

# **USER GUIDE SAFERPAY MODULE FOR PRESTASHOP 1.6 AND 1.7**

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# 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

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# Table of contents

Public

1	ABOUT DOCUMENT .....	2
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 .....	10
4.4	Styling.....	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 .....	19
8.2	Credit card management .....	19
8.3	Crypto Payments .....	20
9	SUPPORT CONTACTS.....	22

## 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 (CustomerId parameter).
- Availability of valid acceptance agreement for credit cards or other payment methods.

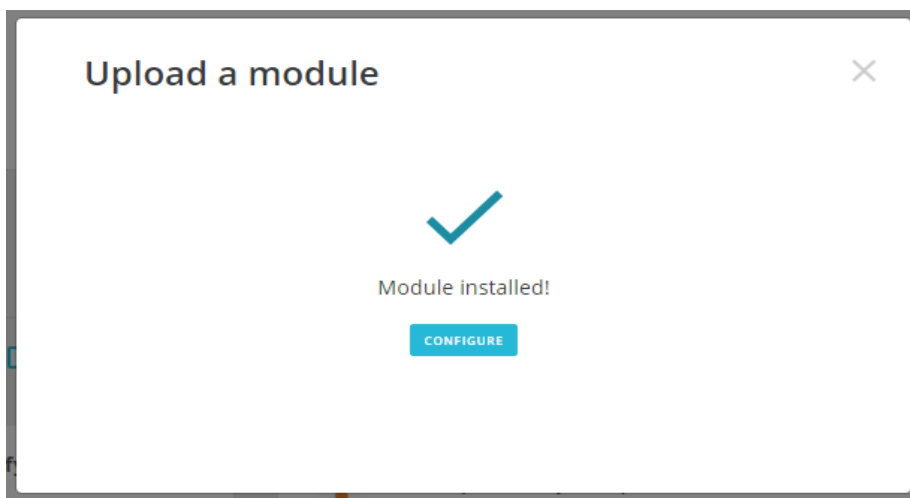
## 3 INSTALLATION GUIDE

### 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

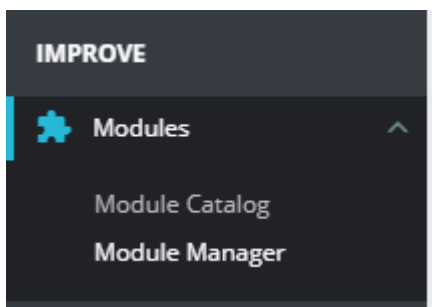
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- Log into Backoffice
- Navigate to Modules -> Modules Catalog menu
- Type module name in the search.
- Hit the Install button to finish installation

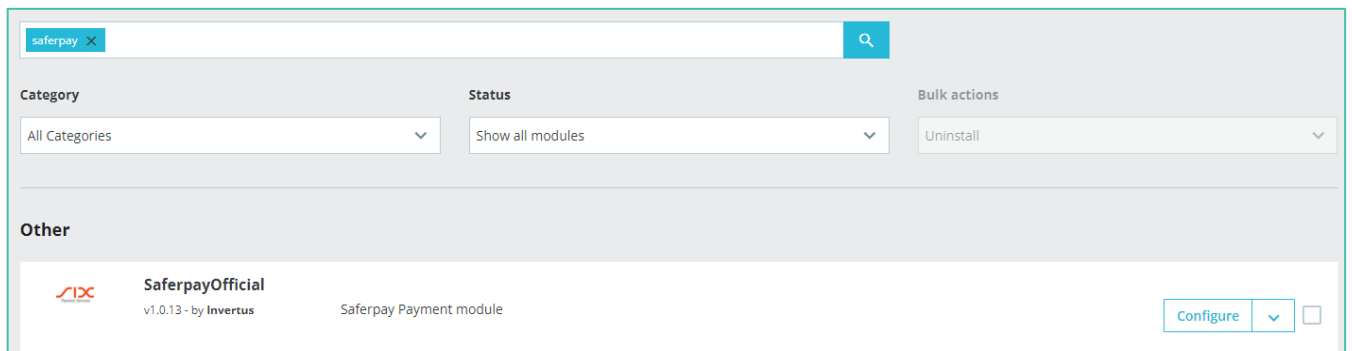
### 3.3 HOW TO FIND THE MODULE

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



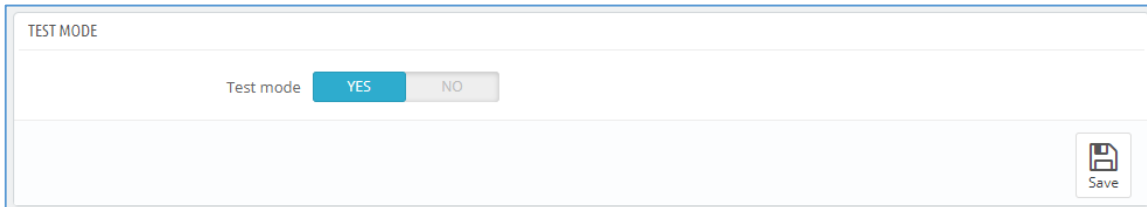
Click “Configure” to access module settings



## 4 SETTINGS TAB

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

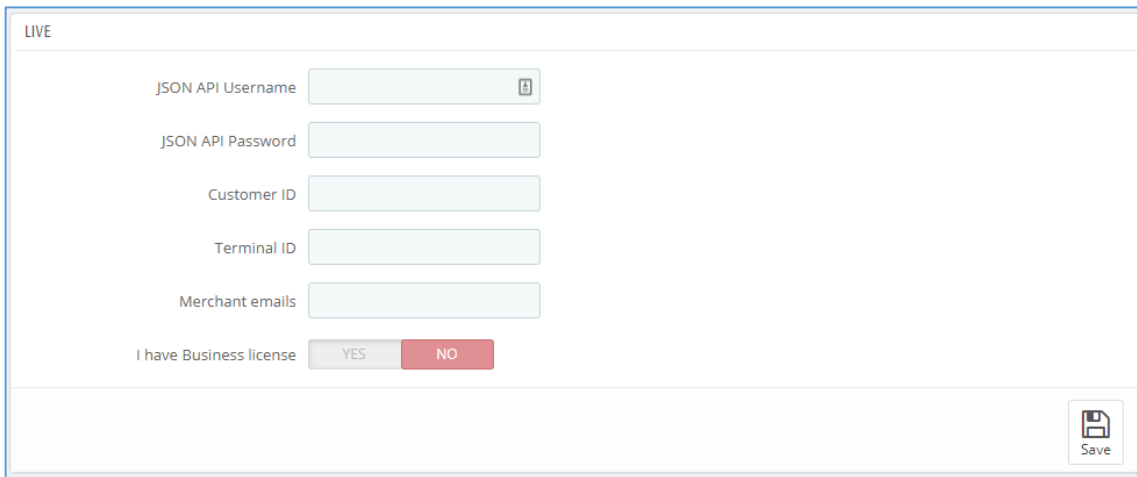
### 4.1 TEST MODE



Test mode 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.

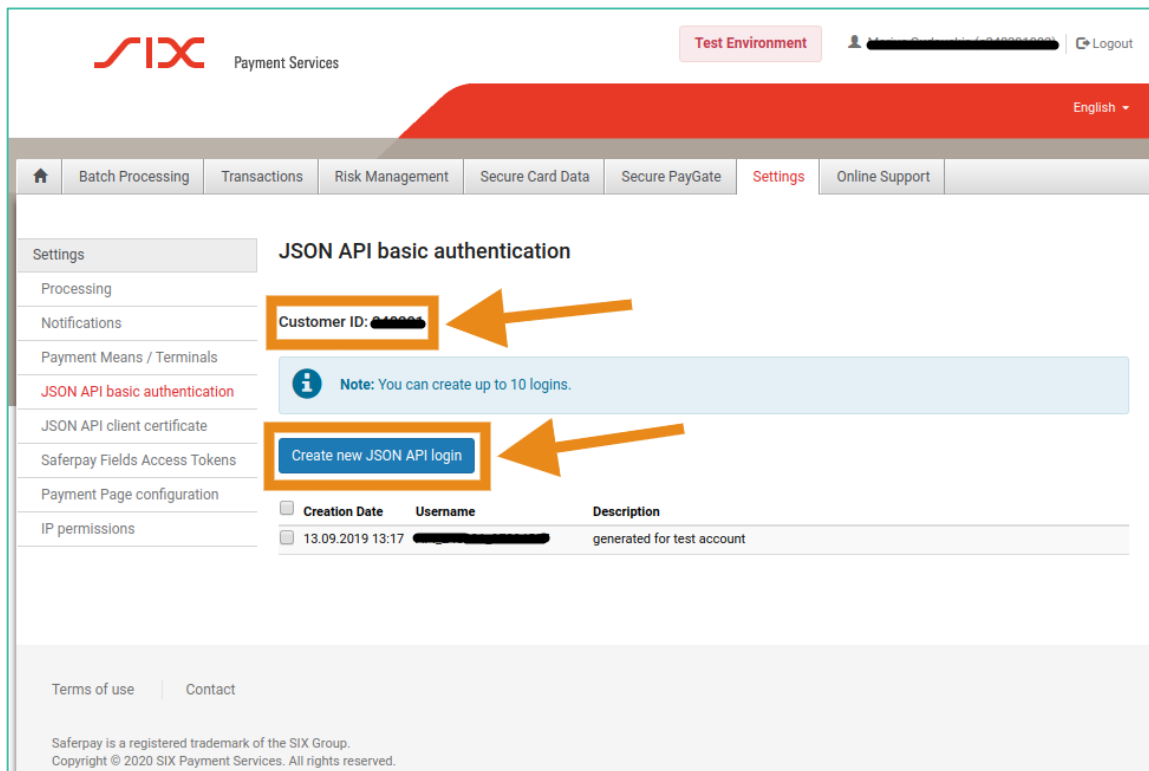


Live block has information regarding live environment.

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](#).

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> :

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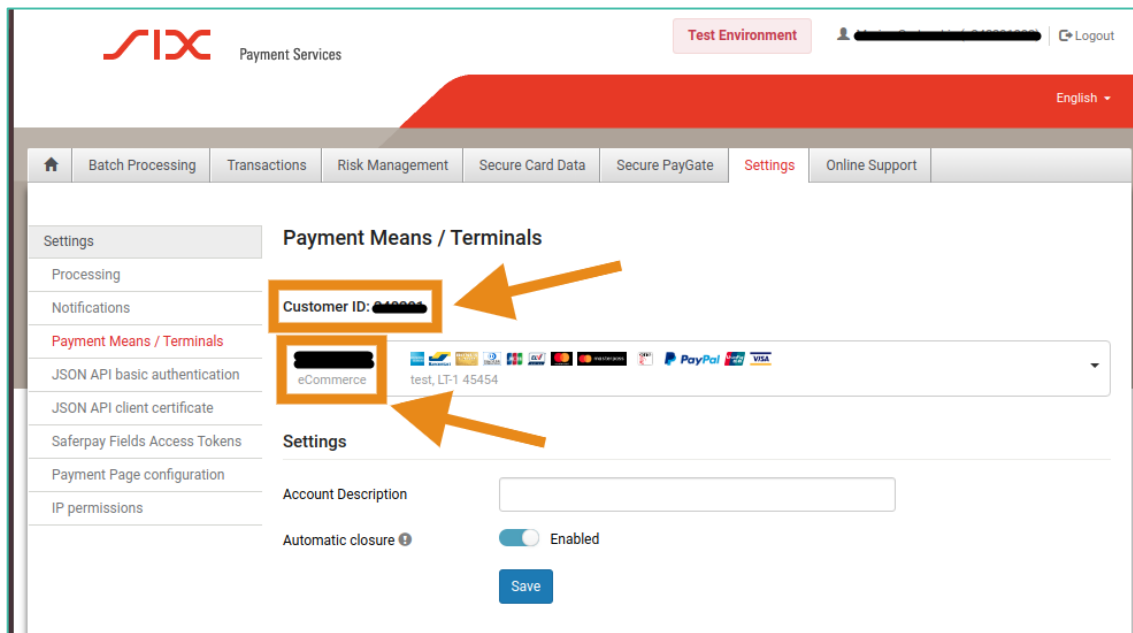
Click “Create new Json API login” to generate login information for API

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> :



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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 Business

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

Default payment behaviour – 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.

Behaviour 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.

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>

## 5 PAYMENTS TAB

Payments tab displays all possible payments: Alipay, American Express, Bancontact, Diners Club, Direct Debit (ELV), e-przelew, eps, giropay, iDEAL, Invoice, JCB, Maestro, Mastercard, myOne, PayPal, paydirekt, Postcard, PostFinance, Sofort, TWINT, UnionPay, Visa, V PAY, 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	Countries	Currencies
All payments	<input type="checkbox"/>	<input type="checkbox"/>	All ✕	All ✕
ALIPAY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All ✕	All ✕
AMEX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All ✕	All ✕
BANCONTACT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All ✕	All ✕

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.

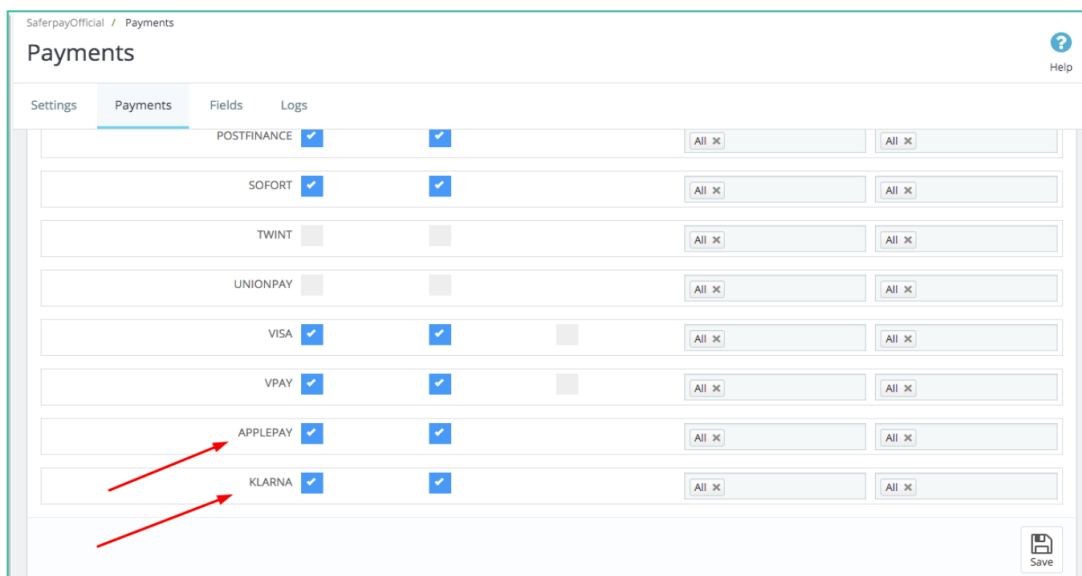
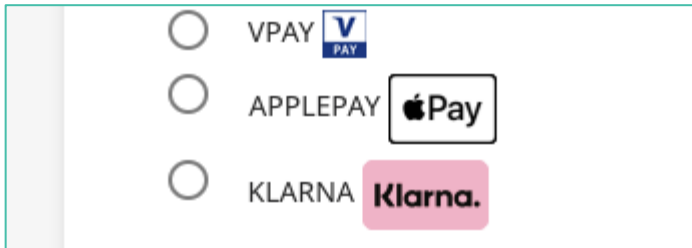
If you have only one currency you can set it to "All", however if you have five or more different currencies some payments might not support all the currencies so, choose accordingly.

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

	Average Order Value	Net Profit per Visit
€0	Awaiting Cash On Delivery validation	€0.00 30 DAY
	Awaiting check payment	
	<b>Awaiting Saferpay payment</b>	
	Canceled	
	Delivered	
	On backorder (not paid)	

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"ApplePay and Klarna payment options are now added, and can be enabled in the back office, to be seen and used in the front office" + "Apple-Klarna" ir "Apple-Klarna-Fo"



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.

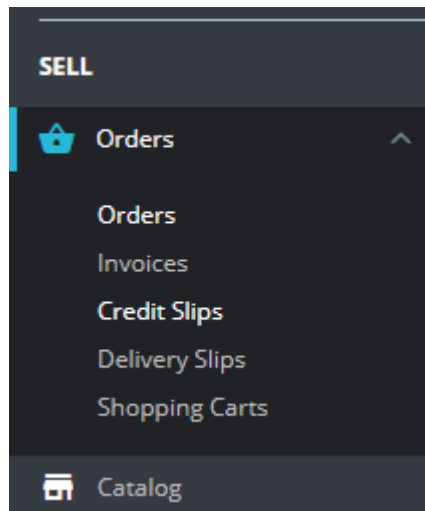
ID	Payload	Message	Date
13	("RequestHeader": {"SpecVersion":"1.14","CustomerId":"248291","RequestId":"564U2bG6sf4rA048zdQACQGQ64db","RetryIndi- cator":"0","ClientInfo": {"ShopInfo":{"PrestaShop_1.7.5.0:Invertus_1.0.0"},"Token":"n7dsgvyl80vulBazq0skemba","RegisterAlias": {"IdGenerator":""}}	("ResponseHeader": {"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":"n7dsgvyl80vulBazq0skemba","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":"jpe9oz2zq4pto1fbkuusmou","RegisterAlias": {"IdGenerator":""}}	("ResponseHeader": {"SpecVersion":"1.14","RequestId":"564U2bG6sf4rA048zdQACQGQ64db"},"Behavior":"ABORT","ErrorName": ":TRANSACTION_DECLINED","ErrorMessage":"Transaction declined by acquirer","TransactionId":"9YG8E5AR5IMU4Ch7d8A8nMpv7b","ProcessorResult":"09"	01/10/2020 17:35:36

Logs contains error messages from API. If required by the Saferpay 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	<a href="#">View</a>
387	PGMEBISUN	No	Germany	I. Saferpay	€23.14	MASTERCARD	Awaiting SaferPay payment	01/27/2020 13:28:49	<a href="#">View</a>
386	WQRBQCQSVF	No	Germany	P. Jansen	€31.61	VISA	Payment completed by Saferpay	01/27/2020 11:26:38	<a href="#">View</a>
385	UAZAJMSFP	No	Germany	P. Jansen	€43.22	VISA	Order authorization failed by SaferPay	01/27/2020 11:26:00	<a href="#">View</a>
384	RXIGYLRHW	No	Germany	P. Jansen	€43.22	MASTERCARD	Awaiting SaferPay payment	01/27/2020 11:25:06	<a href="#">View</a>
383	CEKTABXS	No	Germany	P. Jansen	€35.09	VISA	Payment completed by Saferpay	01/27/2020 11:12:30	<a href="#">View</a>
382	QGSGLTYDV	No	Germany	P. Jansen	€78.31	IDEAL	Payment completed by Saferpay	01/27/2020 11:11:18	<a href="#">View</a>

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

### 7.2 CAPTURE PAYMENT

If in the settings "Default payment behaviour" 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 behaviour" is set to "Authorize", you will have to capture payments manually.

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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

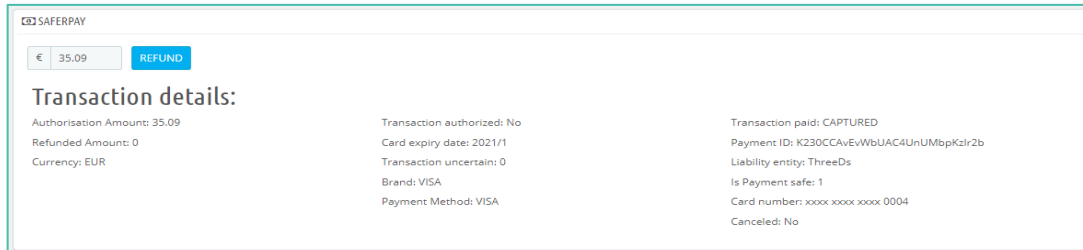
Only captured transactions can be refunded.

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



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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, there is a header with the Saferpay logo and a 'REFUND' button. Below this, the 'Transaction details:' section is displayed. It includes a table with three columns: 'Transaction authorized:', 'Transaction paid:', and 'Transaction uncertain:'. The 'Transaction authorized:' column shows 'No', 'Card expiry date: 2021/1', 'Transaction uncertain: 0', 'Brand: VISA', and 'Payment Method: VISA'. The 'Transaction paid:' column shows 'CAPTURED', 'Payment ID: K230CCAvEwBUAC4UnUMbpKtR2b', 'Liability entity: ThreeDs', 'Is Payment safe: 1', 'Card number: xxxxxx xxxxx 0004', and 'Canceled: No'. The 'Transaction uncertain:' column is empty.

Transaction authorized:	Transaction paid:	Transaction uncertain:
No	CAPTURED	
Card expiry date: 2021/1	Payment ID: K230CCAvEwBUAC4UnUMbpKtR2b	
Transaction uncertain: 0	Liability entity: ThreeDs	
Brand: VISA	Is Payment safe: 1	
Payment Method: VISA	Card number: xxxxxx 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:

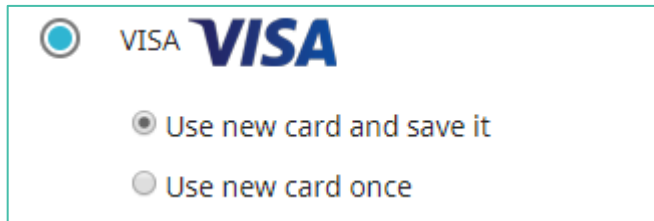
### 4 PAYMENT

- ☐ Alipay 
- ☐ Amex 
- ☐ Bancontact 
- ☐ Diners 
- ☐ Directdebit 
- ☐ Eprzelewy 
- ☐ Eps 
- ☐ Giropay 
- ☐ Ideal 
- ☐ Invoice  Invoice Simple
- ☐ Jcb 
- ☐ Maestro 
- ☐ Mastercard 
- ☐ Myone 
- ☐ PAYPAL 
- ☐ Paydirect 
- ☐ Postcard 
- ☐ Postfinance 
- ☐ Sofort 
- ☐ Twint 
- ☐ Unionpay 
- ☐ Visa 
- ☐ Vpay 
- ☐ Klarna 
- ☐ Cryptocurrencies 

## 8.1 CHECKOUT

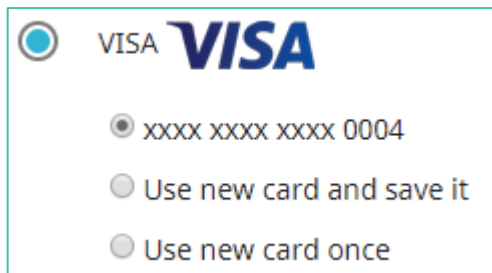
In the checkout process buyer will encounter Saferpay module only in the last step. Buyer will see the list of all enabled payments in Saferpay as if they were independent payment providers. However, after confirmation everything will go to the same API.

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



A screenshot of the Visa checkout interface. At the top, there is a Visa logo with a blue circle icon to its left. Below the logo, there are two radio button options: "Use new card and save it" (which is selected) and "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:



A screenshot of the Visa checkout interface after a successful transaction. At the top, there is a Visa logo with a blue circle icon to its left. Below the logo, there are three radio button options: "xxxx xxxx xxxx 0004" (which is selected), "Use new card and save it", and "Use new card once".

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

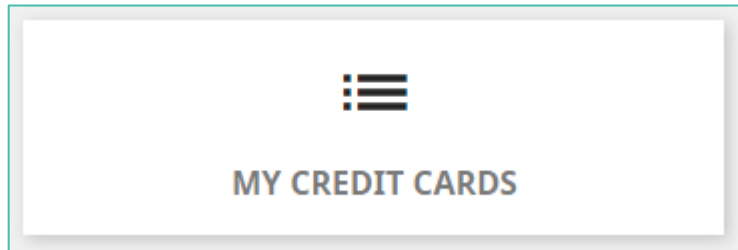
If merchant chooses second option – “*Use new card once*”, his credit card data will not be stored.

## 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:

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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	<a href="#">Remove</a>

## 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>