# Installation Manual for Availabill Gambio

This manual describes the installation and usage of the Availabill extension for Gambio.

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# 1 Introduction

This manual describes how to install, configure and use the payment module for Gambio and Availabill.

Before getting started, make sure to have all necessary information at hand. You will need:

- The Availabill Webshop ID
- Availabill Username
- Availabill Password
- Gambio payment module from sellxed.com/shop
- Login data to your server and shop

**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 Process

This document contains all information you will need in order to install the module. It is essential to follow the steps described in this manual strictly. This ensures the safe use of the module in compliance with all security regulations.

1. Configuration of the Main Module
2. Configuration of the accepted payment methods and authorization methods
3. Performing a test order
4. Switch the operation mode to Live

> ### 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

## 1.2 System Requirements

In general, the plugin has the same system requirements as Gambio. 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.

### Gambio v3.2.x

Gambio in version 3.2.x uses a different checkout process than other versions, and is not supported. If you use this version, please upgrade to a newer version of Gambio.

# 2 Availabill Backend Configuration

## 2.1 Backend Access Availabill

In the Accarda Backend you are able to view / administer all transaction request sent to Availabill

### 2.1.1 Live Backend

An overview of all transactions and settings can be found in the Availabill backend. You can access the backend under: https://kargui.availabill.ch/karGui/login

### 2.1.2 Test Backend

In order to access the test backend use this url: https://karguitest.availabill.ch/karGui/login/

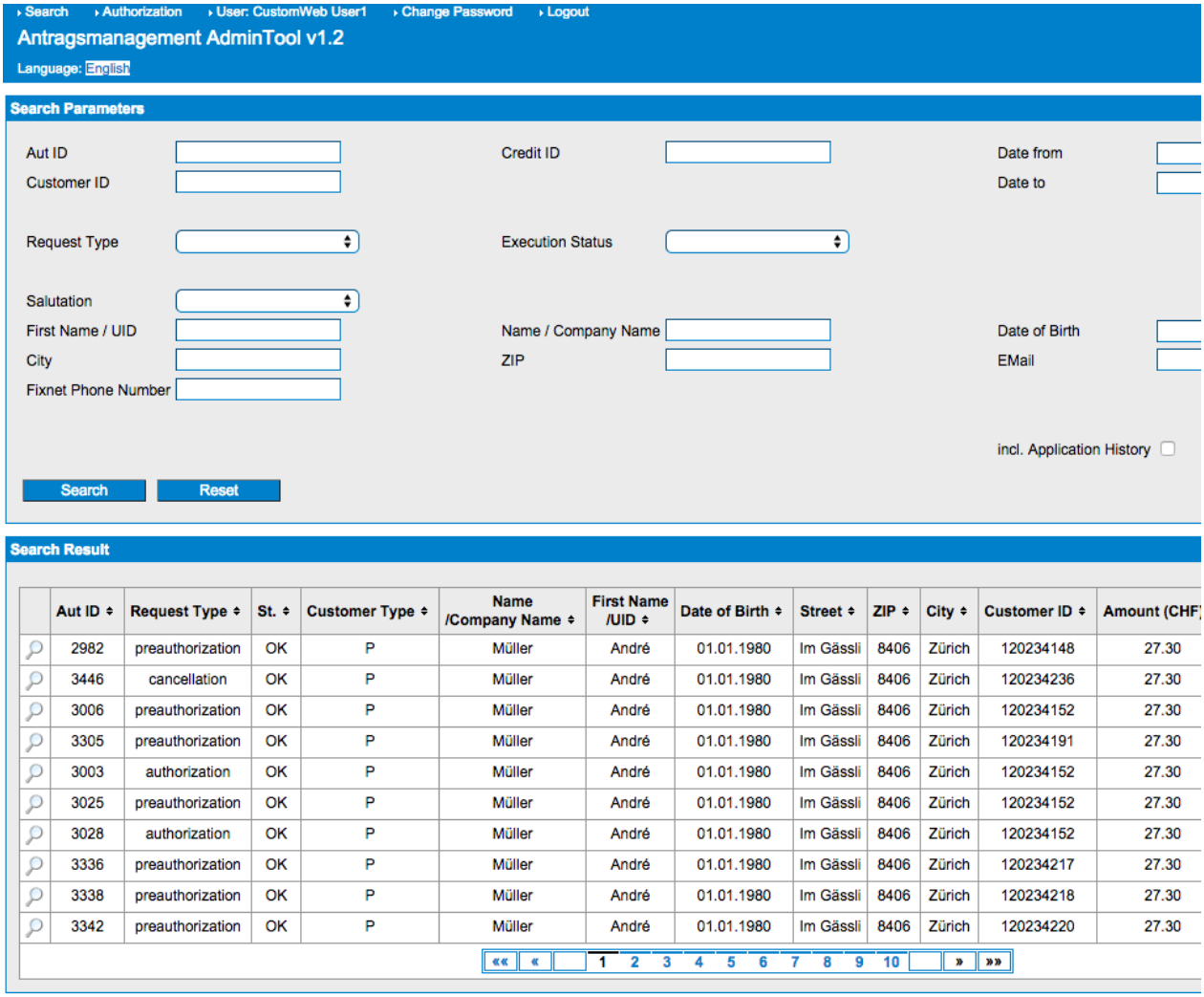



**Figure 2.1:** You can access and manage the payments in the backend.

## 2.2 Configuration of the Main Module

In order to configure the main module, copy the WebshopID, username and password in the according field in the configuration of the Main Module.

## 2.3 Payment Method Configuration

### 2.3.1 Activation of the payment method depending on the invoice delivery

After the installation of the module you should find 4 new payment methods in your shop. The different method depend on the delivery method of the invoice (email / postal). Activate the payment method which corresponds the agreement with Availabill.

### 2.3.2 Payment Method Configuration / Scoring

You are able to configure independently for B2C and B2B customers when the validation / scoring should take place. We distinguish between three different events when the scoring can take place:

- During the validation: The validation takes place as soon as the payment is finalized. The payment method will always be displayed.
- After the selection of the payment method: The scoring takes place after the selection of the payment method in the shop.
- Prevalidation - before the payment method is displayed: The payment method is only shown if the scoring result is positive.

Configure the scoring according your agreement with Availabill.

Further information on the payment method configuration and the implementations of the settings can be foundhere. After activating and configuring the payment method you need to conduct a test order with the test data from this manual.

## 2.4 Activating and testing your Account

After activating and configuring the payment method you need to conduct a test order with the test data from this manual.

After successfully completing the tests, switch the operation modus to Live. Now you are able to process payments.

# 3 Module Installation and Update in the Gambio 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 Language

1. In the unzipped folder navigate to the folder "lang"
2. Using your preferred FTP client upload **entire content** of this folder into the lang directory of your shop.
   Make sure that the contents aren't replaced but merely merged.

## 3.3 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.

### 3.3.1 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.

### 3.3.2 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 Gambio 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

You will find the settings for the module under **"Modules > Module-Center(alt) > Availabill Base Module"** . Install the module and click on "Open Method Configuration". A new window should open up. Enter the individual options such as described above in the configuration of the administration interface of Availabill. Should one of the options not be clear to you, you can find further information by moving the cursor to the question mark. The most central settings are explained in more detail in this manual.

### 4.1.1 Create Pending Orders

You have the possibility of creating pending orders. In this case a temporary order will be created with the status "pending payment". This allows you to reserve the item in your shop and to transmit the identical order number as in the shop to Availabill. In the case when a customer cancels his or her purchase, the order remains in your shop - except if you activate the option "Remove cancelled orders". This makes sure that cancelled orders are deleted regularly. If you do not wish to create pending orders, simply keep the default setting of xt:Commerce. However, this also means that the reference number (payment ID) with Availabill doesn't correspond to the order number in the shop. You are, however, free to use both options.

### 4.1.2 Database Encoding

If you haven't selected UTF-8 as a default for your database, this might lead to encoding problems with parameters with special characters. In this case you must select the option that data is UTF-8 encoded before being sent to Availabill.

## 4.2 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 Availabill and the module
>
> It may be that settings saved in the payment modules overwrite settings saved in Availabill.

## 4.3 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.

### 4.3.1 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.

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

### 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.

### 5.2.3 Code Adjustments for the MasterPass Integration (Gambio GX 1.x)

**If you use GX 2.x, the following code adjustments are not relevant for you.**

In order for the button "Pay with MasterPass" to appear in the shopping cart when using external checkout with address transmission, the following adjustments in the code have to be made. If you prefer to simply use MasterPass as a regular payment method without address transmission, no changes are necessary.

The files containing the necessary code adjustments can be found in the zip files in /changes/*.txt. Please paste the codes contained in these files into the location described below.

#### 5.2.3.1 Adjusting shopping_cart.php

Please copy the code snippet from the file /changes/shopping_cart.php.txt in front of the following code:

$smarty->assign('language', $_SESSION['language']); (ca. line 140)

#### 5.2.3.2 Adjusting templates/[current-active-template]/module/shopping_cart.html

Please copy the code found in /changes/shopping_cart.html.txt in front of the **tag-{/if}:**

### 5.2.4 Further information

MasterPass with External Checkout cannot be used in combination with vouchers. If the customer wants to redeem a voucher, she has to go through standard checkout.

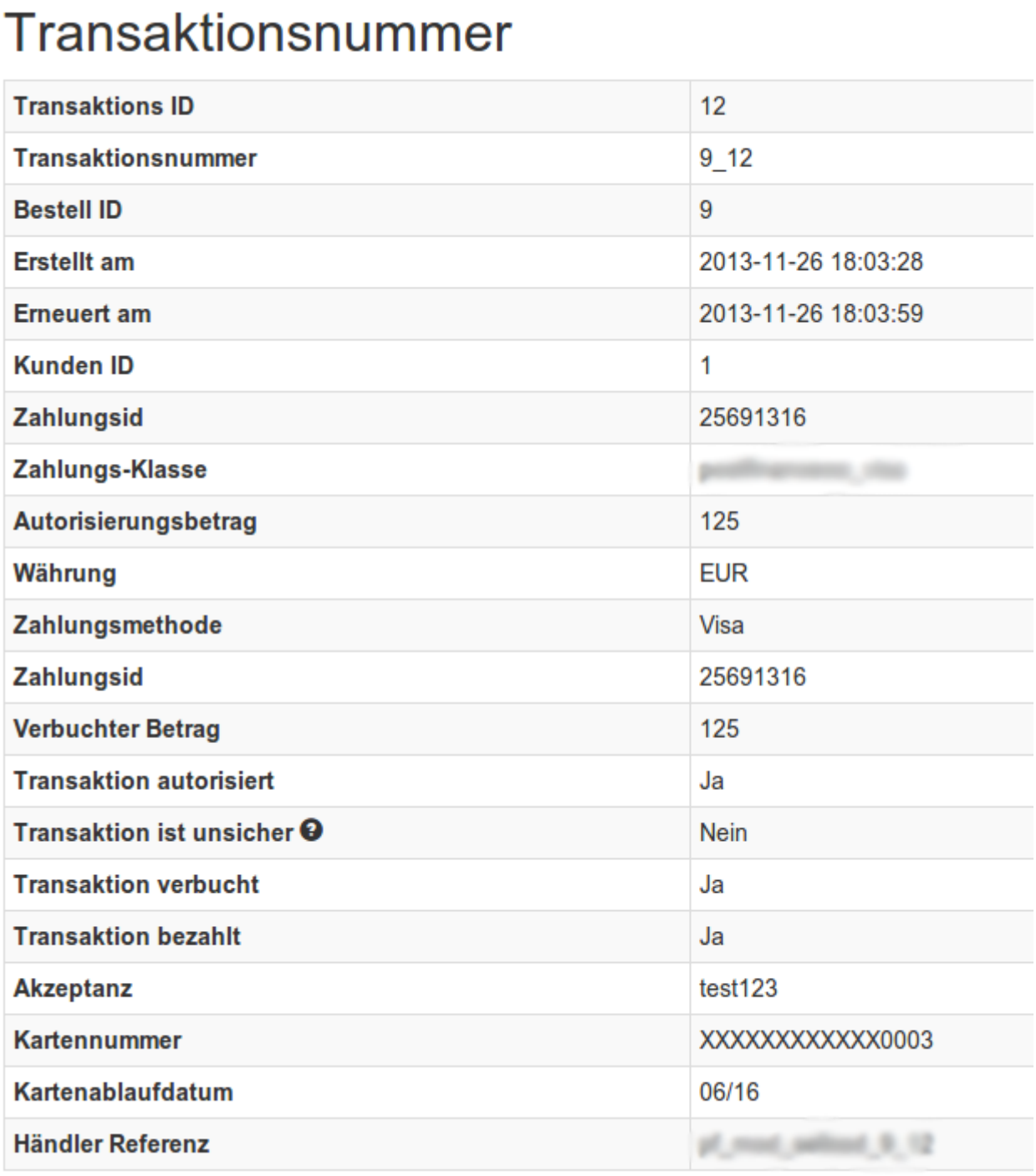
# 6 The Module in Action

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

**Figure 6.1:** Transaction Information

## 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 Availabill.



Transaktionsnummer

| | |
|---|---|
| **Transaktions ID** | 12 |
| **Transaktionsnummer** | 9_12 |
| **Bestell ID** | 9 |
| **Erstellt am** | 2013-11-26 18:03:28 |
| **Erneuert am** | 2013-11-26 18:03:59 |
| **Kunden ID** | 1 |
| **Zahlungsid** | 25691316 |
| **Zahlungs-Klasse** | [illegible] |
| **Autorisierungsbetrag** | 125 |
| **Währung** | EUR |
| **Zahlungsmethode** | Visa |
| **Zahlungsid** | 25691316 |
| **Verbuchter Betrag** | 125 |
| **Transaktion autorisiert** | Ja |
| **Transaktion ist unsicher** | Nein |
| **Transaktion verbucht** | Ja |
| **Transaktion bezahlt** | Ja |
| **Akzeptanz** | test123 |
| **Kartennummer** | XXXXXXXXXXXX0003 |
| **Kartenablaufdatum** | 06/16 |
| **Händler Referenz** | [illegible] |

**Figure 6.1:** Transaction Information

### 6.1.1 Refunding Orders

In order to refund orders, open the transaction information (cf. above). There you will find information on the transaction. Click on 'Refunding' and select the order which you would like to create a refund for. By clicking on 'Refunding', the refund is transmitted to Availabill.

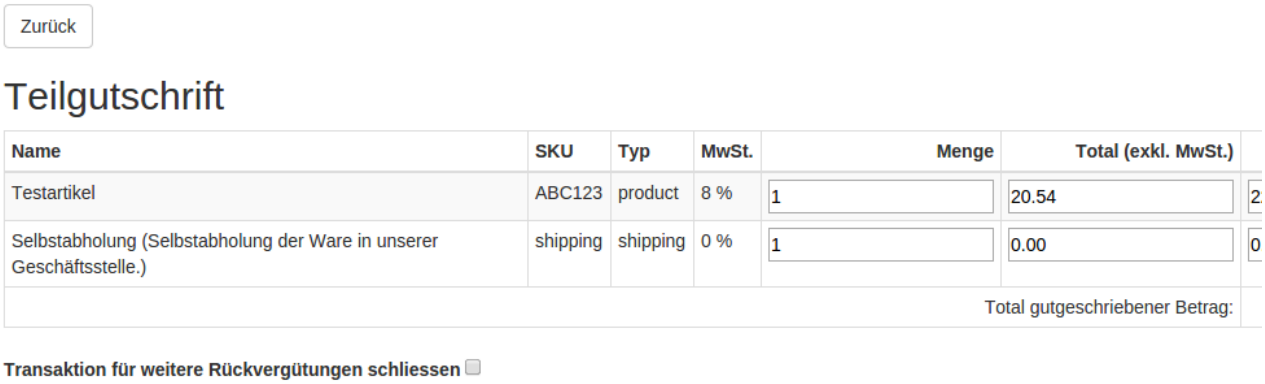



**Figure 6.1:** Refund button

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

## 6.2 Capturing / Canceling of Orders

> ### Please note
>
> The transaction management between your shop and Availabill is not synchronized. If you capture payments with Availabill, the status in the shop will not be updated and a second capturing in the shop is not possible.

### 6.2.1 Capturing / Canceling of Orders

In order to capture orders, open the transaction information (cf. above). There you will find information on the transaction. Further below you will find an input field in which you can enter the amount you wish to capture. By clicking on "capture", the capture will be transmitted to Availabill. You no longer need to log into the backend of Availabill.

By clicking on "Cancel Transaction" you cancel the transaction and the reserved amount is immediately released on the card of your customer.

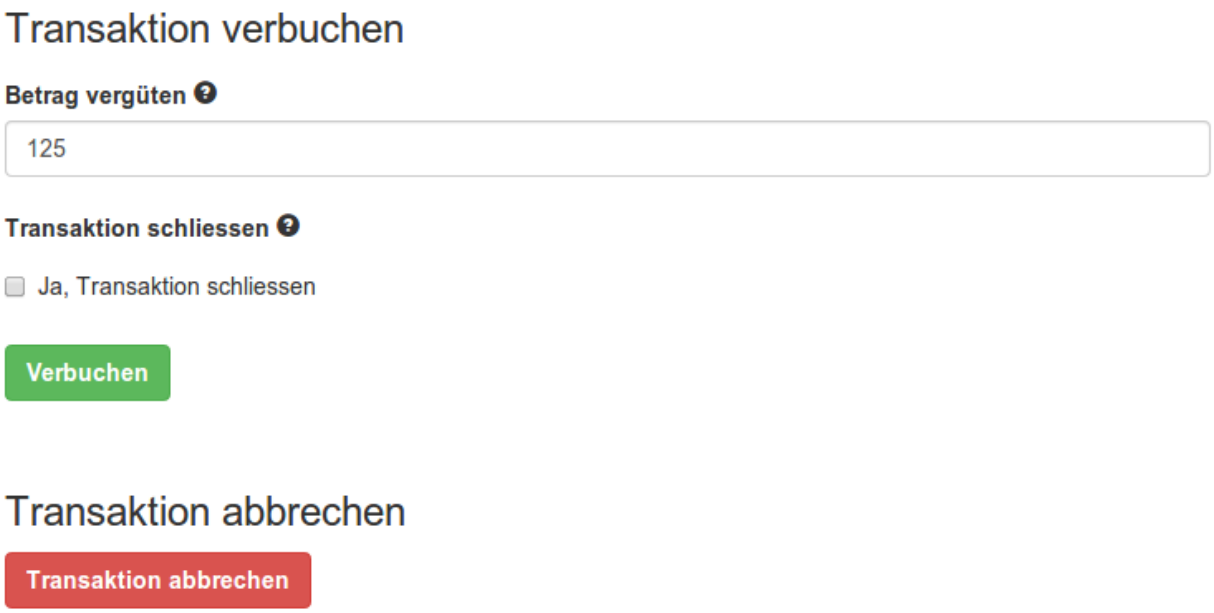



**Figure 6.1:** capture oder cancel button.

## 6.3 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.), please activate in a regular request to the file **accardacw_cron.php**. The regular call triggers the appropriate actions. We recommend an intervall of about 15 minutes.

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:

### 7.1.1 Invoice

The age of the customer must be over 20 years. The surname of the customer is used to influence the outcome of the test purchase. It is comprised of the original name and two modifiers:

[Name] [Modifier_Invoice] [Modifier_Installments]

There are 3 results which can be triggered:

- OK: The order is accepted
- NOK: The order is not accepted
- NV: Needs Verification - A mobile confirmation is required

If the original name was "Hans Müller" it could be changed to: "Hans Müller OK NOK" which would mean that invoices are accepted but the installments is declined.

# 8 Errors and their Solutions

You can find detailed information under http://www.sellxed.com/en/faq. 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 Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Availabill 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 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.

### 9.1.1 Log Levels

You can configure the log level in the Availabill settings.

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

### 9.1.2 Log Location

The log messages are visible in the Gambio backend under **"Modules > Module-Center > Availabill Base Module > Log Messages"**.

# 10 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.

## 10.1 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 Gambio initialized in your script, this is required for the database connection.

```
include ('includes/application_top.php');
```

Include the module main file and module classes.

```
require_once DIR_FS_DOCUMENT_ROOT.'admin/includes/AccardaCw/init.php';
require_once DIR_FS_DOCUMENT_ROOT.'admin/includes/AccardaCw/classes
/AccardaCw/Entity/Util.php';
```

Now you can load the transaction and then extract the transactionObject.
Load the transaction by Id:

```
$transactionById = AccardaCw_Entity_Util::findTransactionByTransactionId
($transactionId);
$transactionObject = $transactionById->getTransactionObject();
```

Load the transaction by external Id:

```
$transactionById = AccardaCw_Entity_Util::
findTransactionEntityByTransactionExternalId($externalId);
$transactionObject = $transactionById->getTransactionObject();
```

Load transactions by Order ID:

```
$transactionsByOrderId = AccardaCw_Entity_Util::
findTransactionsEntityByOrderId($orderId);
foreach($transactionsByOrderId as $transaction){
    $transactionObject = $transaction->getTransactionObject();
    //Do something with each object
}
```