustomerID = 402482

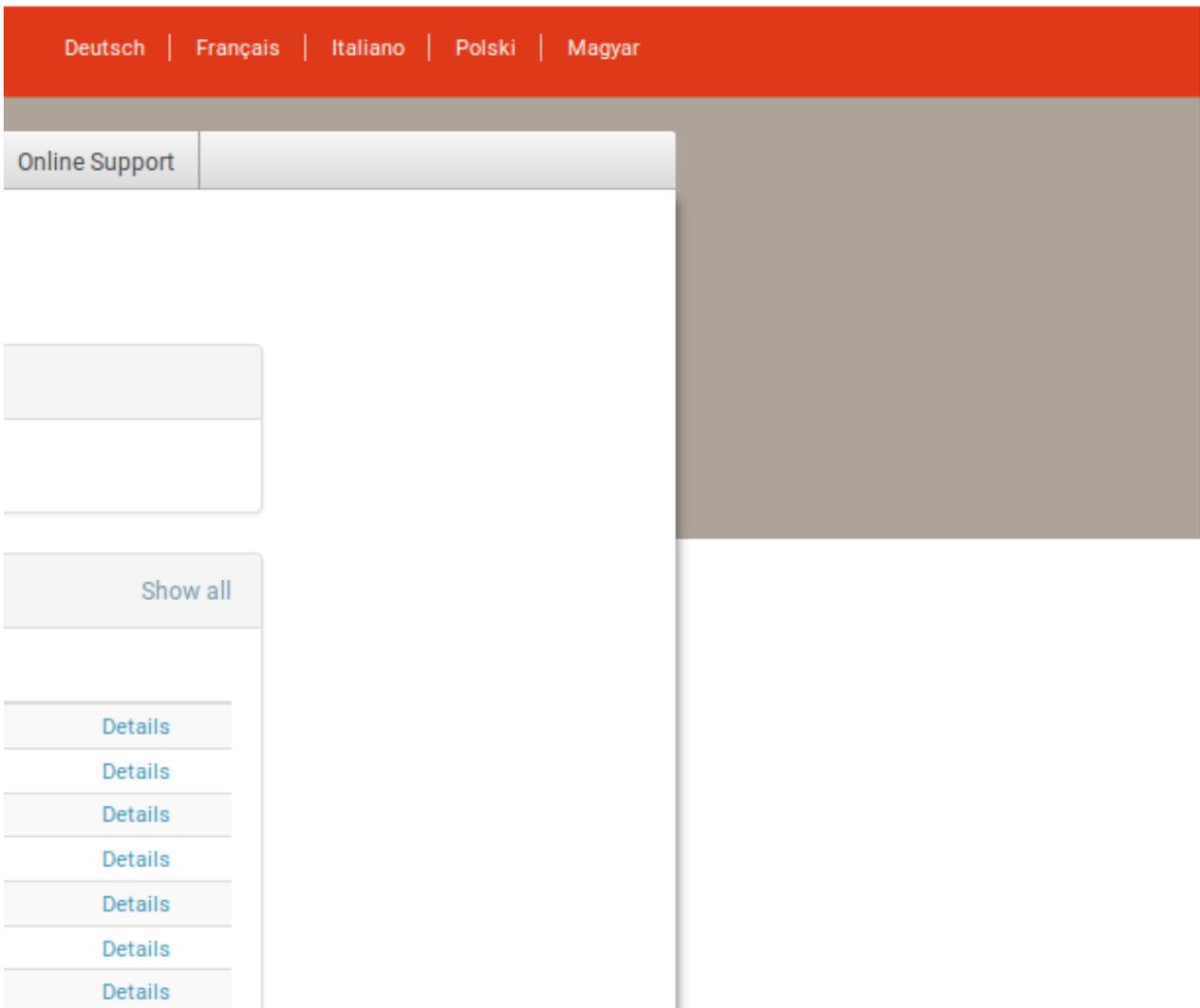


Figure 2.1: Create your Customer ID.

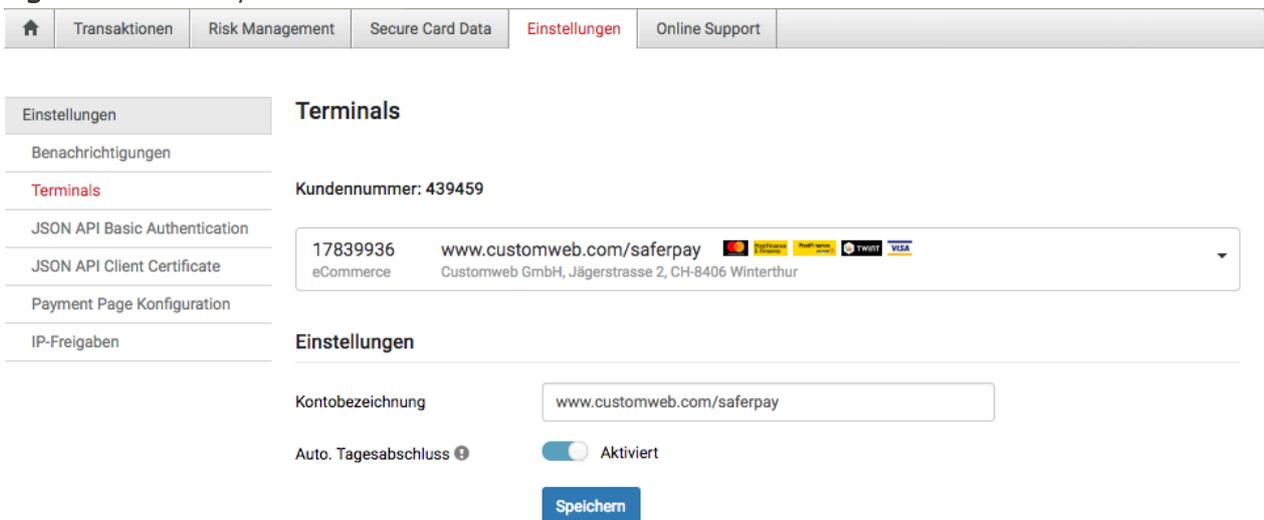


Figure 2.1: The Terminal ID can be found via Transaction > Payment.

2.4 Configuration of the Module

[Navigate to the main module](#) in your shop. Please fill in the following data into the corresponding sections:

- Enter the JSON Username and Password
- Terminal ID: Go to Transactions > Payment. There you will find a bar at the top right with an eight digit number. This is your Live Terminal ID.
- Customer ID: You will find this at the top right. Next to your username is a number in brackets. It should look like this: (e402487002). Your Live Customer ID consists of this number. You simply need to leave away the e and the last three digits. In the example above your Live Customer ID would be **402487**. Optional: You only need to set a password if you have the Professional Version. If you have not received a password you can leave this field blank.

The rest of the settings in the main module concern specific fraud settings to highlight transactions without 3D Secure. The default settings are correct for the most part.

2.5 Activating the Payment Methods and Testing

Now you can activate the payment methods in your shop. (More information regarding the configuration possibilities of the payment methods can be found [here](#)). You no longer need to use the Saferpay test card for the tests. You can now directly activate the desired payment method.

Saferpay Testing

You no longer need to run tests with the Saferpay test card. For testing you simply need to activate the payment method MasterCard or Visa and use the published in the appendix for tests.

For Billpay there is a specific test procedure. To test Billpay, activate the payment method and switch to Live. In the configurations of the payment method Billpay activate the purchase mode and run the test purchases together with Billpay.

If the tests were successful, you can activate the module by setting the operating mode to **live**. Starting from now you can receive payments in your shop.

3 Module Installation and Update in the OXID 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.

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 OXID 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

The settings for the main module can be found under **Extensions > Module**. Install the module by clicking **Activate**.

By clicking on the tab **Settings** you get to the configuration of the main module. Fill in the boxes by using the data that you have received from Saferpay and may have already saved in the backend of Saferpay. Each option is additionally explained in a short info text in the shop.

4.1.1 Settings

4.1.1.1 Update interval for payments

Payments may be updated periodically (interval in minutes). To use this feature you have to setup a cron job.

4.1.1.2 Order Creation

Choose when the order should be created. If set to 'Before Payment', orders are created in any case. If set to 'After Payment', an order is created only if the payment is successful.

4.1.1.3 Order ID

Use this setting to enforce the behaviour of unique order IDs, even if they are not.

Changing Order Creation and Order ID Settings

Changing these settings may cause duplicate transaction ids to be distributed, which will cause errors during transaction processing. If you wish to change these after transactions have been created you must backup then empty the module transaction table in the database.

4.1.1.4 Delete Orders on Failure

Set to yes to delete the order when the authorization fails. Otherwise the internal order status is set to 'PAYMENT_FAILED'.

4.1.1.5 Logging Level

Messages of this or a higher level will be logged.

4.1.2 OXID 6 Installation

After uploading the plugin via S/FTP, log into your server via SSH and navigate to the root folder of OXID. In this directory, run the following commands so the plugin is available in the backend:

```
command vendor/console/bin oe:module:install-configuration source/modules/customweb/saferpaycw/
```

```
php vendor/bin/oe-console oe:module:activate saferpaycw
```

```
php vendor/bin/oe-console oe:module:apply-configuration
```

Saferpay API Password

If you are using the **standard version** of the module, then please do not enter anything into the **Saferpay API Password**; except if Saferpay has explicitly told you so.

If you are using the **professional version** of the module, then you require the password. Should you not yet have received it from Saferpay, then please contact the Saferpay support directly.

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 **Shop Settings > Payment Methods** . Each method is listed individually.

Install the payment methods you wish to offer your customers. Open the payment method and tick the box next to **Active**.

By clicking on Saferpay Configuration, you can save different settings for each payment method and thereby optimally adapt the payment methods to your existing processes

Payment Methods not Displayed in the Checkout

Please check if you have attributed the payment method to the available countries as well as customer groups in case a should payment method not be visible in the checkout.

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 Saferpay and the module

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

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 Saferpay 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 Saferpay 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 Saferpay** 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 Saferpay' 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 Saferpay are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Saferpay.

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.

5.3 Billpay by Saferpay

In order to be able to use the payment method BillPay correctly, it is important to carry out the steps below in the correct order.

1. Make sure that the payment method has been in your customer account with Saferpay
2. Before using BillPay you must complete certain integration tests. In order to do so, switch the Saferpay module to live-mode
3. Activate the payment method "Saferpay OpenInvoice" and go to Integration Tests in BillPay and set the BillPay Approval to "Approval Mode". BillPay's employees will then test your shop. Once these tests are complete, switch off the "Approval Mode". The payment method can now be used

6 The Module in Action

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

6.1 Useful Transaction Information on the Order

In the tab **Saferpay Transactions** you can find an overview of the transaction information. Among others, this information allows for the definite attribution of the orders to their corresponding transaction, seen in the backend of Saferpay.

| | |
|---------------------------------|------------------|
| Autorisierungsbetrag | 947.19 |
| Währung | EUR |
| Zahlungsmethode | Visa |
| Zahlungsid | 25839786 |
| Verbuchter Betrag | 947.19 |
| Transaktion autorisiert | Ja |
| Transaktion ist unsicher | Nein |
| Transaktion verbucht | Ja |
| Transaktion bezahlt | Ja |
| Akzeptanz | test123 |
| Kartenummer | XXXXXXXXXXXX0003 |
| Kartenablaufdatum | 12/15 |
| Händler Referenz | ox_sel_pf_2 |

Figure 6.1: Transaction Information in OXID

6.2 Using Invoice Details of a Processor

In the following context you can view or embed the "payment details" of for example an "Open Invoice" transaction:

6.2.1 OXID Order Confirmation (E-Mail)

The "payment information" will be visible in the default "order confirmation e-mail" of OXID.

6.2.2 OXID Invoice (PDF)

Due to technical limitations, it is currently not possible to display the "payment information" here.

6.2.3 OXID-Backend (Transaction details)

You can view the transaction details in OXID under **Administer Orders > Saferpay Transactions**.

6.3 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with Saferpay for later purchases. You can enable this 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.

YOUR PAYMENT INFORMATION

Saved cards:
You may choose one of the cards you paid before on this site.

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

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

Karten Ablaufdatum*
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.

Figure 6.1: Alias Manager Integration in OXID eSales

Alias Manager Options

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

6.4 Capturing / Cancelling of Orders

Our module allow you to capture payments directly from within Oxid eSales without having to log into Saferpay.

6.4.1 Capturing Orders

In order to capture orders, open the transaction tab (Saferpay Transactions). By clicking on the button **Capture** a new window will open up in which you can capture transactions.

You can now capture each item individually if you don't want to ship them all at once. The amount of possible partial captures depends on your contract. For more information on this, please contact Saferpay directly.

Capturing of Orders in the backend of Saferpay

The transaction management between your shop and Saferpay is not synchronised. If you capture payments with Saferpay, the status in the shop will not be updated and a second capturing in the shop is not possible.

If you do not want to capture all items of an orders, click on 'Close transaction for further captures'.

Teilbuchung

Mit dem folgenden Formular können Sie eine Teilbuchung durchführen.

| Name | SKU | Typ | Steuersatz | Menge | Gesamttotal (exkl. MwSt.) | Gesamttotal (inkl. MwSt.) |
|-------------------------------|------|----------|------------|--------------------------------|-------------------------------------|-------------------------------------|
| Trapez ION SOL KITE 2011 | 1401 | product | 0 % | <input type="text" value="2"/> | <input type="text" value="216.80"/> | <input type="text" value="216.80"/> |
| Transportcontainer THE BARREL | 3788 | product | 0 % | <input type="text" value="1"/> | <input type="text" value="20.97"/> | <input type="text" value="20.97"/> |
| Shipping | | shipping | 0 % | <input type="text" value="1"/> | <input type="text" value="6.90"/> | <input type="text" value="6.90"/> |

Gesamtbuchungsbetrag: **244.67 EUR**

Transaktion für weitere Buchungen schließen

Figure 6.1: Capturing of Orders in OXID eSales.

Partial Capturing

Please find out if the capturing of partial amounts is supported by your Saferpay contract. If this is not the case, it might happen that no further captures can be carried out.

6.4.2 Cancelling Orders

By clicking **Cancel** the transaction is **cancelled** and the amount reserved on the customer's card will be released immediately.

6.5 Refunding Orders

In order to refund orders, open the transaction tab (Saferpay Transactions) and click on **Refund**. A new window will open up.

You can refund every item individually or any amount of your choice by modifying the total amount to pay or the amount of items.

Teil-Rückvergütung

Mit dem folgenden Formular können Sie eine Teil-Rückvergütung durchführen.

| Name | SKU | Typ | Steuersatz | Menge | Gesamttotal (exkl. MwSt.) | Gesamttotal (inkl. MwSt.) |
|--------------------------|----------|----------|------------|--------------------------------|-------------------------------------|-------------------------------------|
| Trapez ION SOL KITE 2011 | 1401 | product | 0 % | <input type="text" value="1"/> | <input type="text" value="108,40"/> | <input type="text" value="108,40"/> |
| Shipping | shipping | shipping | 0 % | <input type="text" value="1"/> | <input type="text" value="6,90"/> | <input type="text" value="6,90"/> |

Gesamtrückvergütungsbetrag: EUR

Transaktion für weitere Rückvergütungen schließen

Figure 6.1: Refunds in OXID eSales for Saferpay.

Maximal Refund

With our module it is not possible to refund more than 100% of the originally authorised amount.

Executing a refund will not change the status of the order.

6.6 Setup a Cron Job to Activate the Timed Operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the OXID Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of Saferpay. Please note it could be that in order to use the update feature it may be necessary that Saferpay activates additional options in your account.

In order to use the timed operations, please schedule a cron job in your server to the following controller:

`http://urltoyourstore.com/index.php?cl=safepaycw_cron`

Here we suggest you use a Cron Engine like for example [EasyCron](#). That way you can 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:

Credit / Debit Card

| | | |
|-------------|---------------------|-----------------------------------|
| Card number | 9010 1000 5200 0004 | Visa - Liability shift: Yes |
| Expiry Date | 12/2020 | |
| CVC | 123 | |
| Card number | 9010 1010 5210 1008 | Visa - Liability shift: No |
| Expiry Date | 12/2020 | |
| CVC | 123 | |
| Card number | 9030 1000 5200 0000 | MasterCard - Liability shift: Yes |
| Expiry Date | 12/2020 | |
| CVC | 123 | |
| Card number | 9030 1010 5210 1004 | MasterCard - Liability shift: No |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

MasterCard

| | | |
|-------------|---------------------|-----------------------------------|
| Card number | 9030 1000 5200 0000 | MasterCard - Liability shift: Yes |
| Expiry Date | 12/2020 | |
| CVC | 123 | |
| Card number | 9030 1010 5210 1004 | MasterCard - Liability shift: No |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

Visa

| | | |
|-------------|---------------------|-----------------------------|
| Card number | 9010 1000 5200 0004 | Visa - Liability shift: Yes |
| Expiry Date | 12/2020 | |
| CVC | 123 | |
| Card number | 9010 1010 5210 1008 | Visa - Liability shift: No |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

American Express

| | | |
|-------------|---------------------|------------------------------------|
| Card number | 9070 1000 5200 0001 | AmericanExpress - Liability shift: |
| Expiry Date | 12/2020 | Yes |
| CVC | 123 | |

Diners Club

| | | |
|-------------|---------------------|-------------------------------|
| Card number | 9050 1000 5200 0005 | Diners - Liability shift: Yes |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

JCB

| | | |
|-------------|---------------------|-----|
| Card number | 9060 1000 5200 0003 | JCB |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

Bonus Card

| | | |
|-------------|---------------------|-----------|
| Card number | 9090 1000 5200 0007 | BonusCard |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

Maestro

| | | |
|-------------|---------------------|--------------------------------|
| Card number | 9040 1000 5200 0008 | Maestro - Liability shift: Yes |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

myONE

| | | |
|-------------|---------------------|-------|
| Card number | 9080 1000 5200 0009 | MyOne |
| Expiry Date | 12/2020 | |
| CVC | 123 | |

Direct Debits

| | | |
|------|------------------------|------|
| IBAN | DE17970000011234567890 | SEPA |
|------|------------------------|------|

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 Orders are not stored in the shop

In case the order is not stored in your shop in spite of you successfully entering the credit card information at ____ paymentServiceProviderName____ , please perform the following steps:

1. Make sure that you have tested with the payment method called Saferpay Test Card.
2. Make sure that your shop is reachable from an external server without IP restrictions or password prompt.
3. It may be that the URL is too long and therefore can not be processed by PHP. In this case, increase the `suhosin.get.max_value_length` in your PHP configuration.

Shouldn't you be able to solve the problem by performing the above mentioned step, do not hesitate to contact our support team.

8.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Saferpay 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 OXID

For certain payment service providers it is necessary to check the birthday and the gender of a customer. OXID does not check this by default. These checks can be enabled under "Settings > Other Settings > Mandatory fields in User Registration Form".

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 Saferpay settings.

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

10.2 Log Location

The log file is stored in the OXID log directory. Please make sure the folder and it is writable by the webserver. (Default Path: {shopRootDirectory}/logs/)

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

```
require_once dirname(__FILE__) . "/bootstrap.php";
```

Include the module module classes.

```
require_once 'modules/customweb/saferpaycw/classes/SaferpayCwHelper.php';
```

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

Load the transaction by Id:

```
$transactionById = SaferpayCwHelper::loadTransaction(transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```