

USER GUIDE SAFERPAY MODULE FOR PRESTASHOP 1.6 AND 1.7

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Table of contents

Public

1	ABOUT DOCUMENT	3
2	DESCRIPTION	4
3	INSTALLATION GUIDE	5
3.1	PrestaShop Way	5
3.2	FTP Way	5
3.3	How to find the Module	6
4	SETTINGS TAB	7
4.1	Test mode.....	7
4.2	Live/Test.....	7
4.3	Setting	9
4.4	Styling.....	10
4.5	Email Sending	11
4.6	Order State	11
5	PAYMENTS TAB	12
6	LOGS.....	14
7	ORDER MANAGEMENT	15
7.1	Orders	15
7.2	Capture payment	15
7.3	Cancel the order	16
7.4	Refund payment	16
8	E-SHOP CUSTOMER EXPIERENCE.....	18
8.1	Checkout	18
8.2	Credit card management	19
8.3	Crypto Payments	20
9	SUPPORT CONTACTS	21

1 ABOUT DOCUMENT

Version no.	Version date	Status	Edited by	Most important edit(s)
V1.00	2020-01-13	Released	Simonas Jusas, Invertus	Prepared initial document version
V1.01	2020-01-21	Released	Simonas Jusas, Invertus	Added instructions how to find Terminal ID and API key in Saferpay management interface. Include improvement done by Torben
V1.02	2020-01-27	Released	Erich Zeiler-Rausch, SIX Payment Services	Adaptation
V1.03	2020-01-30	Released	Simonas Jusas, Invertus	Added chapters „How to find the module“ and „Order management“
V1.04	2020-02-18	Released	Erich Zeiler-Rausch, SIX Payment Services	Module renamed to saferpayofficial.zip
V1.07	2021-04-14	Released	Simonas Neliubšys, Invertus	Added latest functionalities of the module incl. ApplePay and Klarna Payments
V1.13	2021-10-20	Released	Simonas Neliubšys, Invertus	Added latest updates, cryptocurrencies major update
V1.14	2022-02-14	Released	Nida Mickevičė, Invertus	Added latest functionalities of the module incl. GooglePay and MasterPass Payments
V1.15	2022-04-21	Released	Justas Vaitkus Invertus	Email Sending chapter updated regarding issues with PrestaShop 1.6

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2 DESCRIPTION

Saferpay - easy, flexible, secure - The comprehensive e-payment solution from Worldline (former SIX Payment Services) for easier and more secure payment in your online shop.

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are.

Use of the Saferpay PrestaShop requires the following:

- A corresponding license for the Saferpay module.
- The existence of a valid identification with a username and password for the Saferpay Backoffice.
- Respective API credentials for the Saferpay Live- and/or Test environment
- Availability of at least one active Saferpay terminal via which payment can be carried out and the associated
- Availability of Saferpay terminal number (Terminal ID parameter) and Saferpay customer number (Customer_ID parameter).
- Availability of valid acceptance agreement for credit cards or other payment methods.

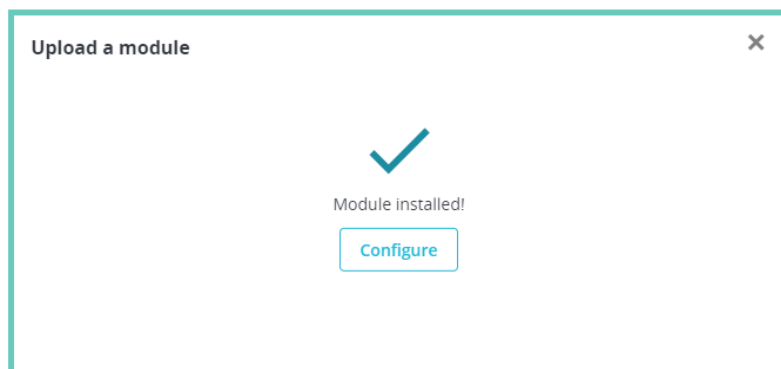
3 INSTALLATION GUIDE

3.1 PRESTASHOP WAY

- Log into Backoffice.
- Navigate to Modules -> Modules manager menu
- Click on Upload a module button, dialog box will appear

 Upload a module

- Drag & drop saferpayofficial.zip file in to Upload a module dialog.
- You will receive **Module installed!** success message:



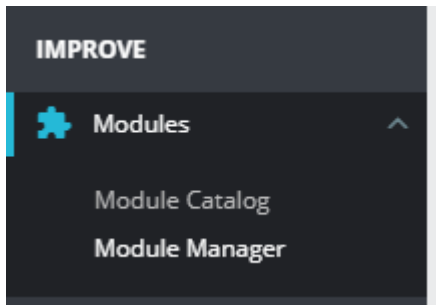
3.2 FTP WAY

- Download saferpayofficial.zip file to your computer
- Extract it
- Upload Saferpay folder into PrestaShop modules directory
- Log into Backoffice
- Navigate to Modules -> Modules Catalog menu
- Type module name in the search.
- Hit the Install button to finish installation

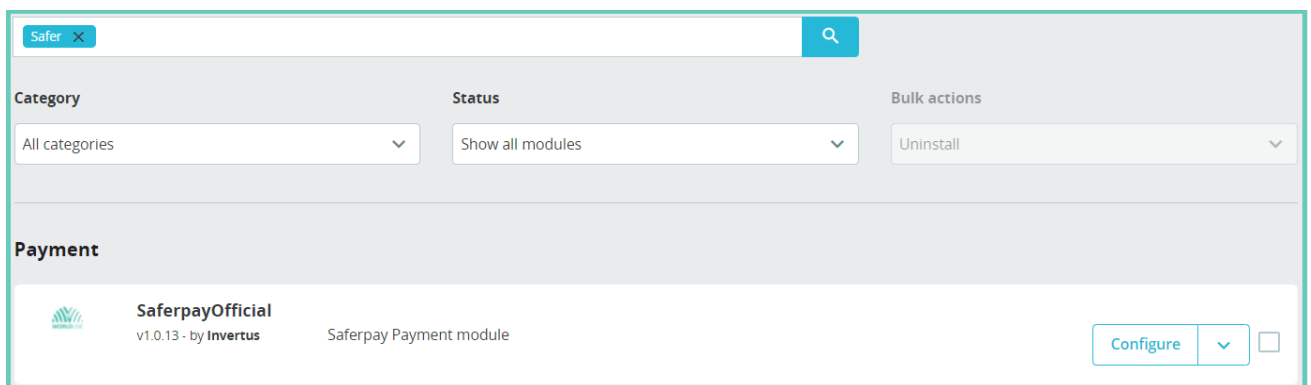
3.3 HOW TO FIND THE MODULE

After installation you will be able to go to configure straight from pop-up, however if you want to come back later there will not be pop-up.

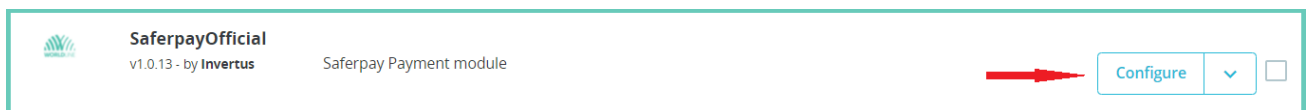
To find Saferpay module go to Modules -> Module manager



Type “Saferpay” in the search field at the top of Module manager page



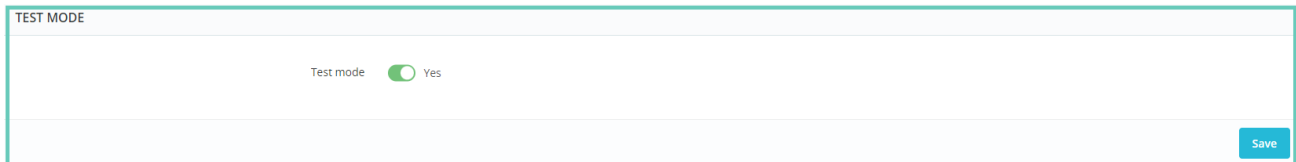
Click “Configure” to access module settings



4 SETTINGS TAB

Settings page is divided into five separate blocks. Let's discuss each block individually.

4.1 TEST MODE



TEST MODE

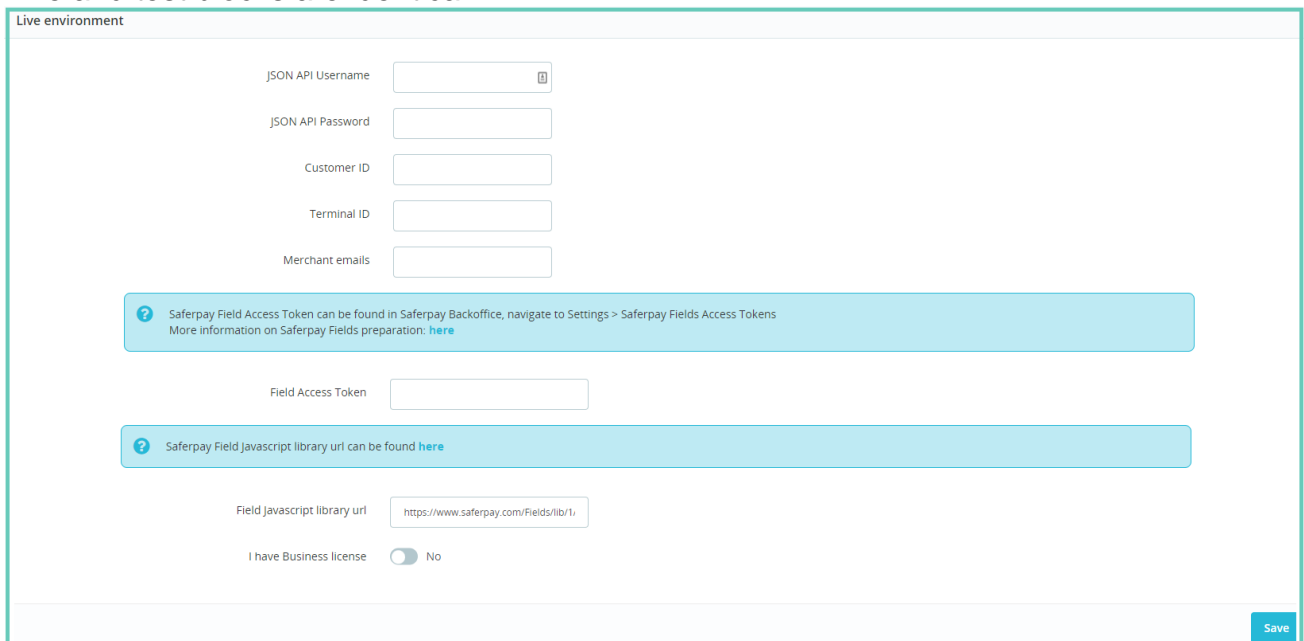
Test mode ☒ Yes

Save

Test mode block consists only of one button. This button will allow merchant quickly switch between live and testing environment if the need occurs. By default, test mode is set to YES, so don't forget to set it OFF when launching the shop.

4.2 LIVE/TEST

Live and test blocks are identical.



Live environment

JSON API Username

JSON API Password

Customer ID

Terminal ID

Merchant emails

? Saferpay Field Access Token can be found in Saferpay Backoffice, navigate to Settings > Saferpay Fields Access Tokens
More information on Saferpay Fields preparation: [here](#)

Field Access Token

? Saferpay Field Javascript library url can be found [here](#)

Field Javascript library url

I have Business license ☐ No

Save

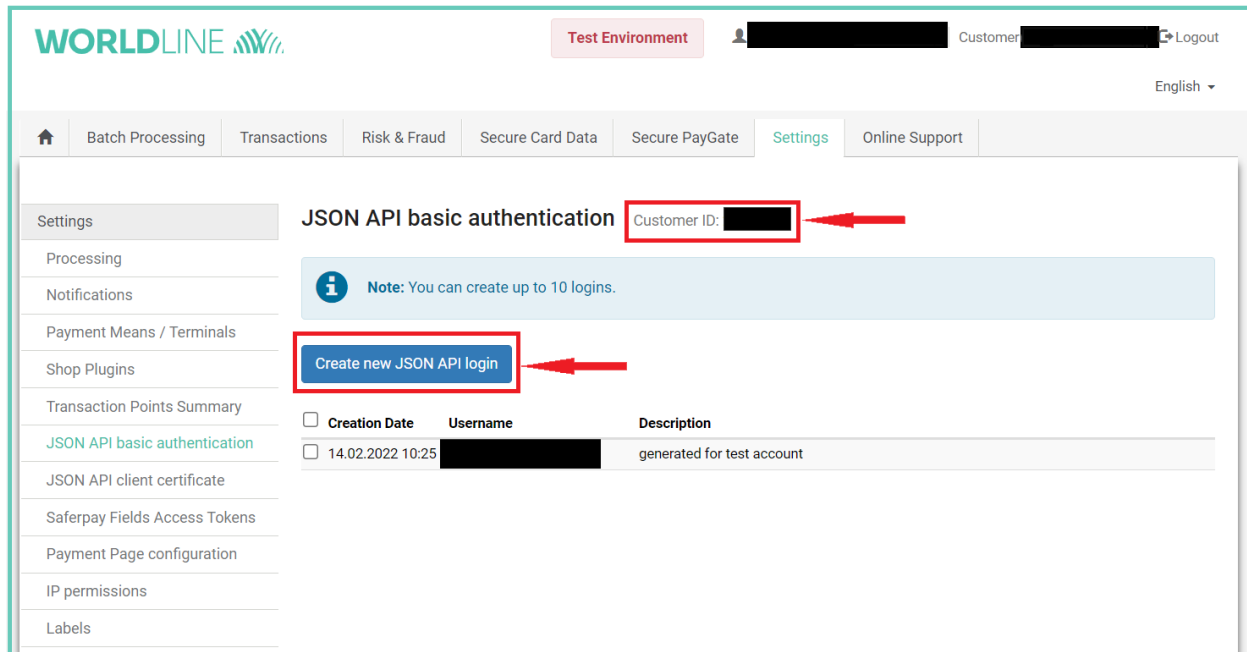
Live block has information regarding live environment.


Test block has information regarding test environment. To get access information for live environment you have to [request an offer here](#). To get access information to test account please follow this [link](#).



Public

To get JSON API username and password you have to login to Saferpay management interface and go to Settings -> JSON API basic authentication or follow this link

<https://test.saferpay.com/BO/Settings/JsonApiLogin> :



WORLDLINE 

Test Environment  Customer  Logout

English ▾

Batch Processing Transactions Risk & Fraud Secure Card Data Secure PayGate Settings Online Support

Settings

Processing

Notifications

Payment Means / Terminals

Shop Plugins

Transaction Points Summary

JSON API basic authentication

JSON API client certificate


Saferpay Fields Access Tokens


Payment Page configuration

IP permissions

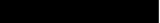
Labels

JSON API basic authentication

Customer ID: 

 **Note:** You can create up to 10 logins.

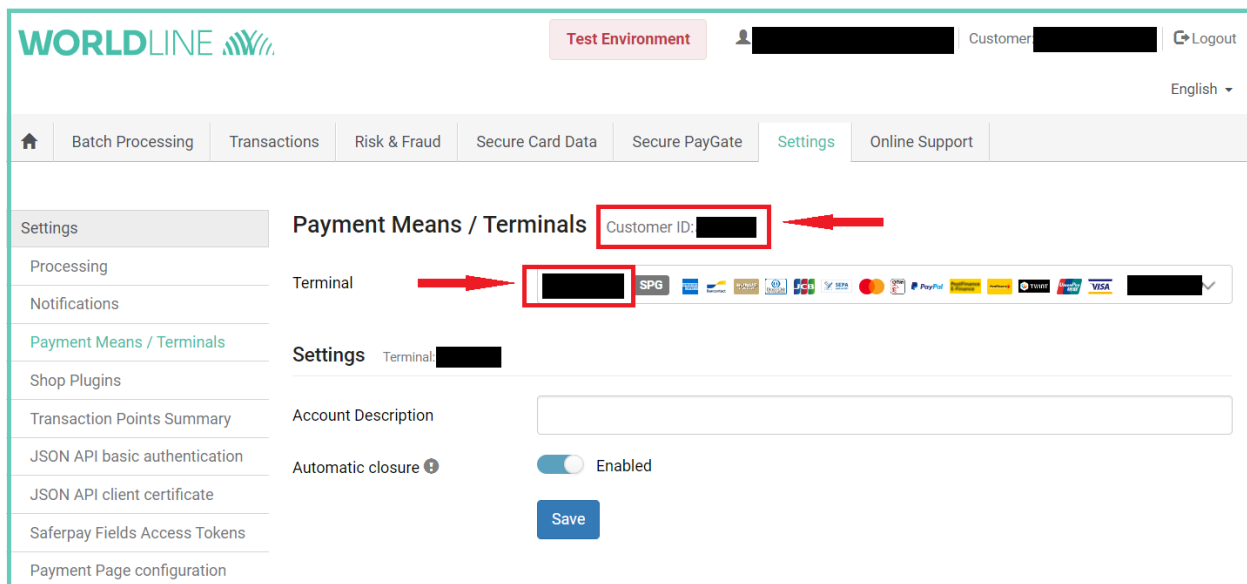
Create new JSON API login


<input type="checkbox"/> Creation Date	Username	Description
<input type="checkbox"/> 14.02.2022 10:25		generated for test account



Click “Create new Json API login” to generate login information for API

You can also see Customer ID in the same page.

To get terminal ID, you need to go to Settings -> Payment means / Terminals or follow this link <https://test.saferpay.com/BO/Settings/Terminal> :



WORLDLINE 

Test Environment  Customer  Logout

English ▾

Batch Processing Transactions Risk & Fraud Secure Card Data Secure PayGate Settings Online Support

Settings

Processing

Notifications

Payment Means / Terminals

Shop Plugins

Transaction Points Summary


JSON API basic authentication



JSON API client certificate


Saferpay Fields Access Tokens

Payment Page configuration


Payment Means / Terminals

Customer ID: 

Terminal  SPG 

Settings Terminal: 

Account Description

Automatic closure  ☒ Enabled

Save

In this menu item you can see Customer ID and right below it you can see your Terminal ID.

Saferpay has two licenses:

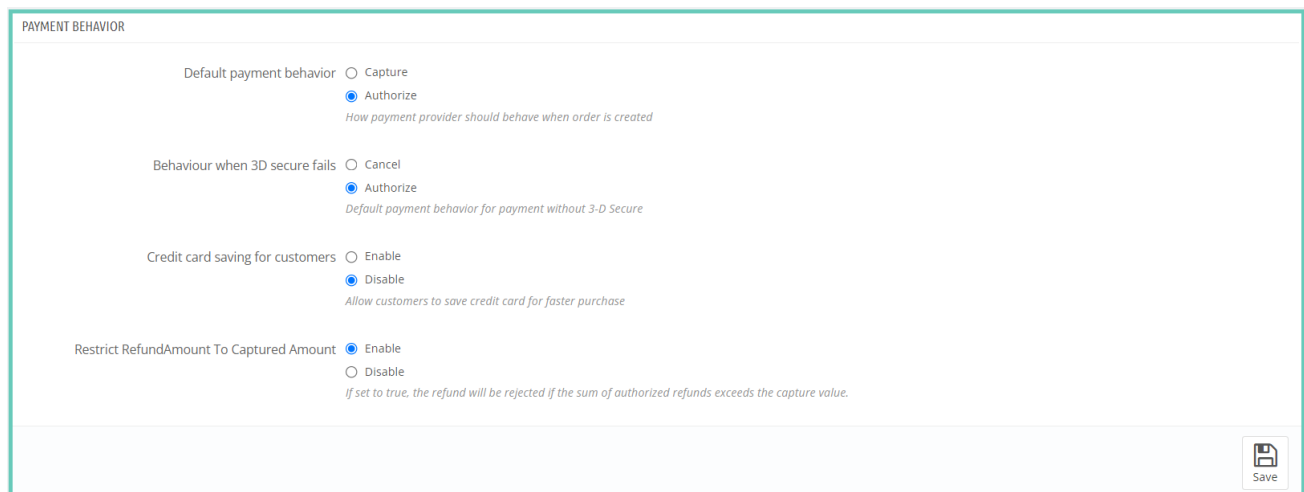
- Saferpay E-Commerce
- Saferpay Secure PayGate

Which one should you get? Saferpay E-Commerce covers basic needs of every merchant. Saferpay Business provides additional functionality such as: refunds via PrestaShop, order management and Secure Data Storage for the buyers.

In case you are using Saferpay Business without the corresponding license, the API will throw an error.

If you have Business license you should set “I have Business license” to YES.

4.3 SETTING



The screenshot shows the 'PAYMENT BEHAVIOR' settings page. It contains four sections, each with radio button options and a descriptive subtitle:

- Default payment behavior**: Options are 'Capture' and 'Authorize' (selected). Subtitle: 'How payment provider should behave when order is created'.
- Behaviour when 3D secure fails**: Options are 'Cancel' and 'Authorize' (selected). Subtitle: 'Default payment behavior for payment without 3-D Secure'.
- Credit card saving for customers**: Options are 'Enable' and 'Disable' (selected). Subtitle: 'Allow customers to save credit card for faster purchase'.
- Restrict RefundAmount To Captured Amount**: Options are 'Enable' (selected) and 'Disable'. Subtitle: 'If set to true, the refund will be rejected if the sum of authorized refunds exceeds the capture value.'

A 'Save' button is located in the bottom right corner of the settings area.

Default payment behavior – how payment provider should behave when order is created. There are two options:

- Capture – automatically capture the amount in the order. Default. Keep in mind that automatic capture in some countries can be against the law.
- Authorize – payment will be authorized, but merchant will have to capture manually.

Behavior when 3-D Secure fails - how payment provider should behave when payment fails to provide 3-D Secure verification. There are two options:

- Cancel – payment will not be accepted. Default.
- Authorize – payment will be authorized, but merchant will have to capture manually. By capturing merchant takes full responsibility on himself.

Credit card saving for customers – add options of secure data storage for faster checkout for the buyer. You can disable it if it confuses your customers.

Restrict refund amount to captured amount reject refund if the sum of authorized refunds exceeds the capture value if set to Enable. You can disable this order refund setting.

Saferpay Fields settings can be changed with possibility to show custom payment form template

4.4 STYLING

If default Saferpay look doesn't fit your website, there are two options how you can change it.

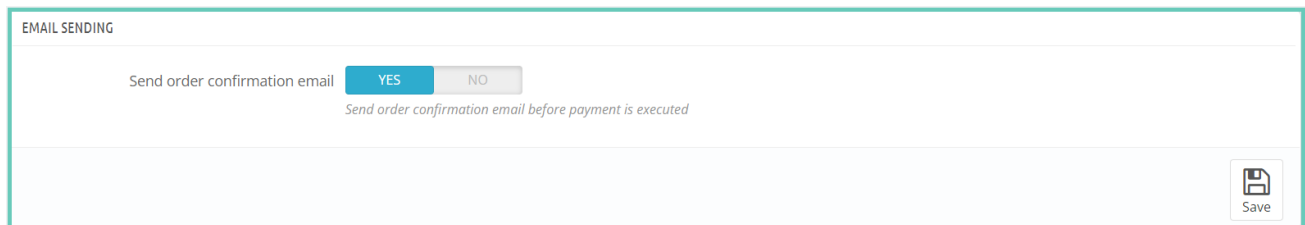
In your Saferpay account there is a possibility to create custom design of payment page with dedicated tools. If you do that, please enter the name of custom design you have created, and it will be loaded in the next checkout session.

In Saferpay Backoffice. See „Settings > Payment Page Configuration “. Note, that it has only limited styling-options, for merchants, that do not want, or cannot deal with CSS.

Another option would be to provide link to your CSS style file, which will be loaded in the next checkout session.

There are, however, some limitations. Information about CSS-Styling can be found here: <https://docs.saferpay.com/home/integration-guide/iframe-integration-and-css#using-css>

4.5 EMAIL SENDING



EMAIL SENDING

Send order confirmation email ☒ YES ☐ NO

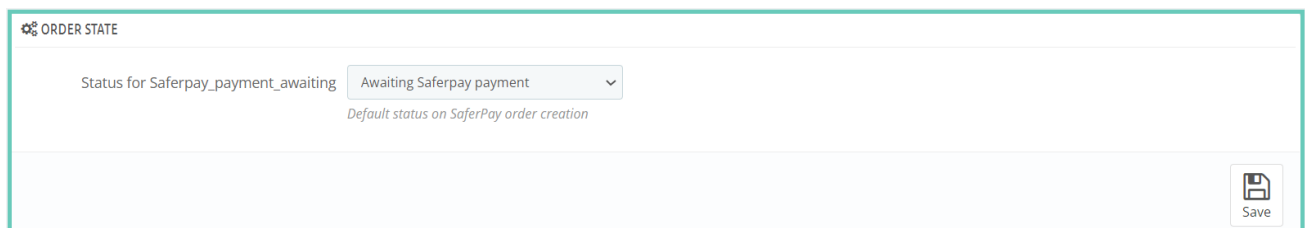
Send order confirmation email before payment is executed

Save

In PrestaShop 1.7 Email sending settings are controlled by only one button. Send order confirmation email, send order confirmation email before payment is executed when set to YES. The email will not be sent if set to NO.

NOTE: PrestaShop 1.6 does not have the same functionality as PrestaShop 1.7, and the function required to send confirmation emails via the SaferPay module is currently not available for the older 1.6 version. The order confirmation email feature is disabled by default and would not work.

4.6 ORDER STATE



ORDER STATE

Status for Saferpay_payment_awaiting

Default status on SaferPay order creation

Save

Order state setting allow to choose status for Saferpay payment awaiting in drop down menu. This status will be default status on SaferPay order creation.

5 PAYMENTS TAB

Payments tab displays all possible payments: Alipay, American Express, Bancontact, BonusCard, Diners Club, Direct Debit (ELV), Eprzelew, Eps, Giropay, iDEAL, Invoice, JCB, Maestro, Mastercard, MyOne, PayPal, Paydirekt, Postcard, PostFinance, Sofort, Twint, UnionPay, Visa, V PAY, ApplePay, Klarna, Crypto Payments. Not all payment will be in your contract so be careful selecting which ones to enable and which ones leave out.

	Enabled	Show logos	Show custom form	Countries	Currencies
All payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All X	All X
Lastschrift	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		All X	All X
VISA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All X	All X
MasterCard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		All X	All X

You can choose if plain text or showing payment logos suits better to your design.

Some payment methods might support only a few or one specific country, so you have to set correct countries to each payment if you don't want your customers to be disappointed when they will not be able to accomplish payment with their desired payment option.

If you have only one currency you can set it to "All", however if you have five or more different currencies some payments might not support all the currencies so, choose accordingly.

"In the back office we've added possibility to change Awaiting Saferpay Payment default order state" + "safer"

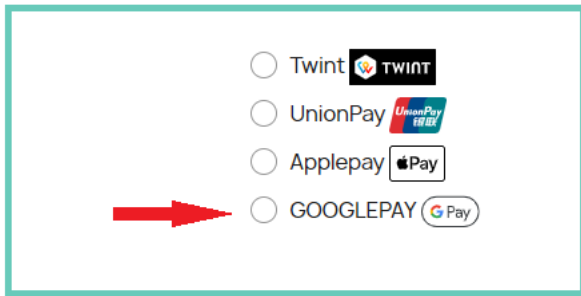
- Awaiting bank wire payment
- Awaiting Cash On Delivery validation
- Awaiting check payment
- Awaiting Saferpay payment**
- Canceled
- Delivered
- On backorder (not paid)

GooglePay and MasterPass payment options are now added, and can be enabled in the back office, to be seen and used in the front office.

Public


☐

Twint




☐

UnionPay




☐

Applepay



☒

GOOGLEPAY

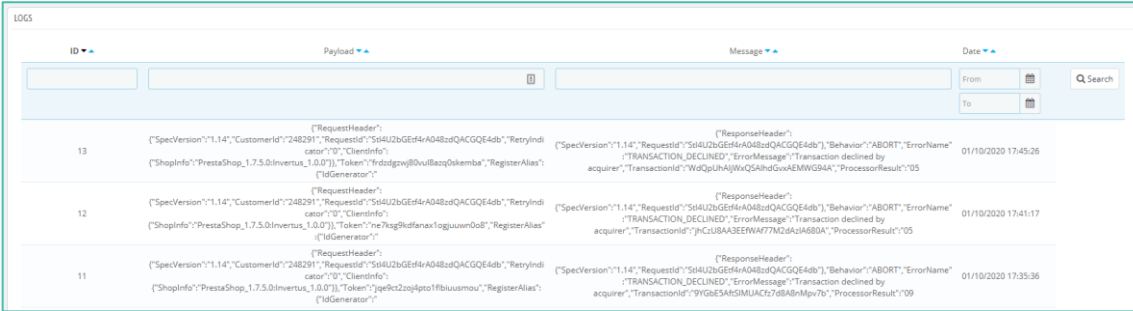


TWINT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	<input type="text" value="x"/>
UnionPay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	<input type="text" value="x"/>
Klarna	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	<input type="text" value="x"/>
APPLEPAY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	<input type="text" value="x"/>
GOOGLEPAY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="All"/>	<input type="text" value="x"/>

Buyer will see the list of all enabled payments in Saferpay as if they were independent payment providers.

6 LOGS

The third tab in the module is Logs.



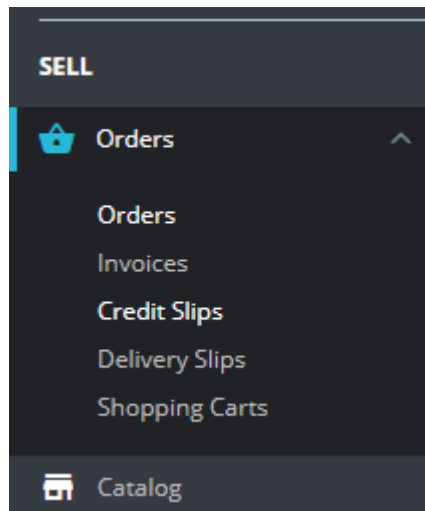
ID	Payload	Message	Date
13	("RequestHeader": {"SpecVersion":"1.14","CustomerId":"248291","RequestId":"564U2bG6sf4rA048zdQACQGQ64db","RetryIndi cator":"0","ClientInfo": {"ShopInfo":{"PrestaShop_1.7.5.0:Invertus_1.0.0"},"Token":"n7d0gpyj80vulBazq0skemba","RegisterAlias": {"IdGenerator": 	("ResponseHeader": {"SpecVersion":"1.14","RequestId":"564U2bG6sf4rA048zdQACQGQ64db"},"Behavior":"ABORT","ErrorName" :":TRANSACTION_DECLINED","ErrorMessage":"Transaction declined by acquirer","TransactionId":"WdQpUHAjWQ5AhdGuxAEMWG94A","ProcessorResult":"05	01/10/2020 17:45:26
12	("RequestHeader": {"SpecVersion":"1.14","CustomerId":"248291","RequestId":"564U2bG6sf4rA048zdQACQGQ64db","RetryIndi cator":"0","ClientInfo": {"ShopInfo":{"PrestaShop_1.7.5.0:Invertus_1.0.0"},"Token":"n7d0gpyj80vulBazq0skemba","RegisterAlias": {"IdGenerator": 	("ResponseHeader": {"SpecVersion":"1.14","RequestId":"564U2bG6sf4rA048zdQACQGQ64db"},"Behavior":"ABORT","ErrorName" :":TRANSACTION_DECLINED","ErrorMessage":"Transaction declined by acquirer","TransactionId":"jHCU8AA3EERW477M2dAkiA680A","ProcessorResult":"05	01/10/2020 17:41:17
11	("RequestHeader": {"SpecVersion":"1.14","CustomerId":"248291","RequestId":"564U2bG6sf4rA048zdQACQGQ64db","RetryIndi cator":"0","ClientInfo": {"ShopInfo":{"PrestaShop_1.7.5.0:Invertus_1.0.0"},"Token":"jpe9cx2zop4pto1fbkuusmou","RegisterAlias": {"IdGenerator": 	("ResponseHeader": {"SpecVersion":"1.14","RequestId":"564U2bG6sf4rA048zdQACQGQ64db"},"Behavior":"ABORT","ErrorName" :":TRANSACTION_DECLINED","ErrorMessage":"Transaction declined by acquirer","TransactionId":"9YG8E5AR5IMUJCh7d8A8nMpv7b","ProcessorResult":"09	01/10/2020 17:35:36

Logs contains error messages from API. If required by the Safepay Support Team, you will have to provide the line of the log for specific incident time.

7 ORDER MANAGEMENT

7.1 ORDERS

If you go to Orders -> Orders



You will see a lot of orders with various statuses.

ORDERS (388)									
ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	PDF
388	PJOQWVBXY	No	Germany	I. Saferpay	€23.14	MASTERCARD	Awaiting SaferPay payment	01/27/2020 13:38:13	View
387	PGMEBISUN	No	Germany	I. Saferpay	€23.14	MASTERCARD	Awaiting SaferPay payment	01/27/2020 13:28:49	View
386	WQRBQCQSVF	No	Germany	P. Jansen	€31.61	VISA	Payment completed by Saferpay	01/27/2020 11:26:38	View
385	UAZAJMSFP	No	Germany	P. Jansen	€43.22	VISA	Order authorization failed by SaferPay	01/27/2020 11:26:00	View
384	RXIGYLRHW	No	Germany	P. Jansen	€43.22	MASTERCARD	Awaiting SaferPay payment	01/27/2020 11:25:06	View
383	CEKTABXS	No	Germany	P. Jansen	€35.09	VISA	Payment completed by Saferpay	01/27/2020 11:12:30	View
382	QGSGLTYDV	No	Germany	P. Jansen	€78.31	IDEAL	Payment completed by Saferpay	01/27/2020 11:11:18	View

Click "View" to see more information about the order and/or perform other actions.

7.2 CAPTURE PAYMENT

If in the settings "Default payment behavior" is set to "Capture", you don't need to do anything. Payments will be captured automatically by the system.

However, if in the settings "Default payment behavior" is set to "Authorize", you will have to capture payments manually.

Public

In order list you will see orders with status “Payment authorized by Saferpay”, these orders will need be captured manually.

To capture the order open the order of your choice and scroll down to Saferpay block.

SAFERPAY

CAPTURE **CANCEL THIS ORDER**

Transaction details:

Authorisation Amount: 35.09	Transaction authorized: No	Transaction paid: AUTHORIZED
Refunded Amount: 0	Card expiry date: 2021/1	Payment ID: K230CCAvEwWbUAC4UnUMbpKzlr2b
Currency: EUR	Transaction uncertain: 0	Liability entity: ThreeDs
	Brand: VISA	Is Payment safe: 1
	Payment Method: VISA	Card number: xxxx xxxx xxxx 0004
		Canceled: No

You will see to actions: “Capture” and “Cancel the order” and all information related to authorized transaction.

Click “Capture” to capture the order.

7.3 CANCEL THE ORDER

Only authorized, but not captured orders can be cancelled. Captured orders can be refunded, but not cancelled.

In order list you will see orders with status “Payment authorized by Saferpay”, these orders can be cancelled.

To cancel the order open the order of your choice and scroll down to Saferpay block.

SAFERPAY

CAPTURE **CANCEL THIS ORDER**

Transaction details:

Authorisation Amount: 35.09	Transaction authorized: No	Transaction paid: AUTHORIZED
Refunded Amount: 0	Card expiry date: 2021/1	Payment ID: K230CCAvEwWbUAC4UnUMbpKzlr2b
Currency: EUR	Transaction uncertain: 0	Liability entity: ThreeDs
	Brand: VISA	Is Payment safe: 1
	Payment Method: VISA	Card number: xxxx xxxx xxxx 0004
		Canceled: No

You will see to actions: “Capture” and “Cancel the order” and all information related to authorized transaction.

Click “Cancel the order” button to cancel the order.

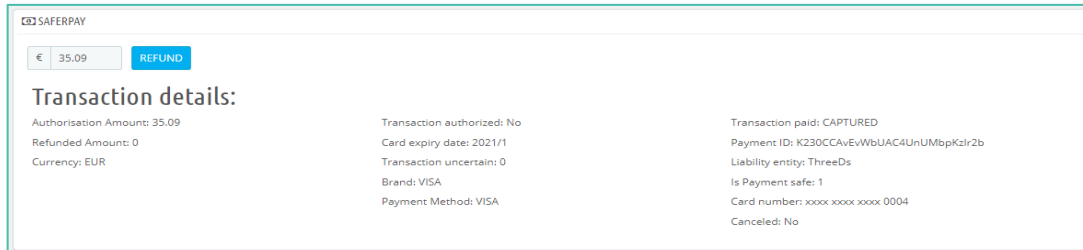
7.4 REFUND PAYMENT

Only captured transactions can be refunded.

In order list you will see orders with status “Payment completed by Saferpay”, these orders can be refunded.

Public

To refund the order open the order and scroll down to Saferpay block.



The screenshot shows the Saferpay interface for a refund. At the top left, there is a 'SAFERPAY' logo. Below it, on the left, is an input field containing '€ 35.09' and a blue 'REFUND' button. To the right of the input field, the text 'Transaction details:' is followed by three columns of transaction information.

Transaction details:		
Authorisation Amount: 35.09	Transaction authorized: No	Transaction paid: CAPTURED
Refunded Amount: 0	Card expiry date: 2021/1	Payment ID: K230CCAvEwBUAC4UnUMbpKtIr2b
Currency: EUR	Transaction uncertain: 0	Liability entity: ThreeDs
	Brand: VISA	Is Payment safe: 1
	Payment Method: VISA	Card number: xxxxx xxxxx xxxxx 0004
		Canceled: No

You will see input field with prefilled full amount of the order and all information related to captured transaction.

Input field allows you to perform partial refunds, just enter the amount you want to refund and click the button. If you want to do full refund, you don't need to edit anything, just click "Refund" button. It's not possible to refund more than the total order amount or amount lower than zero.

8 E-SHOP CUSTOMER EXPERIENCE

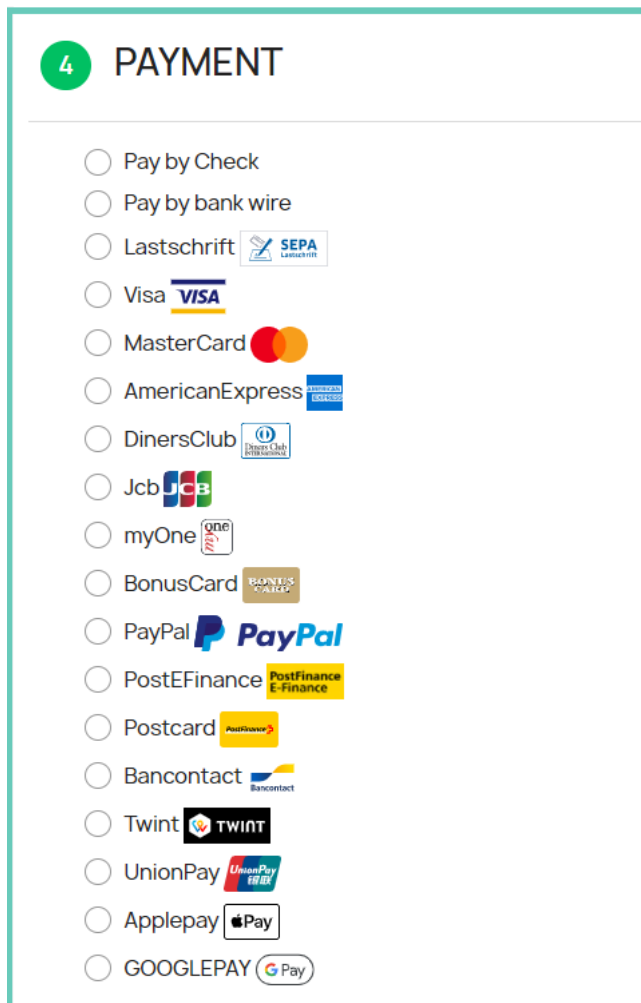
Buyer will see the list of all enabled payments in Saferpay as if they were independent payment providers:


4


PAYMENT


☐ Pay by Check


☐ Pay by bank wire


☐ Lastschrift 


☐ Visa 


☐ MasterCard 


☐ AmericanExpress 


☐ DinersClub 


☐ Jcb 


☐ myOne 


☐ BonusCard 


☐ PayPal 


☐ PostEFinance 


☐ Postcard 

☐ Bancontact 

☐ Twint 

☐ UnionPay 

☐ Applepay 

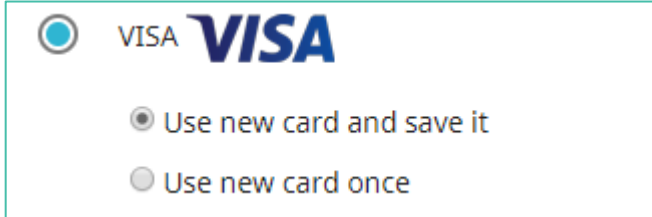
☐ GOOGLEPAY 

8.1 CHECKOUT

In the checkout process buyer will encounter Saferpay module only in the last step. Buyer will see the list of all enabled payments in Saferpay as if they were independent payment providers. However, after confirmation everything will go to the same API.

If *Secure data storage* is enabled by the merchant, buyer will see additional options when selecting credit card provider like Visa.

Public

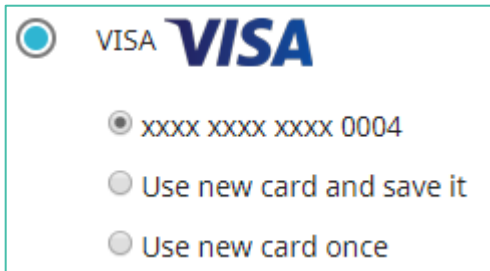


☒ VISA **VISA**

☒ Use new card and save it

☐ Use new card once

If buyer will choose first option - „*Use new card and save it*“ – his card will be saved after successful transaction. Next time buyer wants to checkout, options will be a bit different:



☒ VISA **VISA**

☒ xxxx xxxx xxxx 0004

☐ Use new card and save it

☐ Use new card once

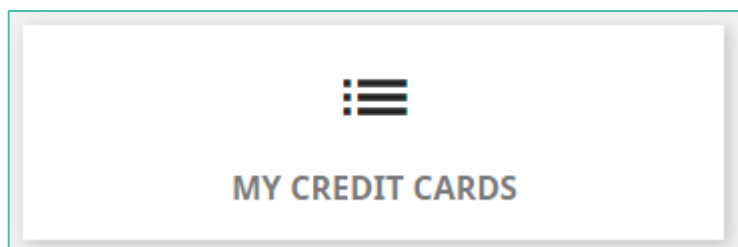
Please keep in mind that in case of unsuccessful transaction credit card will not be stored.

If merchant chooses second option – “*Use new card once*”, his credit card data will not be stored.

8.2 CREDIT CARD MANAGEMENT


Please keep in mind that this option only available if Secure Card Data is enabled by the merchant.

If buyer would go to his account, he will see a button:



Public

When clicked, it will display a list with all clients' credit cards and ability to remove them.

My credit cards					
	Credit card	Added date	Valid till	Card	Action
	VISA	2019-12-27 17:04:52	2022-09-22	xxxx xxxx xxxx 0004	Remove

8.3 CRYPTO PAYMENTS

Selecting crypto payments as a payment method will allow you to pay for the product with Ethereum or Bitcoin.

Total amount

CHF 23.14



Offer

PrestaShop payment

Merchant

test
test
1 45454
Lithuania
marius.gudauskis@invertus.eu
+864722756

WL Crypto Payments
Simulator



E-Mail:

[Pay with Crypto Currency](#)

Refunding Crypto:

When an order made with crypto is completed, and the user wants to refund it, the status gets changed to - pending refund.

Then the user receives an email, confirms it, and directs where the refund should be processed to. When we receive the approval, from pending refund the status changes to refunded.

9 SUPPORT CONTACTS

Do you have questions or a technical problem? Our specialized service teams can provide you with expert information. Here you will find the direct telephone numbers, e-mail addresses and service times for all teams: <https://www.six-payment-services.com/en/site/e-commerce-developer/logins.html>