

# 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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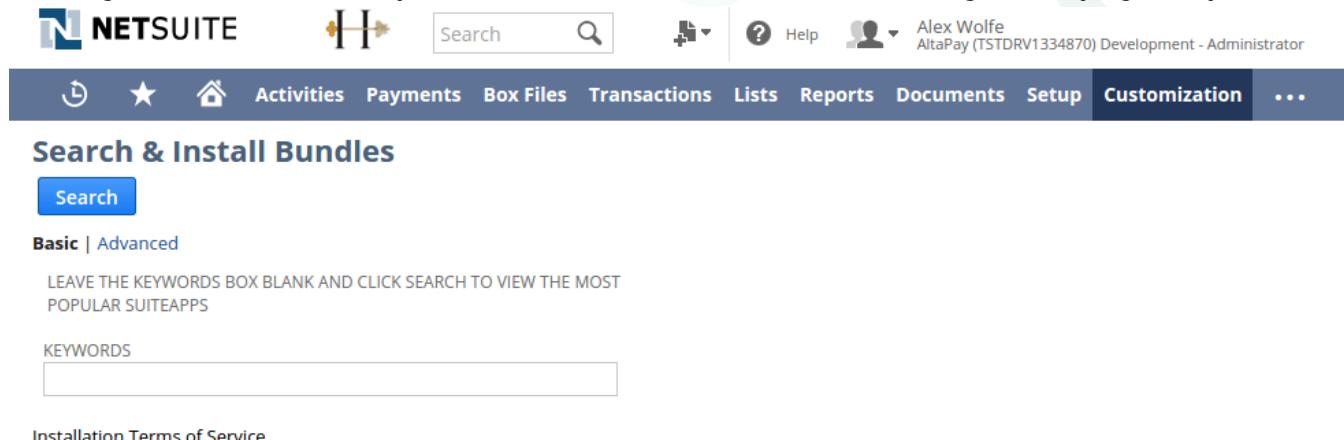
## 1. Prerequisites

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.



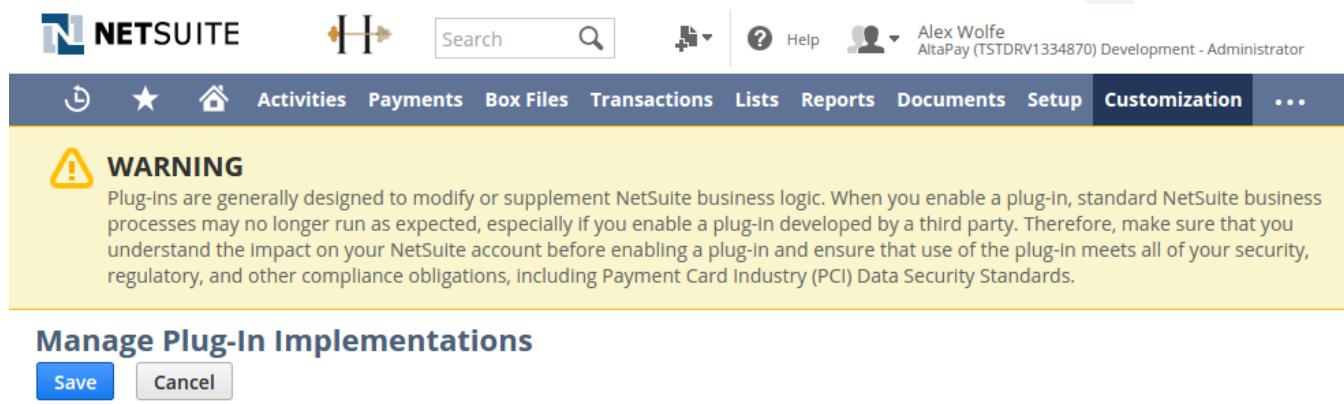
The screenshot shows the NetSuite interface with the following elements:

- Top navigation bar: NETSUITE, Home icon, Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, Customization (highlighted), and a three-dot menu.
- User profile: Alex Wolfe, AltaPay (TSTDRV1334870) Development - Administrator.
- Main title: Search & Install Bundles.
- Search button.
- Basic | Advanced search options.
- Text: LEAVE THE KEYWORDS BOX BLANK AND CLICK SEARCH TO VIEW THE MOST POPULAR SUITEAPPS.
- Keywords input field.
- Section: Installation Terms of Service.
- Table: A table showing search results. The first row contains headers: NAME, BUNDLE ID, VERSION, MANAGED, COMPANY NAME, CREATED ON, AVAILABILITY, SUITEAPP.COM, and NO. INSTALLS. Below it, a single row 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 elements:

- Top navigation bar with the NetSuite logo, search bar, and user info (Alex Wolfe, AltaPay TSTDRV1334870 Development - Administrator).
- Main menu bar with links: Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, Customization, and three dots.
- A yellow warning banner with a exclamation mark icon and the word "WARNING". It contains a message about plug-ins modifying business logic and the importance of understanding their impact and compliance.
- The main content area has a title "Manage Plug-In Implementations" and two buttons: "Save" and "Cancel".
- A breadcrumb navigation bar below the title: Payment Processing > Implementations.
- The "IMPLEMENTATIONS" section contains a checkbox labeled "ALTAPEAY" which is checked.

1. Go to: Customization → Plug-ins → Manage Plug-ins
2. Check if the AltaPay bundle is enabled. If not, check the checkbox.

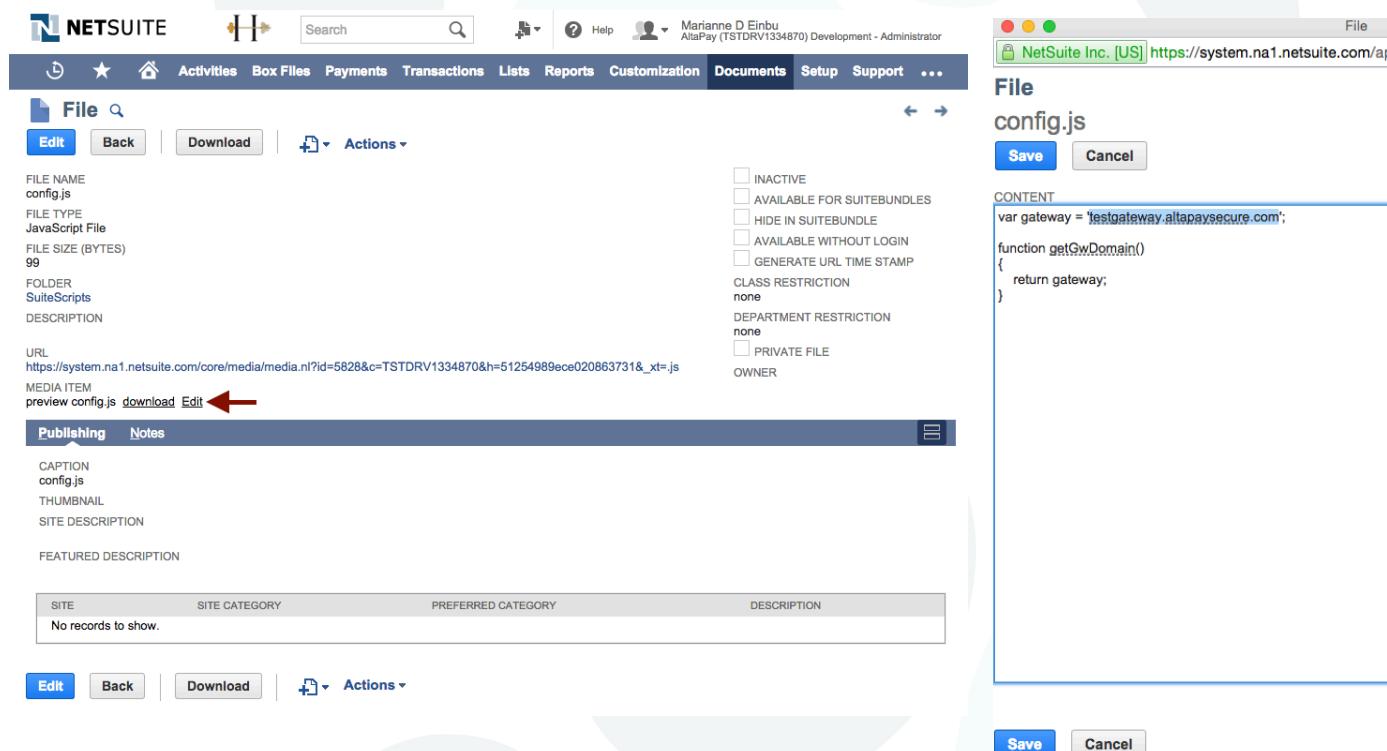
## 4. Configuration of AltaPay bundle

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'.



The screenshot shows the NetSuite interface for managing customizations. On the left, a list of customizations is shown, with 'config.js' selected. On the right, the 'config.js' file is open in an editor. The code contains a variable 'var gateway' set to 'testgateway.altapaysecure.com'. A red arrow points to the 'Edit' button in the toolbar above the code editor, indicating where to click to make changes.

```

var gateway = 'testgateway.altapaysecure.com';

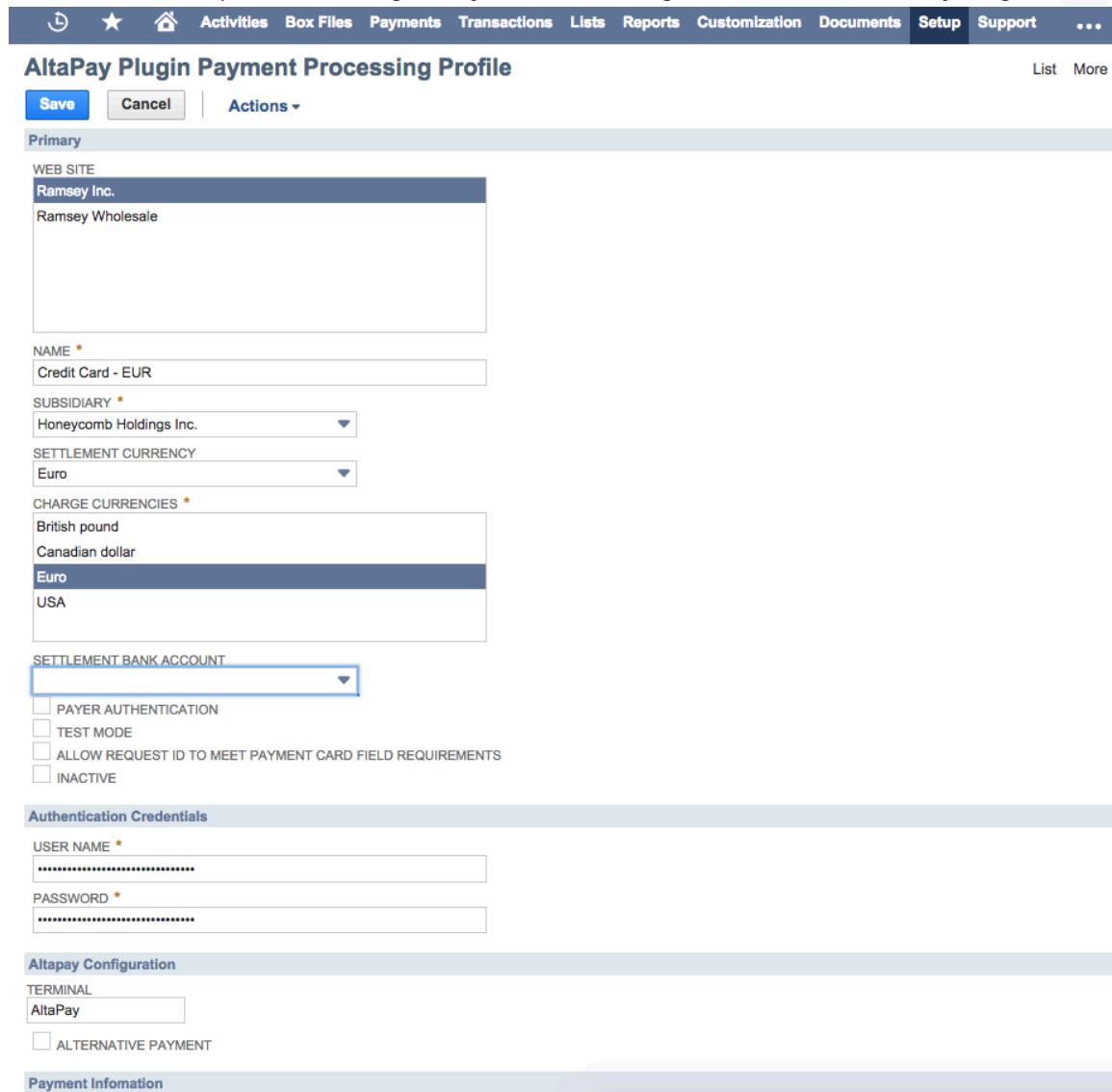
function getGwDomain()
{
    return gateway;
}

```

#### 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 setup screen. The interface is a standard web-based configuration tool with tabs and dropdown menus. Key visible sections include:

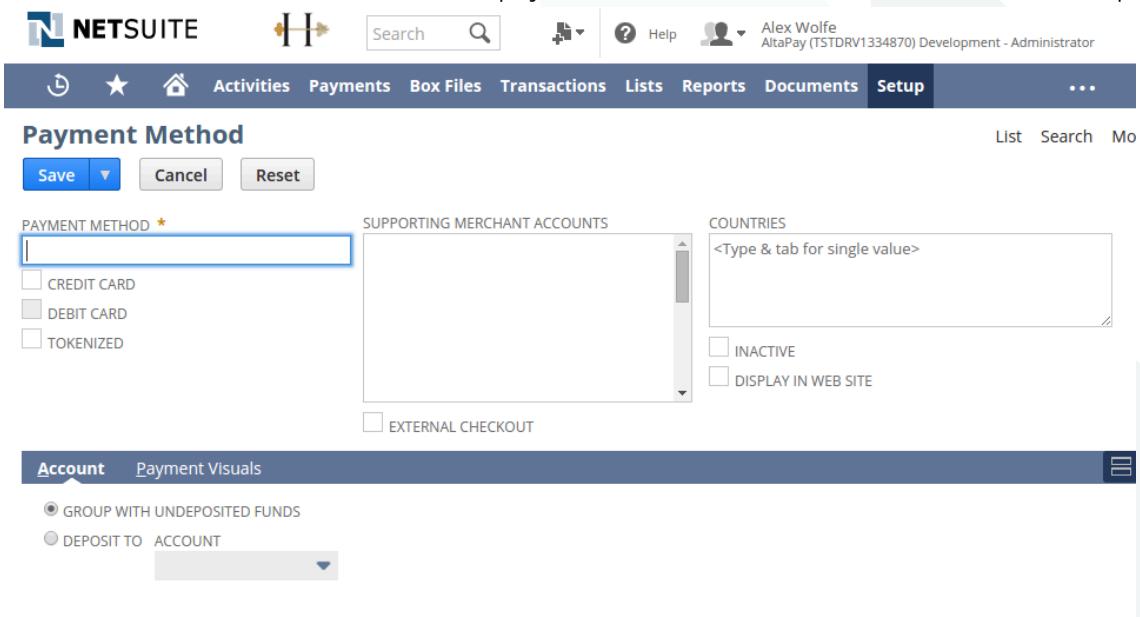
- Primary** tab selected.
- WEB SITE**: Shows "Ramsey Inc." as the selected site, with "Ramsey Wholesale" listed below it.
- NAME \***: Set to "Credit Card - EUR".
- SUBSIDIARY \***: Set to "Honeycomb Holdings Inc.". A dropdown arrow indicates more options.
- SETTLEMENT CURRENCY**: Set to "Euro". A dropdown arrow indicates more options.
- CHARGE CURRENCIES \***: Shows "Euro" as the selected currency, with "British pound", "Canadian dollar", and "USA" listed below it.
- SETTLEMENT BANK ACCOUNT**: A dropdown menu showing "AltaPay" as the selected account.
- PAYER AUTHENTICATION**, **TEST MODE**, **ALLOW REQUEST ID TO MEET PAYMENT CARD FIELD REQUIREMENTS**, and **INACTIVE** checkboxes are present but not checked.
- Authentication Credentials** section with fields for **USER NAME** and **PASSWORD**, both containing masked text.
- Altapay Configuration** section with **TERMINAL** set to "AltaPay" and a **ALTERNATIVE PAYMENT** checkbox.
- Payment Infomation** section (partially visible).

- a. Select which web sites the bundle should cover
- b. 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).
- c. Select Subsidiary
- d. ‘CHARGE CURRENCIES’. This must correspond with the currency of the terminal and only select one currency.
- e. 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.
- g. '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 'PAYMENT METHOD' field is highlighted with a blue border. Below it, there are three checkboxes: 'CREDIT CARD' (unchecked), 'DEBIT CARD' (unchecked), and 'TOKENIZED' (unchecked). To the right, there are sections for 'SUPPORTING MERCHANT ACCOUNTS' (empty list) and 'COUNTRIES' (input field with placeholder '<Type & tab for single value>'). Under 'COUNTRIES', there are two checkboxes: 'INACTIVE' (unchecked) and 'DISPLAY IN WEB SITE' (unchecked). At the bottom, there are tabs for 'Account' (selected) and 'Payment Visuals'. Under 'Account', there are two radio buttons: 'GROUP WITH UNDEPOSITED FUNDS' (selected) and 'DEPOSIT TO ACCOUNT'. Below these tabs 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.
- d. 'COUNTRIES' → Check 'DISPLAY IN WEB SITE'
- e. Select the tab 'Payment Visuals'
- f. Add flag and URL. The table below is an example provided by NetSuite.

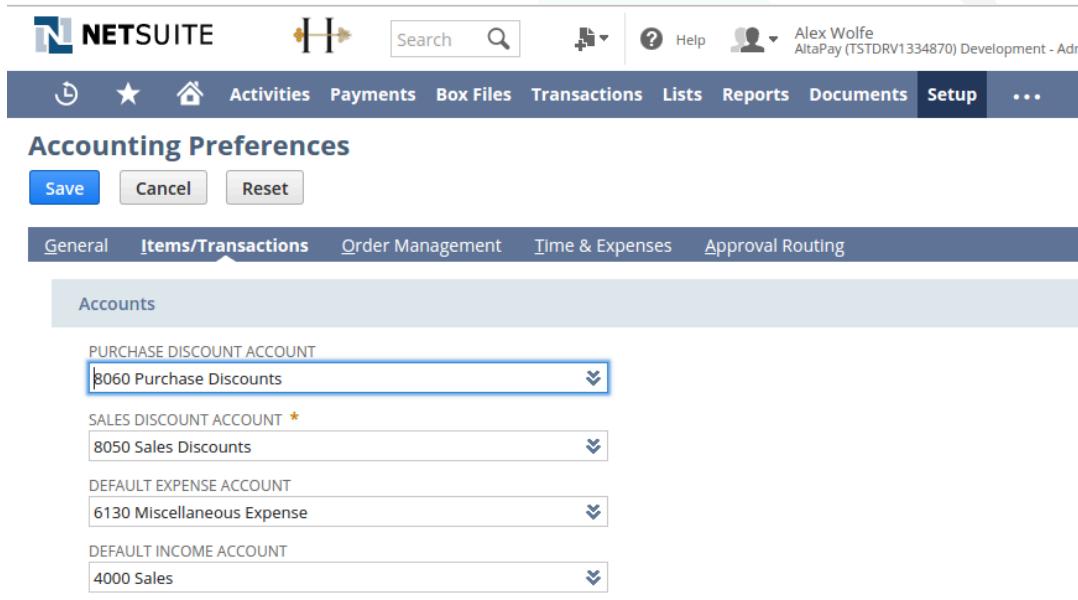
Flag web/standard
Visa /images/icons/creditcard/pmt_visa.gif
Master Card /images/icons/creditcard/pmt_mc.gif
Discover /images/icons/creditcard/pmt_discover.gif
American Express /images/icons/creditcard/pmt_amex.gif

- 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'



The screenshot shows the NetSuite interface with the following details:

- Top Bar:** NETSUITE logo, Home icon, Activities, Payments, Box Files, Transactions, Lists, Reports, Documents, Setup, and a user dropdown for Alex Wolfe.
- Page Title:** Accounting Preferences
- Buttons:** Save, Cancel, Reset
- Tab Navigation:** General, **Items/Transactions**, Order Management, Time & Expenses, Approval Routing. The 'Items/Transactions' tab is highlighted.
- Section: Accounts**
  - PURCHASE DISCOUNT ACCOUNT: 8060 Purchase Discounts
  - SALES DISCOUNT ACCOUNT \*: 8050 Sales Discounts
  - DEFAULT EXPENSE ACCOUNT: 6130 Miscellaneous Expense
  - DEFAULT INCOME ACCOUNT: 4000 Sales

- a. Check 'USE CARD SECURITY CODE FOR CREDIT CARD TRANSACTIONS' under the 'Payment 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



The screenshot shows the 'Web Site Setup' interface. At the top, there are tabs for 'Setup', 'Shopping', 'Analytics', 'Search Index', 'Field Sets', 'Email', 'Upsell', 'Advanced', 'Touch Points', and 'Domains'. The 'Shopping' tab is selected. Below the tabs, there are fields for 'DISPLAY NAME \*' (Ramsey Inc.) and 'INTERNAL NAME \*' (Ramsey Inc.). There are also checkboxes for 'TAKE WEB SITE OFFLINE FOR MAINTENANCE' and 'TYPE SuiteCommerce Advanced'. At the bottom of the page, there are buttons for 'Save' (with a dropdown arrow), 'Cancel', 'Reset', and 'New Web Site'. There is also an 'Actions' dropdown menu.

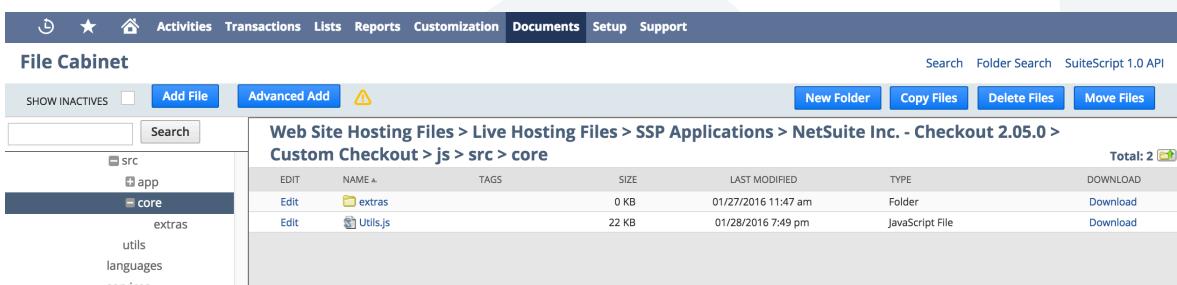
- Click the 'Shopping' tab → check 'REQUIRE AUTHORIZATION FOR CREDIT CARD TRANSACTIONS'

d. 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

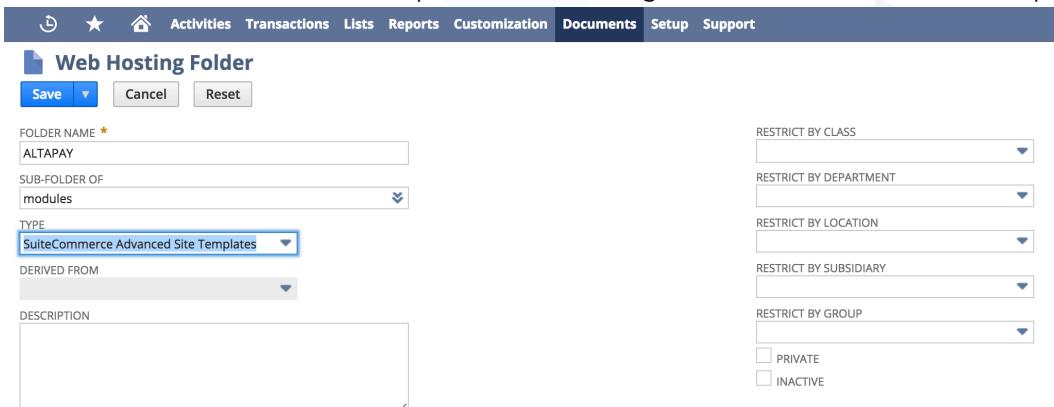


The screenshot shows the 'File Cabinet' interface. At the top, there are tabs for 'Activities', 'Transactions', 'Lists', 'Reports', 'Customization', 'Documents', 'Setup', and 'Support'. The 'Documents' tab is selected. Below the tabs, there is a search bar and a 'File Cabinet' section. The 'File Cabinet' section has a sidebar with categories: src, app, core, extras, utils, languages, and services. The main area shows a list of files under 'Web Site Hosting Files > Live Hosting Files > SSP Applications > NetSuite Inc. - Checkout 2.05.0 > Custom Checkout > js > src > core'. The list includes 'extras' (0 KB, 01/27/2016 11:47 am, Folder) and 'Utils.js' (22 KB, 01/28/2016 7:49 pm, JavaScript File). At the bottom right, there are buttons for 'New Folder', 'Copy Files', 'Delete Files', and 'Move Files'. The total count is 2.

- 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

h. Select SuiteCommerce Site Templates before saving the new folder in the TYPE dropdown



Save Cancel Reset

FOLDER NAME \*  
ALTAPAY

SUB-FOLDER OF  
modules

TYPE  
SuiteCommerce Advanced Site Templates

DERIVED FROM

DESCRIPTION

RESTRICT BY CLASS

RESTRICT BY DEPARTMENT

RESTRICT BY LOCATION

RESTRICT BY SUBSIDIARY

RESTRICT BY GROUP

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

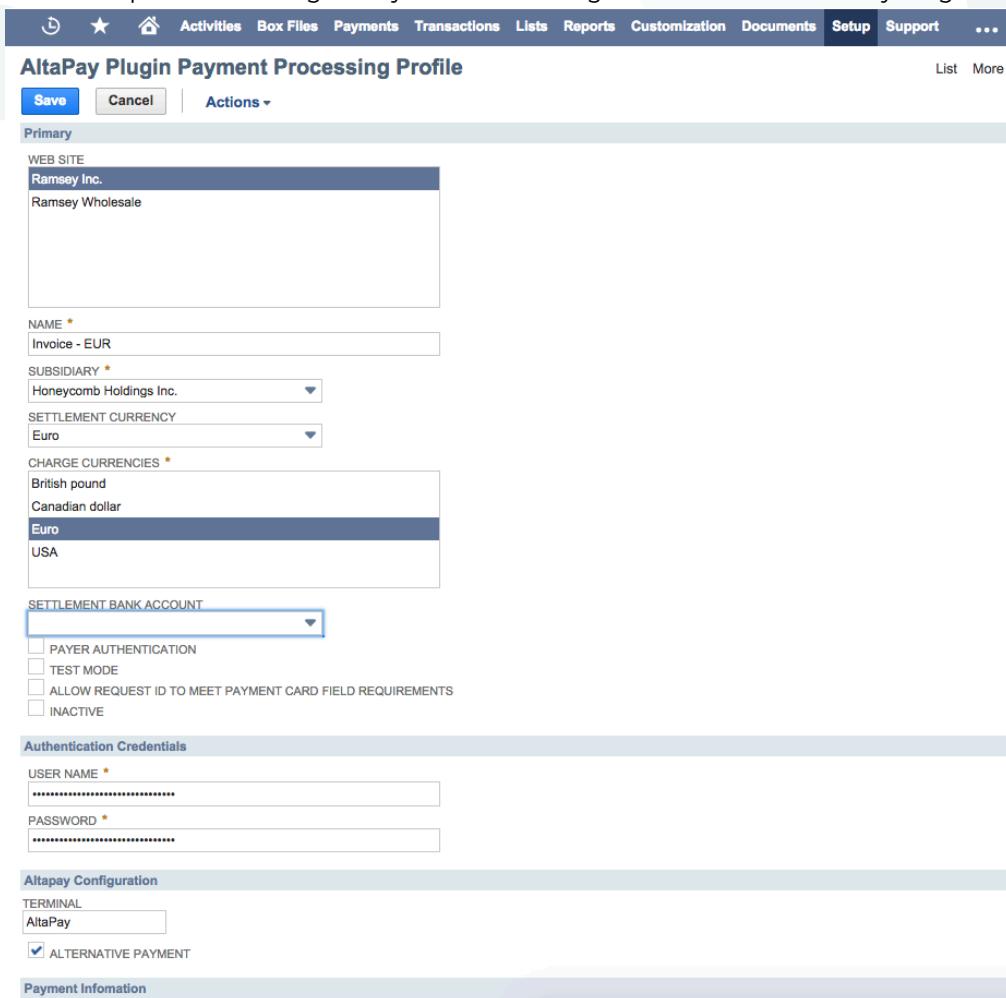
```

t. 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'

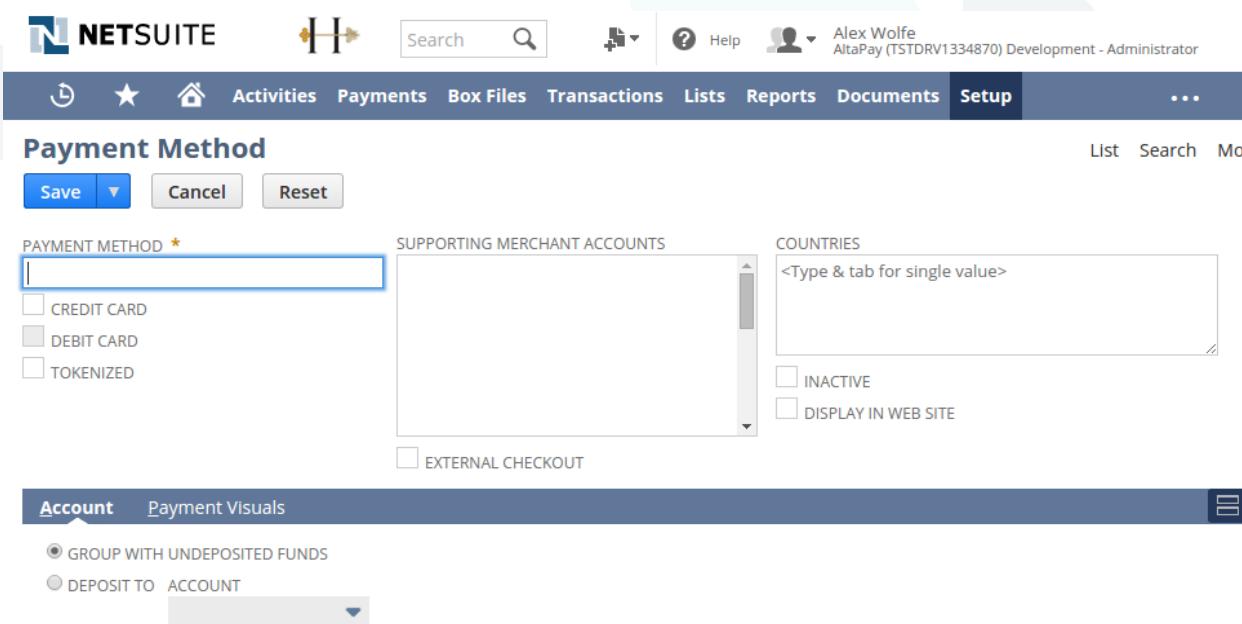


The screenshot shows the 'AltaPay Plugin Payment Processing Profile' setup screen. The top navigation bar includes links for Activities, Box Files, Payments, Transactions, Lists, Reports, Customization, Documents, Setup, Support, and more. The main form is titled 'AltaPay Plugin Payment Processing Profile'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

- Primary** section: WEB SITE dropdown showing 'Ramsey Inc.' and 'Ramsey Wholesale'.
- NAME \***: Invoice - EUR
- SUBSIDIARY \***: Honeycomb Holdings Inc.
- SETTLEMENT CURRENCY**: Euro
- CHARGE CURRENCIES \***: British pound, Canadian dollar, Euro, USA
- SETTLEMENT BANK ACCOUNT**: A dropdown menu.
- Checkboxes** (under Settlement Bank Account):
  - PAYER AUTHENTICATION
  - TEST MODE
  - ALLOW REQUEST ID TO MEET PAYMENT CARD FIELD REQUIREMENTS
  - INACTIVE
- Authentication Credentials** section: USER NAME and PASSWORD fields.
- Altapay Configuration** section: TERMINAL (Altapay) and ALTERNATIVE PAYMENT checkbox (which is checked).
- Payment Information** section: Contains a note about the difference between Settlement and Payment bank accounts.

- 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.

- f. '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'



**Payment Method**

**PAYMENT METHOD \***

CREDIT CARD  
 DEBIT CARD  
 TOKENIZED

**SUPPORTING MERCHANT ACCOUNTS**

**COUNTRIES**  
<Type & tab for single value>

EXTERNAL CHECKOUT  
 INACTIVE  
 DISPLAY IN WEB SITE

**Account** **Payment Visuals**

GROUP WITH UNDEPOSITED FUNDS  
 DEPOSIT TO ACCOUNT

**Save** **Cancel** **Reset**

- a. 'PAYMENT 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'.

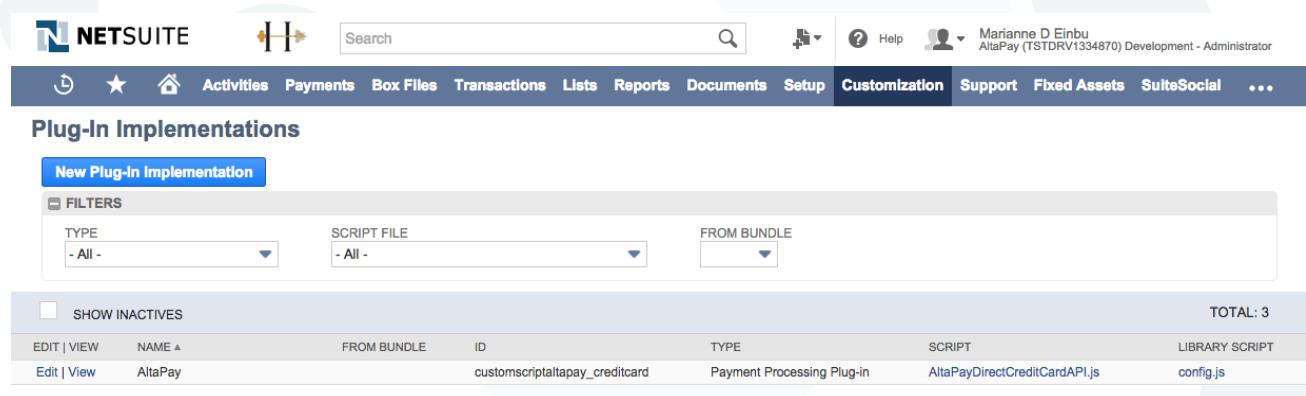
3. Add payment form
- a. Download the zip file from the [GitHub repository](#)
  - b. Find the 'ns\_form.html' in the 'Alternative payments' subfolder
  - c. Go to: Documents → Files → File Cabinet → Web Hosting Files → Live Hosting → site
  - d. Click on 'Add file' and select the 'ns\_form.html'

## 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 Customization interface with the 'Customization' tab selected. Below it, the 'Plug-In Implementations' list view is displayed. The list includes one item:

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 field 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.