

AltaPay & NetSuite Bundle Installation Guide

Through the partnership of AltaPay and NetSuite, we have made it much easier for you as merchant/developer to receive secure payments in your web shop. AltaPay is fully integrated with NetSuite platform via a bundle. All you have to do is to install the bundle, which will only take a few minutes to complete.

We will show you how to complete the installation through a step-by-step guide. Follow this guide to start accepting payments globally.

To make the set-up as smooth as possible for you, this installation guide is divided into following sections:

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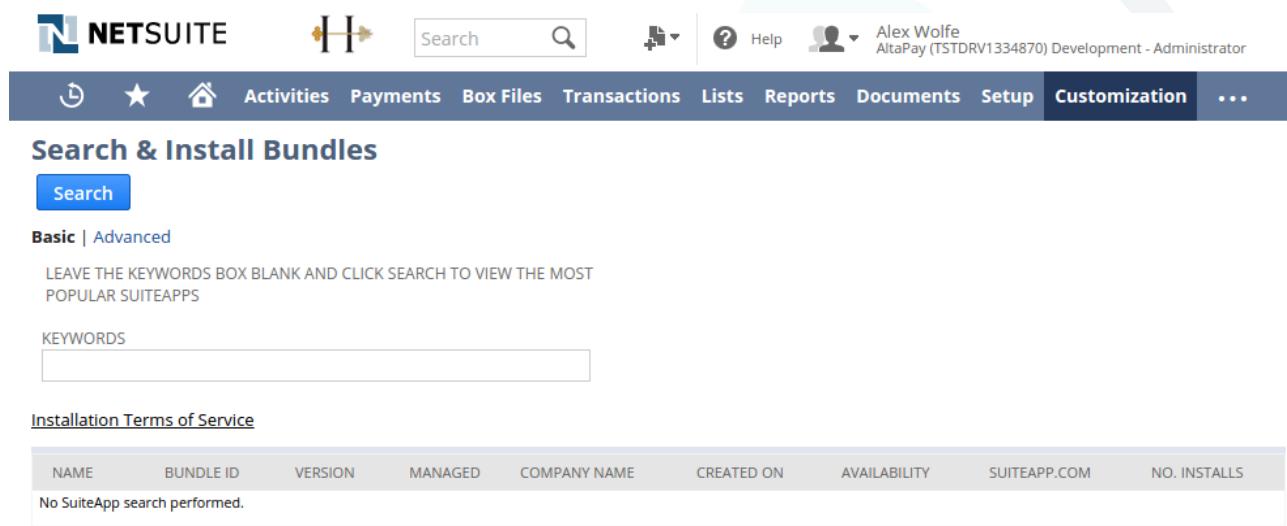
1. Prerequisites

We highly recommend to gather all the below information before starting the installation.

1. Prerequisites for installing the bundle
 - a. The bundle 'Payment Gateways' (ID 47196) needs to be installed on the merchant NetSuite account.
 - b. Be aware that due to NetSuite limitations consumers do not get informed if the transaction declines/fails. Only the merchant will be notified. This is only the case if NetSuite is used as a frontend.
2. Prerequisites for configuration of AltaPay bundle. AltaPay provides these.
 - a. AltaPay credentials
 - i. Username
 - ii. Password
 - b. AltaPay gateway information
 - i. Terminal
 - ii. Gateway
3. Prerequisites for fraud detection
 - a. Agreement with external fraud partner such as ACI ReD or MaxMind.

2. Install the bundle

Installing this bundle will enable your web site to handle card transactions through AltaPay's gateway.



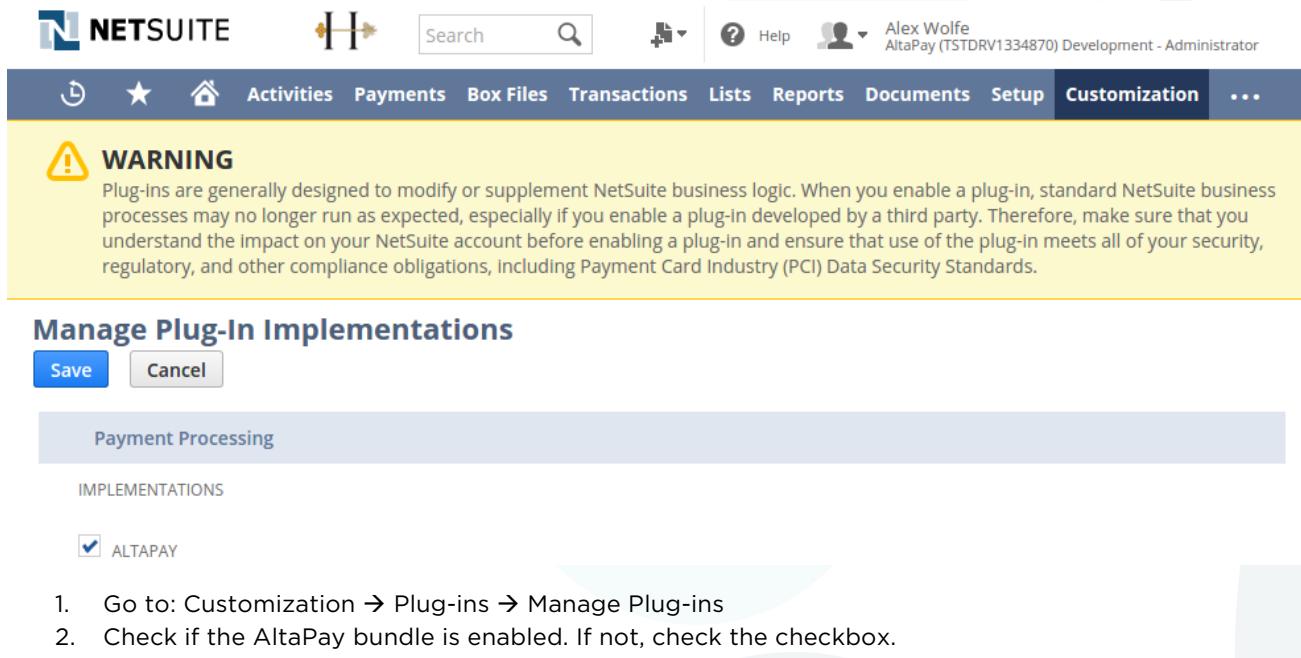
The screenshot shows the NetSuite interface with the following details:

- Top Bar:** NETSUITE logo, Home icon, Search bar, Filter icon, Help icon, User dropdown (Alex Wolfe, AltaPay (TSTDRV1334870) Development - Administrator).
- Navigation Bar:** Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, Customization, and a three-dot ellipsis.
- Section Header:** Search & Install Bundles.
- Search Buttons:** Basic (selected), Advanced.
- Text:** LEAVE THE KEYWORDS BOX BLANK AND CLICK SEARCH TO VIEW THE MOST POPULAR SUITEAPPS.
- Keywords Input:** A blank input field labeled "KEYWORDS".
- Section Header:** Installation Terms of Service.
- Table:** A table with columns: NAME, BUNDLE ID, VERSION, MANAGED, COMPANY NAME, CREATED ON, AVAILABILITY, SUITEAPP.COM, and NO. INSTALS. A note below the table states: "No SuiteApp search performed."

1. Select the account, where you want to install AltaPay
2. Go to: Customization → SuiteBundler → Search & Install bundles
3. In the keywords field enter 'AltaPay'
4. Select 'AltaPay' (Bundle ID: 92258)
5. Click 'Install'
6. Follow the instructions. Note that this is a managed bundle and updates for the bundle is pushed from AltaPay.

3. Enable the bundle

You have now installed the bundle, but before continuing the configuration you need to be sure that the bundle is enabled.



The screenshot shows the NetSuite interface with the following details:

- Header:** NETSUITE, Search bar, Help, User: Alex Wolfe (TSTDVR1334870) Development - Administrator.
- Top Navigation:** Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, Customization, ...
- Warning Message:** **WARNING** (with exclamation icon). Text: "Plug-ins are generally designed to modify or supplement NetSuite business logic. When you enable a plug-in, standard NetSuite business processes may no longer run as expected, especially if you enable a plug-in developed by a third party. Therefore, make sure that you understand the impact on your NetSuite account before enabling a plug-in and ensure that use of the plug-in meets all of your security, regulatory, and other compliance obligations, including Payment Card Industry (PCI) Data Security Standards."
- Section:** Manage Plug-In Implementations
- Buttons:** Save, Cancel
- Section:** Payment Processing
- Sub-section:** IMPLEMENTATIONS
- Checklist:** ALTAPAY
- List:** 1. Go to: Customization → Plug-ins → Manage Plug-ins
2. Check if the AltaPay bundle is enabled. If not, check the checkbox.

4. Configuration of AltaPay bundle

In this step you can start configuring the AltaPay bundle, so it fits your web shop. This includes adding payment methods and configuring payments.

4.1. Add payment method

The standard configuration connects the bundle with the test gateway. Follow the below steps to connect the bundle with AltaPay's production gateway.

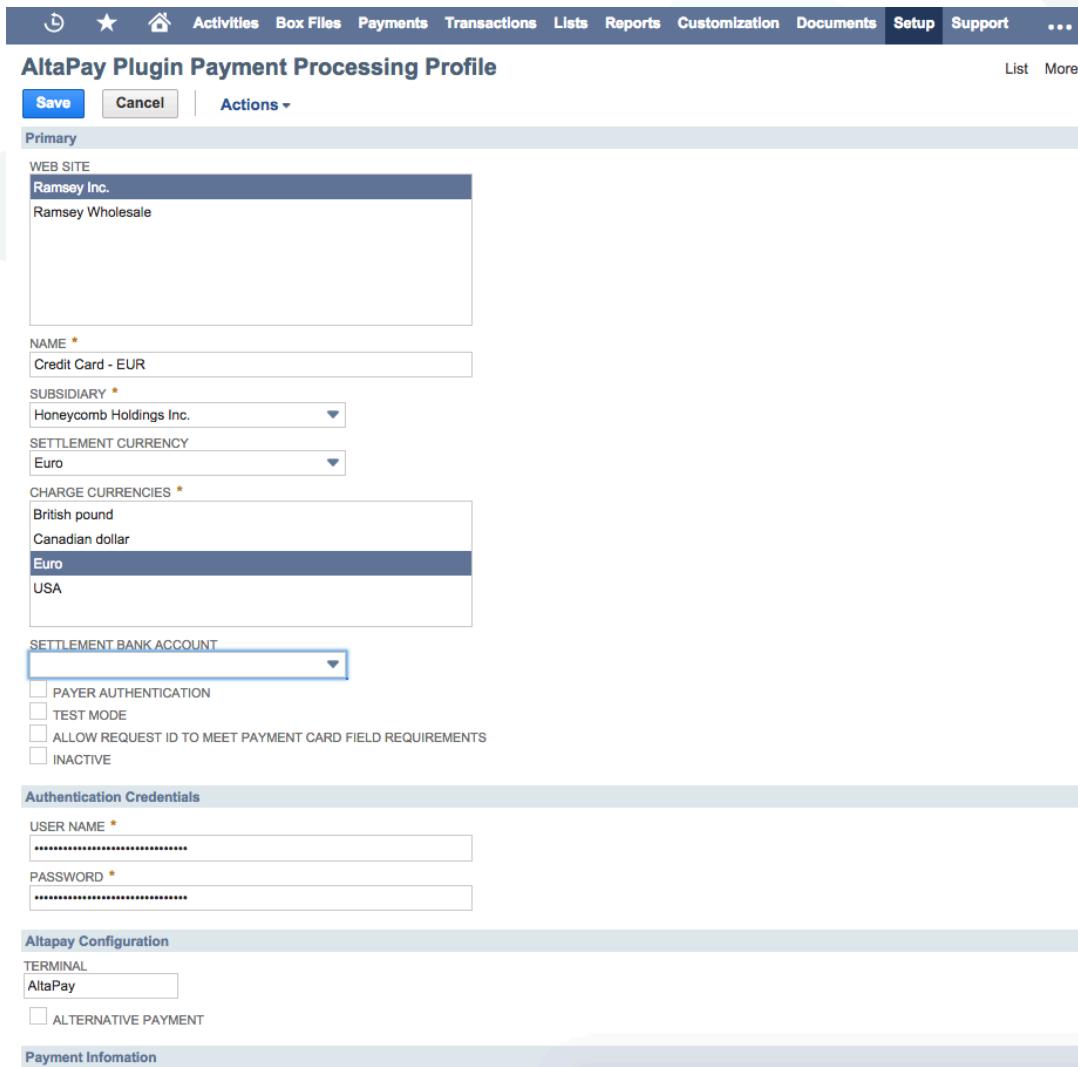
1. Go to Customization → Plug-ins → Plug-in implementations → Click on 'config.js' in the AltaPay bundle → Click 'Edit' → replace 'testgateway.altapaysecure.com' with the gateway information for your production environment (provided by AltaPay). Do not include 'https' → Press 'Save'.

SITE	SITE CATEGORY	PREFERRED CATEGORY	DESCRIPTION
No records to show.			

4.1.1. Credit/debit cards

In this step you add card as payment method in the web shop. For each currency you need to go through step 4.1.1.

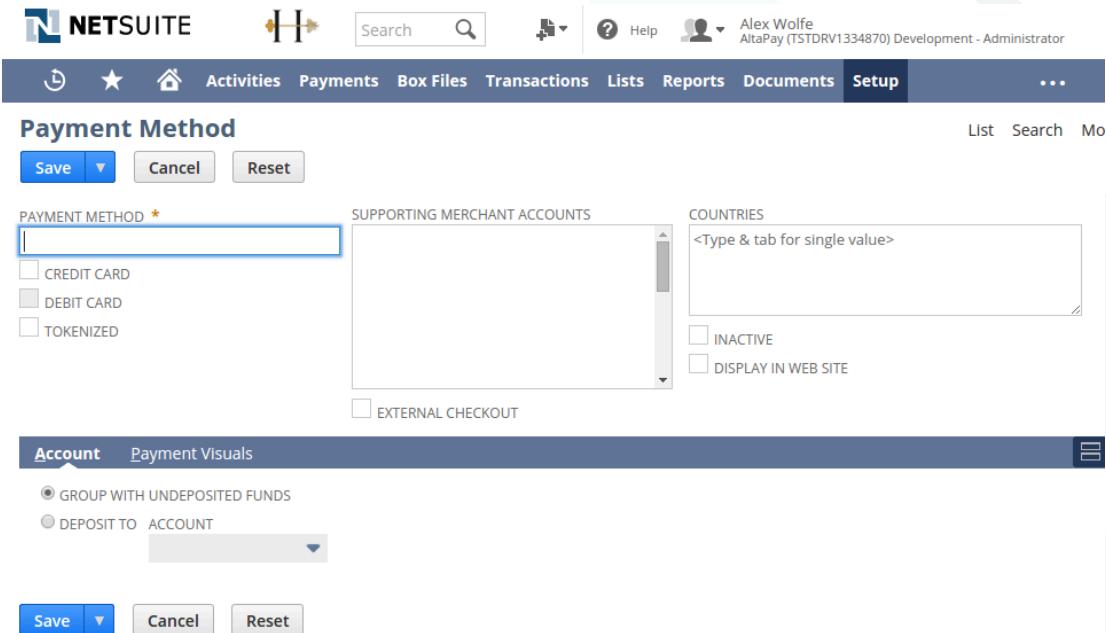
1. Go to setup → Accounting → Payment Processing Profiles → 'Add AltaPay Plugin Profile'



The screenshot shows the AltaPay Plugin Payment Processing Profile configuration page. It includes fields for Primary Web Site (selected: Ramsey Inc.), Name (Credit Card - EUR), Subsidiary (selected: Honeycomb Holdings Inc.), Settlement Currency (selected: Euro), Charge Currencies (selected: Euro), Settlement Bank Account (dropdown menu), and checkboxes for Payer Authentication, Test Mode, Allow Request ID, and Inactive. Below these are sections for Authentication Credentials (User Name and Password) and AltaPay Configuration (Terminal set to AltaPay). The bottom section is labeled 'Payment Information'.

- Select which web sites the bundle should cover
- Add 'Name'. This is for internal use and will not be shown to customers. We recommend to name it 'Payment Method - Currency' (e.g. Credit Card - EUR).
- Select Subsidiary
- 'CHARGE CURRENCIES'. This must correspond with the currency of the terminal and only select one currency.
- Select Settlement Bank account. This is related to accounting and will not affect the settlement agreement with the acquirer.
- f. 'Authentication Credentials' → Add username and password. You will only be able to see asterisks, since they are password fields.
- 'AltaPay configuration' → Add terminal. Leave the 'Alternative payment' checkbox unchecked.

- h) 'Gateway Request Types' → Add the types that are needed for the terminal.
 - i) Press 'Save'.
2. Go to Setup → Accounting → Accounting lists → New → Select 'Payment Method'
- a. Select 'PAYMENT METHOD' → Name the payment method. This will be shown in the web shop.



The screenshot shows the 'Payment Method' setup screen in NetSuite. The top navigation bar includes the NetSuite logo, search bar, help icon, user info (Alex Wolfe, AltaPay), and tabs for Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, and more. The main form has the following fields:

- PAYMENT METHOD ***: A text input field.
- SUPPORTING MERCHANT ACCOUNTS**: A list box.
- COUNTRIES**: A text input field with placeholder '<Type & tab for single value>'.
- Checkboxes** (under PAYMENT METHOD):
 - CREDIT CARD (checked)
 - DEBIT CARD
 - TOKENIZED
- Checkboxes** (under COUNTRIES):
 - INACTIVE
 - DISPLAY IN WEB SITE
- EXTERNAL CHECKOUT**: A checkbox.

Below the main form, there are two tabs: **Account** (selected) and **Payment Visuals**. Under **Account**, there are radio buttons for **GROUP WITH UNDEPOSITED FUNDS** (selected) and **DEPOSIT TO ACCOUNT**. Under **Payment Visuals**, there are two sections:

- Flag**: A dropdown menu showing 'web/standard'.
- URL**: A text input field with placeholder 'Place the icon in the File Cabinet and link to the icon or link to an icon on the internet'.

At the bottom of the screen are 'Save', 'Cancel', and 'Reset' buttons.

- b. Check 'CREDIT CARD'
- c. 'SUPPORTING MERCHANT ACCOUNTS' → Select the Payment processing profile (ref. 4.1.1. – step 1.b.) you want to match the payment method with.
- e. 'COUNTRIES' → Check 'DISPLAY IN WEB SITE'
- f. Select the tab 'Payment Visuals'

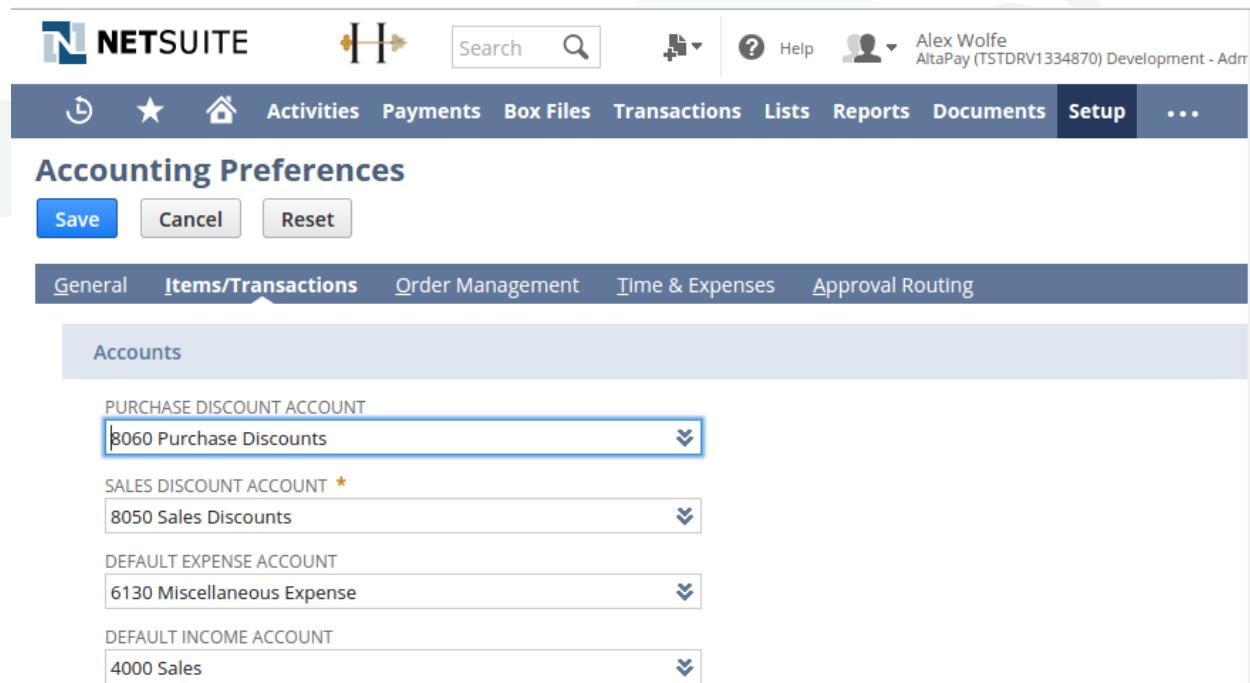
Flag
web/standard
URL
Place the icon in the File Cabinet and link to the icon or link to an icon on the internet

g. Press 'Save'

3. Configure payments

This step is mandatory if CVC needs to be enabled for card payments. This is highly recommended and may be required by the acquirer.

1. Go to Setup → Accounting → Accounting preferences → Click the tab 'Items/Transactions'
- a. Check 'USE CARD SECURITY CODE FOR CREDIT CARD TRANSACTIONS' under the 'Payment



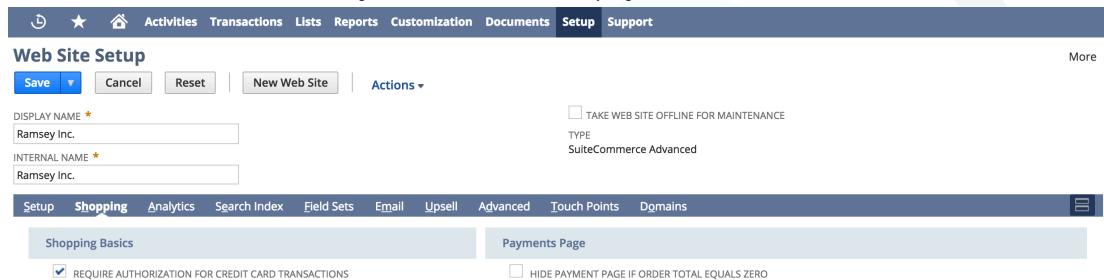
The screenshot shows the NetSuite interface with the following details:

- Header:** NETSUITE logo, search bar, help icon, user Alex Wolfe, and development environment information.
- Top Navigation:** Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, **Setup** (selected), and a three-dot menu.
- Section:** Accounting Preferences
- Buttons:** Save, Cancel, Reset.
- Tab Bar:** General, **Items/Transactions** (selected), Order Management, Time & Expenses, Approval Routing.
- Accounts Section:**
 - PURCHASE DISCOUNT ACCOUNT: 8060 Purchase Discounts
 - SALES DISCOUNT ACCOUNT *: 8050 Sales Discounts
 - DEFAULT EXPENSE ACCOUNT: 6130 Miscellaneous Expense
 - DEFAULT INCOME ACCOUNT: 4000 Sales

- Processing' section
- b. Press 'Save'

4. Enable payments on the website

- Go to: Setup → Site Builder or Suite Commerce Advanced → Set Up Website
- Click edit on the website you want to enable payments for

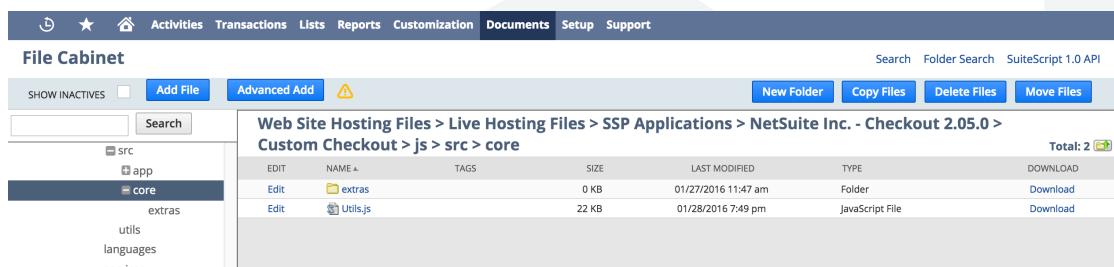


- Click the 'Shopping' tab → check 'REQUIRE AUTHORIZATION FOR CREDIT CARD TRANSACTIONS'
- Press 'Save'

5. Enable support for Suite Commerce Advanced versions previous to Denali

If the merchant has Suite Commerce Advanced version previous to Denali these extra steps needs to be followed.

- Download the zip file from the [GitHub repository](#)
- Find the 'Utils.js' in the 'SCA' subfolder → replace 'AltaPay CC',line no: 176, with the name of the payment method created in 4.1.1 - step 2. The name is case sensitive.
- Go to: Documents → Files → File Cabinet
- Go to: Web Site Hosting Files → Live Hosting Files → SSP Applications → NetSuite Inc. - Checkout 2.05.0 → Custom Checkout → js → src → core



- Click on 'Add files' and select the 'Util.js' that you modified.
- Find the 'configuration.js' in the 'SCA' subfolder → replace 'AltaPay CC',line no: 176, with the name of the payment method created in 4.1.1 - step 2. The name is case sensitive. → replace the 'img/altapay.jpg' with an image that represent the payment method. The image can be uploaded here: Documents → Files → File Cabinet and navigate to Web Site Hosting Files → Live Hosting Files → SSP Applications → NetSuite Inc. - Checkout 2.05.0 → Custom Checkout -> img
- Go to: Documents → Files → File Cabinet → Web Site Hosting Files → Live Hosting Files → SSP Applications → NetSuite Inc. - Checkout 2.05.0 → Custom Checkout → js → src → app → modules → Click on New Folder → name it Altapay
- Select SuiteCommerce Site Templates before saving the new folder in the TYPE dropdown

Activities Transactions Lists Reports Customization **Documents** Setup Support

Web Hosting Folder

Save Cancel Reset

FOLDER NAME *	ALTAPAY	RESTRICT BY CLASS
SUB-FOLDER OF	modules	RESTRICT BY DEPARTMENT
TYPE	SuiteCommerce Advanced Site Templates	RESTRICT BY LOCATION
DERIVED FROM		RESTRICT BY SUBSIDIARY
DESCRIPTION	PRIVATE INACTIVE	

i. Go to: Documents → Files → File Cabinet → Web Site Hosting Files → Live Hosting Files → SSP Applications → NetSuite Inc. - Checkout 2.05.0 → Custom Checkout → js → src → app → modules → Altapay
j. Click 'Add files' and select the 'configuration.js', that you modified
k. Go to: Documents → Files → File Cabinet → Web Site Hosting Files → Live Hosting Files → SSP Applications → NetSuite Inc. - Checkout 2.05.0 → Custom Checkout → js → Click 'DELETE FILES' and remove the following files: 'Application-xxxxx.js' and 'current.js' → Click 'Edit' for the 'combiner.config' → Click on the 'edit' link
l. A popup opens → add the following string 'src/app/modules/Altapay/*.js', as seen in red below

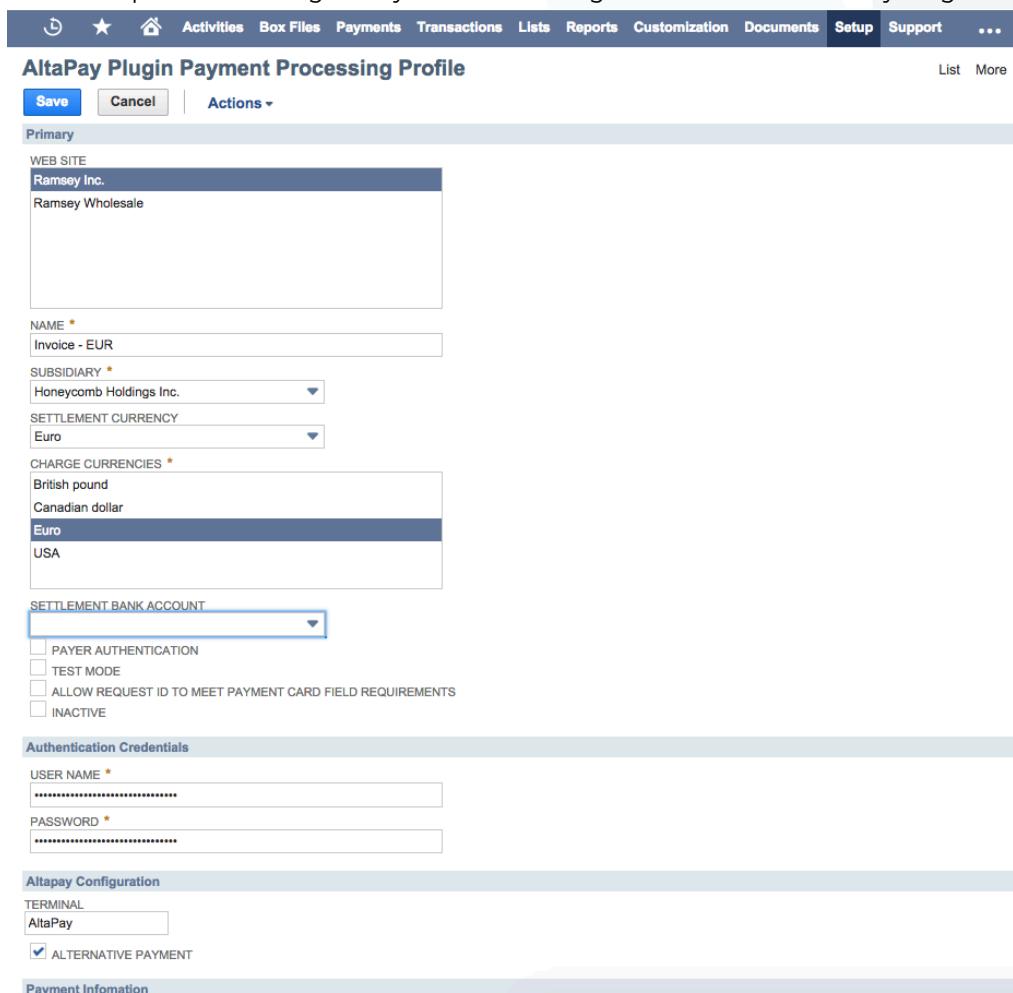
```
Input-files: utils/BootUtilities.js utils/json2.js libs/require.js           libs/underscore.js
libs/jquery.js libs/backbone.js           libs/backbone.validation.js libs/bootstrap.js
src/core/Main.js           src/core/Utils.js src/core/ApplicationSkeleton.js
                         src/app/modules/BackToTop/*.js src/core/extras/*.js   src/app/Application.js
src/app/Configuration.js      src/app/ItemsKeyMapping.js src/app/modules/Account/*.js
                             src/app/modules/Address/*.js src/app/modules/AjaxRequestsKiller/*.js
                             src/app/modules/Cart/*.js src/app/modules/Content/*.js
                             src/app/modules/CMSAdapter/*.js src/app/modules/CreditCard/*.js
                             src/app/modules/ErrorManagement/*.js src/app/modules/GoogleAnalytics/*.js
                             src/app/modules/GoogleUniversalAnalytics/*.js
                             src/app/modules/GoogleAdWords/*.js src/app/modules/Facets/*.js
                             src/app/modules/ItemDetails/*.js
                             src/app/modules/ItemOptionsHelper/*.js src/app/modules/LoginRegister/*.js
                             src/app/modules/Merchandising/*.js
                             src/app/modules/MultiCurrencySupport/*.js
                             src/app/modules/MultiHostSupport/*.js src/app/modules/NavigationHelper/*.js
src/app/modules/Order/*.js src/app/modules/OrderWizard/*.js src/app/modules/Profile/*.js
                         src/app/modules/SiteSearch/*.js src/app/modules/Session/*.js
                         src/app/modules/UrlHelper/*.js src/app/modules/User/*.js
                         src/app/modules/Altapay/*.js           src/app/modules/Wizard/*.js
src/app/modules/CheckoutSkipLogin/*.js src/app/modules/BrontoIntegration/*.js Starter.js
Combined-file: Application.js
Keep-files: 1
Method: Minify
Referring-files: ../*.ssp
Version: 2
```

m. Save the file and make sure the 'Application-xxxxx.js' and 'current.js' files have been regenerated

4.1.2. Alternative payment methods

If you support alternative payment methods (e.g. wallet, ePayment etc.) you can add the alternative web shop's payment methods by follow the below description. Please note that alternative payment as gift cards and some invoice providers (Klarna and Arvato) are not supported. Until March 2016 alternative payments is only available for web shops using SiteBuilder and NOT Suite Commerce Advanced. Support for Suite Commerce Advanced web shops will be available in March 2016 in NetSuite version 16.1. For each currency and payment method you need to go through step 4.1.2.

1. Go to setup → Accounting → Payment Processing Profiles → 'Add AltaPay Plugin Profile'

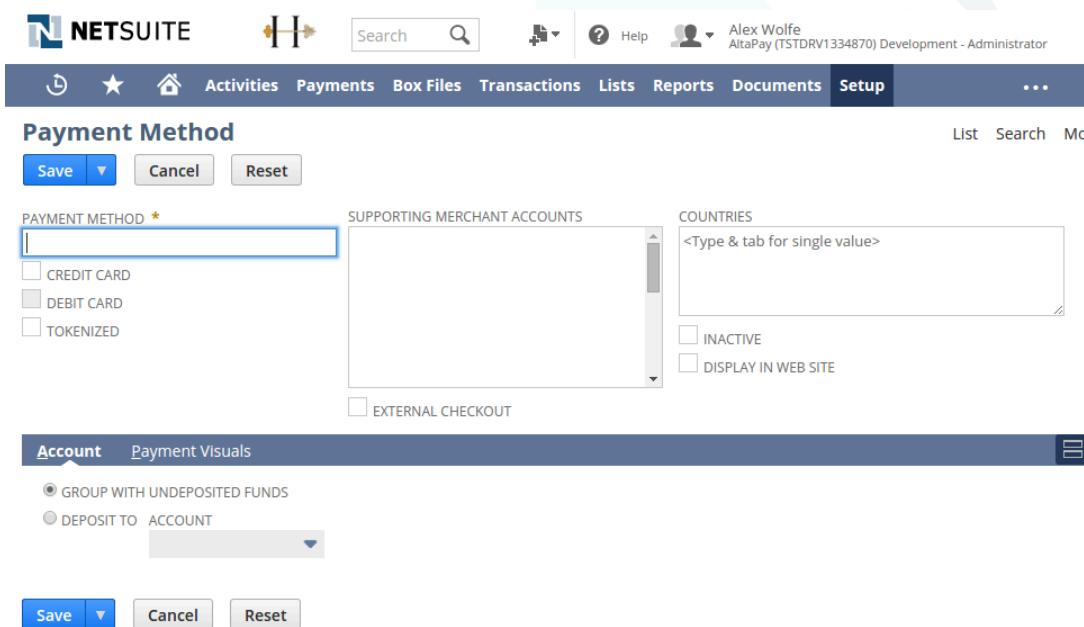


The screenshot shows the 'AltaPay Plugin Payment Processing Profile' setup screen. The top navigation bar includes links for Activities, Box Files, Payments, Transactions, Lists, Reports, Customization, Documents, Setup (selected), Support, and more. The main form has several sections:

- Primary** section: WEB SITE dropdown set to 'Ramsey Inc.' (highlighted), 'Ramsey Wholesale' listed below.
- NAME ***: Invoice - EUR
- SUBSIDIARY ***: Honeycomb Holdings Inc. (dropdown)
- SETTLEMENT CURRENCY**: Euro (dropdown)
- CHARGE CURRENCIES ***: Euro (highlighted), British pound, Canadian dollar, USA (list view)
- SETTLEMENT BANK ACCOUNT**: (dropdown)
- PAYER AUTHENTICATION**, **TEST MODE**, **ALLOW REQUEST ID TO MEET PAYMENT CARD FIELD REQUIREMENTS**, and **INACTIVE** checkboxes (none checked)
- Authentication Credentials** section: USER NAME and PASSWORD fields (both containing asterisks)
- Altapay Configuration** section: TERMINAL dropdown set to 'AltaPay', and ALTERNATIVE PAYMENT checkbox checked

- Select which web sites the bundle should cover
- Add 'Name'. This is for internal use and will not be shown to customers. We recommend to name it 'Payment Method - Currency' (e.g. Invoice - EUR).
- Select Subsidiary
- 'CHARGE CURRENCIES'. This must correspond with the currency of the terminal and only select one currency.
- Select Settlement Bank account. This is related to accounting and will not affect the settlement agreement with the acquirer.
- 'Authentication Credentials' → Add username and password. You will only be able to see asterisks, since they are password fields.

- g. 'AltaPay configuration' → Add terminal. Check the 'Alternative payments'
 - h. 'Gateway Request Types' → Add the types that are needed for the terminal
 - i. Press 'Save'
2. Go to Setup → Accounting → Accounting lists → New → Select 'Payment Method'



PAYOUT METHOD *

CREDIT CARD
 DEBIT CARD
 TOKENIZED

SUPPORTING MERCHANT ACCOUNTS

COUNTRIES

INACTIVE
 DISPLAY IN WEB SITE

EXTERNAL CHECKOUT

Account **Payment Visuals**

(radio buttons) GROUP WITH UNDEPOSITED FUNDS
 DEPOSIT TO ACCOUNT

Save **Cancel** **Reset**

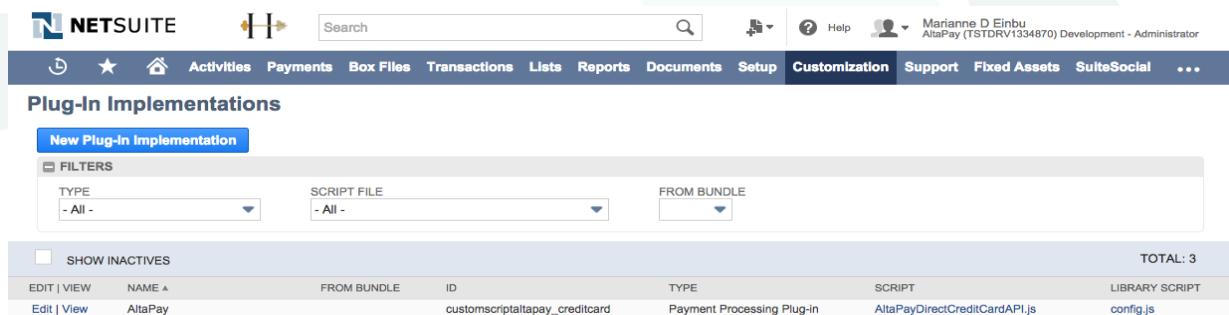
- a. 'PAYOUT METHOD' → Name the payment method. This will be shown in the web shop
 - b. Check 'EXTERNAL CHECKOUT'
 - c. 'SUPPORTING MERCHANT ACCOUNTS' → Select the Payment processing profile (ref. 4.1.1. - step 1.b.) you want to match the payment method with
 - d. 'COUNTRIES' → Check 'DISPLAY IN WEB SITE'. Select the tab 'Payment Visuals'
 - e. Add flag, and URL with a picture that represents the payment method
 - f. Press 'Save'
3. Add payment form
- a. Download the zip file from the [GitHub repository](#)
 - b. Find the 'ns_form.html' in the 'Alternative payments' subfolder
 - c. Go to: Documents → Files → File Cabinet → Web Hosting Files → Live Hosting → site
 - d. Click on 'Add file' and select the 'ns_form.html'

5. FAQ

5.1. Where can I find the log files?

In the case where you experience an issue with the AltaPay bundle we would like you to provide us with the steps leading to the issue and a log file. You can access the log file by following three simple steps.

1. Go to: Customization → Plug-ins → Plug-in implementations
2. Click 'Edit' or 'View' beside 'AltaPay'



The screenshot shows the NetSuite interface with the following details:

- Header:** NETSUITE, Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, Customization, Support, Fixed Assets, SuiteSocial, ...
- User:** Marianne D Einbu, AltaPay (TSTDDRV1334870) Development - Administrator
- Page Title:** Plug-In Implementations
- Section:** New Plug-In Implementation
- FILTERS:**
 - TYPE: - All -
 - SCRIPT FILE: - All -
 - FROM BUNDLE: (dropdown menu)
- SHOW INACTIVES:** (checkbox)
- TOTAL:** 3
- Table Headers:** EDIT | VIEW, NAME ▲, FROM BUNDLE, ID, TYPE, SCRIPT, LIBRARY SCRIPT
- Table Data:**

EDIT VIEW	NAME ▲	FROM BUNDLE	ID	TYPE	SCRIPT	LIBRARY SCRIPT
Edit View	AltaPay		customscriptaltapay_creditcard	Payment Processing Plug-in	AltaPayDirectCreditCardAPI.js	config.js

3. Click on the tab 'Execution Log'

5.2. How can I remove the gateway field in the payment processing profile?

In the case, that there is a gateway filed in the payment processing profile, this can be ignored. But you can choose to remove the field by going to: Customization → Lists, Records & Fields → Record types. Then click on 'Altapay_Configuration' and then 'Gateway', you can now check the check box 'INACTIVE' and click 'Save'.

5.3. How does fraud detection works?

If fraud detection is enabled on the terminal, the AltaPay NetSuite app will follow the fraud detection recommendations. The following four recommendations are available:

1. 'Deny'

The transaction is denied and the order is cancelled as well. You can see the reason here:

- a. Find the order in question
- b. Go to the 'Payment' tab
- c. 'Payment events' → click 'View' and a new window appear
- d. 'Payment Status' → 'DETAILS' → here you can see the message for why the order was denied.
If you utilize a bespoke version of ReD, the reason for the deny recommendation can be located in the ReD CSI interface.

Good practice will be to release the payment in our backend. Debit cards do not contain reservations.

2. 'Challenge'

The transaction is on hold and the merchant will have to make a decision if they want to handle the order. If nothing is done the order will be held in NetSuite. You can see the reason here:

- a. Find the order in question
- b. Go to the 'Payment' tab
- c. 'Payment events' → click 'View' and a new window appear
- d. 'Payment Status' → 'DETAILS' → here you can see the message for why the order is on hold.

If you utilize a bespoke version of ReD, the reason for the deny recommendation can be located in the ReD CSI interface.

In the case, that the merchant doesn't want to fulfill the order, they have to cancel the order. It will be good practice to release the orders in our backend, so there are no reservations on debit cards. If the merchant will handle this order, the merchant will have to 'Override the payment hold' and fulfill the order. The merchant can find the 'Challenge' orders here:

- a. Go to Transactions → Sales → Manage Payment Hold
 - b. Dropdown menu 'HOLD REASON' → select 'External Fraud Review' → a list of orders on hold is shown and from here you can accept or decline the order.
3. 'Accept'
 - a. This order will be accepted without any notice
 4. 'Unknown'
 - a. This can be due to technical problems at either AltaPay or the fraud company. The order will be handled as accepted.

6. Change log

Version	Note
1.0.0	First release. Support for credit/debit cards only
1.1.0	Support for Fraud detection
1.1.1	Fix bug for live production
1.2.0	Added support for alternative payments. NB. only supported for SiteBuilder. No support for Klarna, PaybyBill and gift cards. Support for Suite Commerce Advanced version: 1.0.5 and 1.0.6.