

# User Guide Saferpay Module for PrestaShop 1.6 and 1.7

Version 1.04

04.02.2020

# TABLE OF CONTENTS

<b>Table of contents .....</b>	<b>2</b>
<b>About document .....</b>	<b>3</b>
<b>Description .....</b>	<b>4</b>
<b>Installation guide .....</b>	<b>5</b>
PrestaShop way.....	5
FTP way .....	5
<b>How to find the module .....</b>	<b>6</b>
<b>Settings tab .....</b>	<b>7</b>
Test mode .....	7
Live/Test.....	7
Setting .....	10
Styling.....	11
<b>Payments tab.....</b>	<b>12</b>
<b>Logs.....</b>	<b>13</b>
<b>Order management.....</b>	<b>14</b>
Orders.....	14
Capture payment .....	15
Cancel the order .....	15
Refund payment.....	16
<b>E-shop customer experience .....</b>	<b>17</b>
Checkout .....	17
Credit card management .....	19
Support Contacts .....	20

## ABOUT DOCUMENT

Document version	Prepared by	What was changed	Date
V1.00	Simonas Jusas, UAB Invertus	Prepared initial document version	2020-01-13
V1.01	Simonas Jusas, UAB Invertus	Added instructions how to find Terminal ID and API key in Saferpay management interface.  Include improvements done by Torben	2020-01-21
V1.02	Erich Zeiler-Rausch, SIX Payment Services	Adaptation	2020-01-27
V1.03	Simonas Jusas, UAB Invertus	Added chapters „How to find the module“ and „Order management“	2020-01-30
V.1.04	Erich Zeiler-Rausch, SIX Payment Services	Module renamed to saferpayofficial.zip	2020-02-18

## DESCRIPTION

Saferpay - Easy, flexible, secure - The comprehensive e-payment solution from SIX Payment Services for easier and more secure payment in your online shop.

SIX Payment Services has been part of Worldline since the end of 2018, making it Europe's largest technology partner for banks and merchants. The tailor-made solutions from SIX Payment Services include a broad portfolio of payment terminals and the acceptance and processing of national and international payments with credit, debit and prepaid cards as well as the smartphone.

Worldline is European market leader in payment technology. More than 11,000 payment experts ensure future-oriented innovations and services in over 30 countries. With 45 years of experience, Worldline is an innovative pan-European company that covers the entire value chain of cashless payment transactions with its highly secure payment and transaction services.

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.

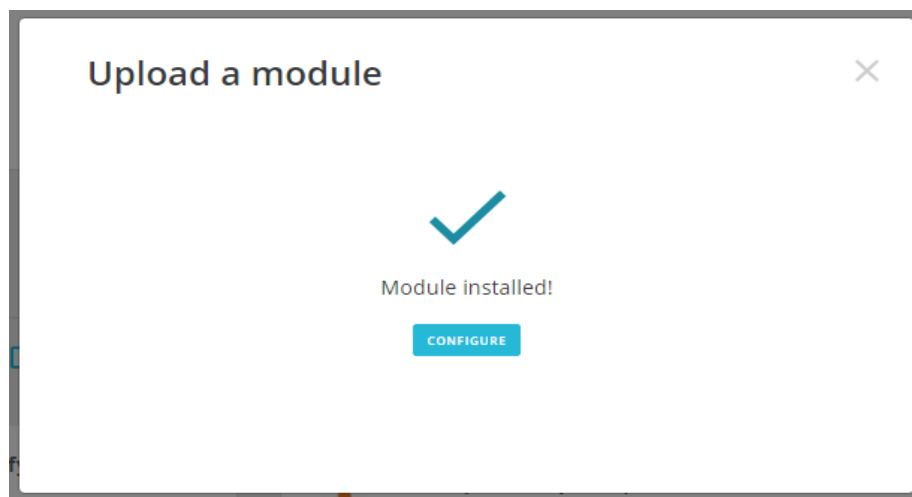
## INSTALLATION GUIDE

### 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:



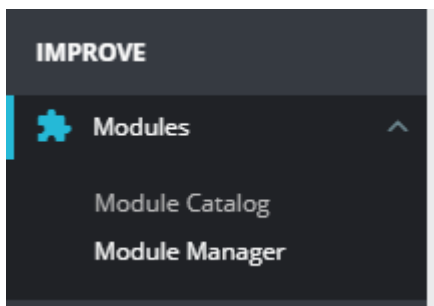
### FTP WAY

- 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.

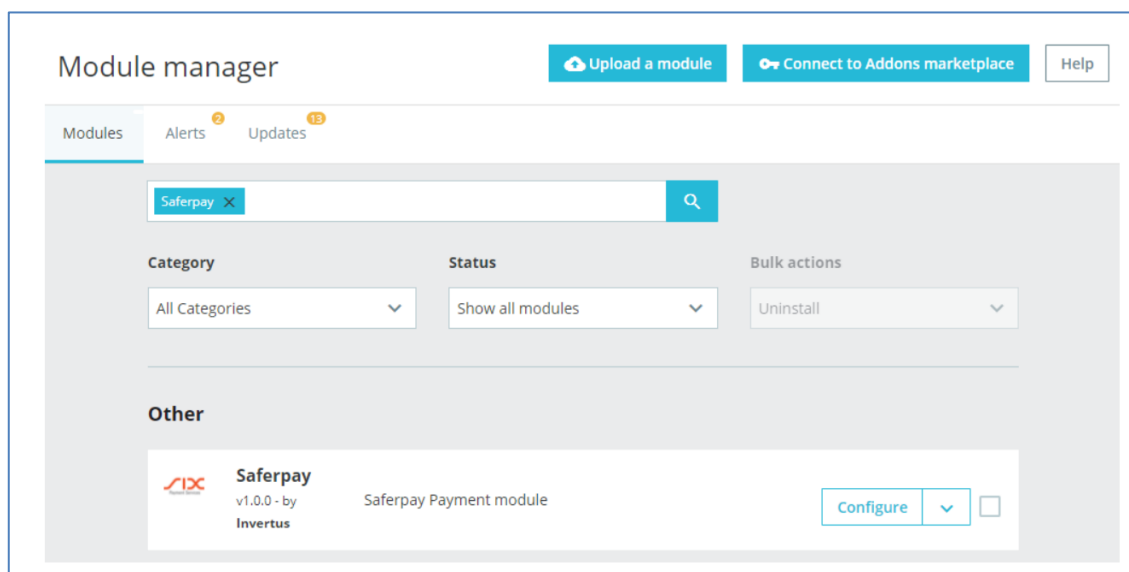
## HOW TO FIND THE MODULE

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.

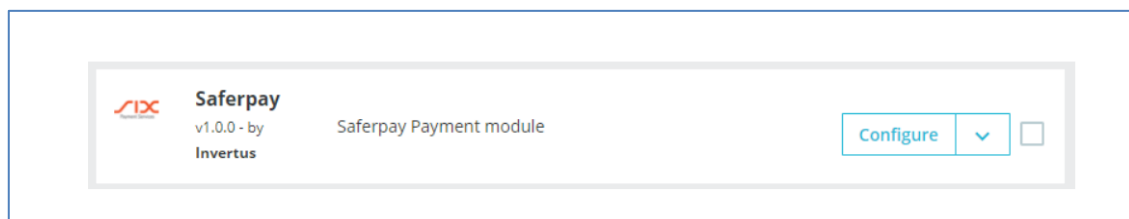
To find Saferpay module go to Modules -> Module manager



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



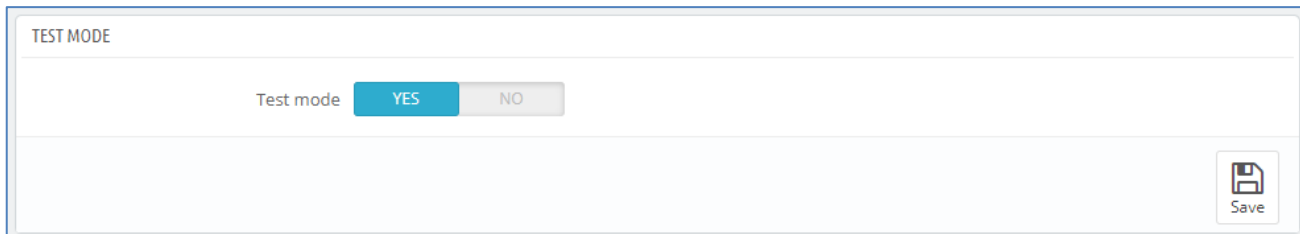
Click "Configure" to access module settings



## SETTINGS TAB


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

### TEST MODE



TEST MODE

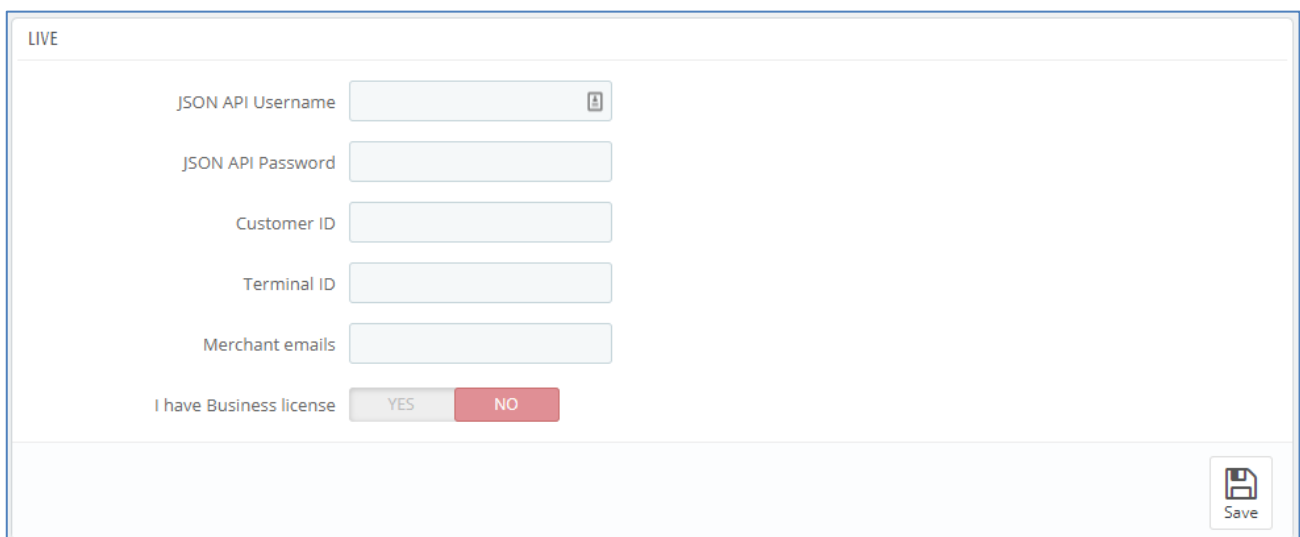
Test mode

 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.

### LIVE/TEST

Live and test blocks are identical.



LIVE

JSON API Username


JSON API Password

Customer ID

Terminal ID

Merchant emails

I have Business license

 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](#).

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> :

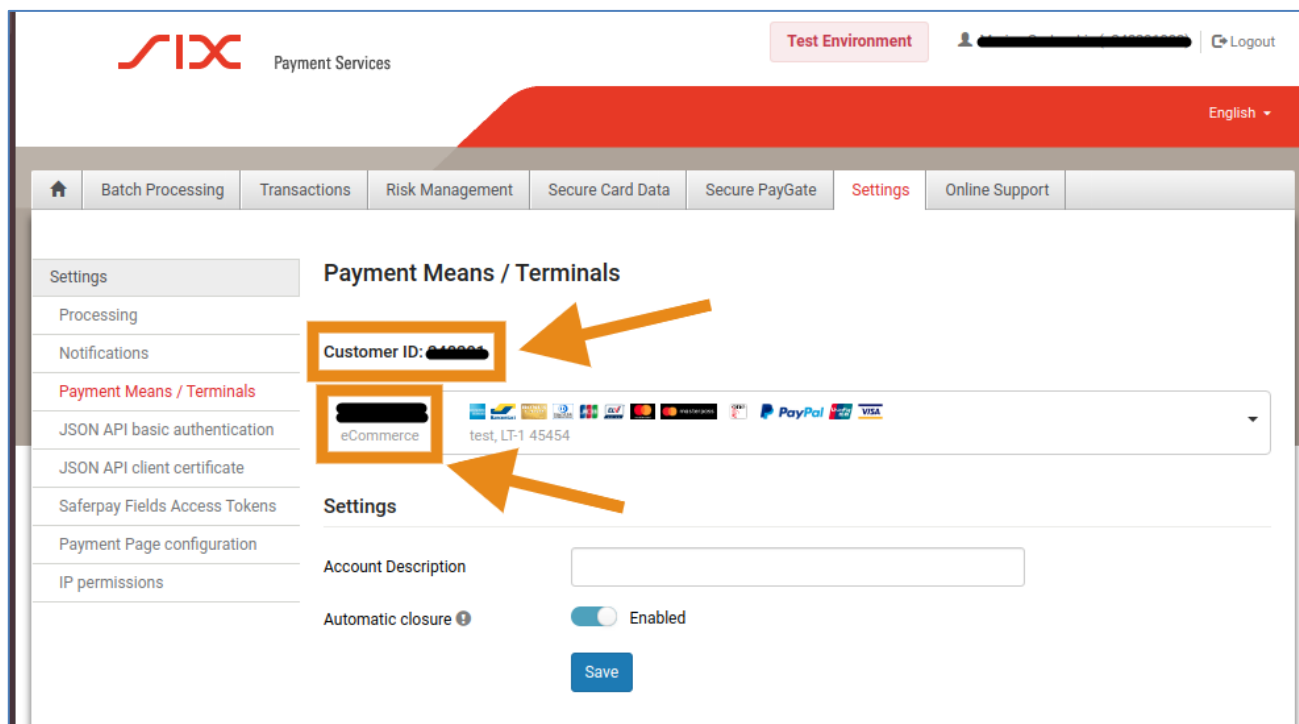
The screenshot shows the 'JSON API basic authentication' settings page in the Saferpay management interface. The page has a sidebar on the left with navigation options: Settings, Processing, Notifications, Payment Means / Terminals, JSON API basic authentication (highlighted), JSON API client certificate, Saferpay Fields Access Tokens, Payment Page configuration, and IP permissions. The main content area is titled 'JSON API basic authentication' and contains a 'Customer ID' field with a value of '010000'. A note states: 'Note: You can create up to 10 logins.' Below the note is a button labeled 'Create new JSON API login'. At the bottom, there is a table with columns 'Creation Date', 'Username', and 'Description'. The table contains one entry: '13.09.2019 13:17', 'XXXXXXXXXXXXXXXXXXXX', and 'generated for test account'. Arrows point to the 'Customer ID' field and the 'Create new JSON API login' button.

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> :





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.


## SETTING

PAYMENT BEHAVIOR

Default payment behavior ☒ Capture  
☐ Authorize  
*How payment provider should behave when order is created*

Behaviour when 3d secure fails ☐ Cancel  
☒ Authorize  
*Default payment behavior for payment without 3-D Secure*

Credit card saving for customers ☒ Enable  
☐ Disable  
*Allow customers to save credit card for faster purchase*

 Save

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

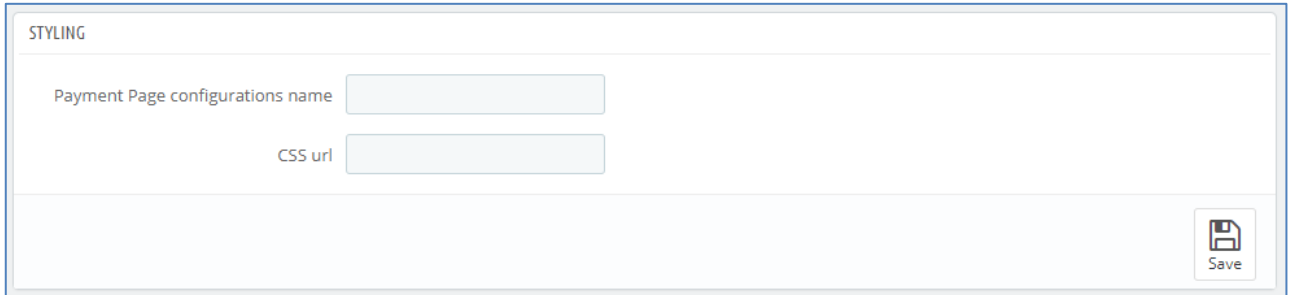
- Capture – automatically capture the amount in the order. Default. Keep in mind that automatic capture in some countries can be against the law.
- Authorize – payment will be authorized, but merchant will have to capture manually.

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.

## STYLING



STYLING

Payment Page configurations name

CSS url

Save

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://saferpay.github.io/sndbx/CssiFrame.html#css-usecss>

Especially note:

<https://saferpay.github.io/sndbx/CssiFrame.html#css-info>

## PAYMENTS TAB

Payments tab displays all possible payments: Alipay, American Express, Bancontact, BonusCard, Diners Club, DirectDebit, e-przelew, eps, giropay, iDEAL, Invoice, JCB, Maestro, Mastercard, myOne, PayPal, paydirekt, Postcard, Postfinance, Sofort, TWINT, UnionPay, Visa, V PAY. 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 x	All x
ALIPAY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All x	All x
AMEX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All x	All x
BANCONTACT	<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.

## LOGS

The third tab in the module is Logs.

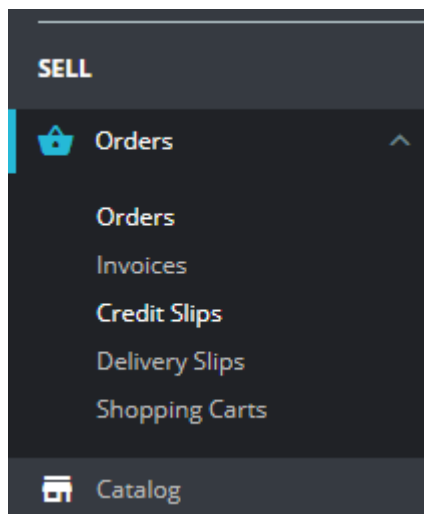
LOGS				
ID	Payload	Message	Date	
			From	
			To	
			Q Search	
13	<pre>{   "RequestHeader": {     "SpecVersion": "1.14",     "CustomerId": "248291",     "RequestId": "5d4U2bGef4rA048zdQACGQE4db",     "RetryIndicator": "0",     "ClientInfo": {       "ShopInfo": {         "PrestaShop_1.7.5.0Invertus_1.0.0"       },       "Token": "frdzdgvj80vul8azq0skemba",       "RegisterAlias": {         "IdGenerator": ""       }     }   } }</pre>	<pre>{   "ResponseHeader": {     "SpecVersion": "1.14",     "RequestId": "5d4U2bGef4rA048zdQACGQE4db",     "Behavior": "ABORT",     "ErrorMessage": "TRANSACTION_DECLINED",     "ErrorName": "Transaction declined by acquirer",     "TransactionId": "WdQpUhhjWwQ5lhdGw4EMWg94A",     "ProcessorResult": "05"   } }</pre>	01/10/2020 17:45:26	
12	<pre>{   "RequestHeader": {     "SpecVersion": "1.14",     "CustomerId": "248291",     "RequestId": "5d4U2bGef4rA048zdQACGQE4db",     "RetryIndicator": "0",     "ClientInfo": {       "ShopInfo": {         "PrestaShop_1.7.5.0Invertus_1.0.0"       },       "Token": "ne7kxg9kdfanax1ogjuuwn0a8",       "RegisterAlias": {         "IdGenerator": ""       }     }   } }</pre>	<pre>{   "ResponseHeader": {     "SpecVersion": "1.14",     "RequestId": "5d4U2bGef4rA048zdQACGQE4db",     "Behavior": "ABORT",     "ErrorMessage": "TRANSACTION_DECLINED",     "ErrorName": "Transaction declined by acquirer",     "TransactionId": "jhcU8AA3EEWAF77M2dA2iA680A",     "ProcessorResult": "05"   } }</pre>	01/10/2020 17:41:17	
11	<pre>{   "RequestHeader": {     "SpecVersion": "1.14",     "CustomerId": "248291",     "RequestId": "5d4U2bGef4rA048zdQACGQE4db",     "RetryIndicator": "0",     "ClientInfo": {       "ShopInfo": {         "PrestaShop_1.7.5.0Invertus_1.0.0"       },       "Token": "jqe9ct2z0j4pto1fbuiusmou",       "RegisterAlias": {         "IdGenerator": ""       }     }   } }</pre>	<pre>{   "ResponseHeader": {     "SpecVersion": "1.14",     "RequestId": "5d4U2bGef4rA048zdQACGQE4db",     "Behavior": "ABORT",     "ErrorMessage": "TRANSACTION_DECLINED",     "ErrorName": "Transaction declined by acquirer",     "TransactionId": "9YG6E54f5SIMUAcFz7d8A8nMpv7b",     "ProcessorResult": "09"   } }</pre>	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.

# ORDER MANAGEMENT

## 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	WQRBQSVF	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	CEKTABAXS	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.

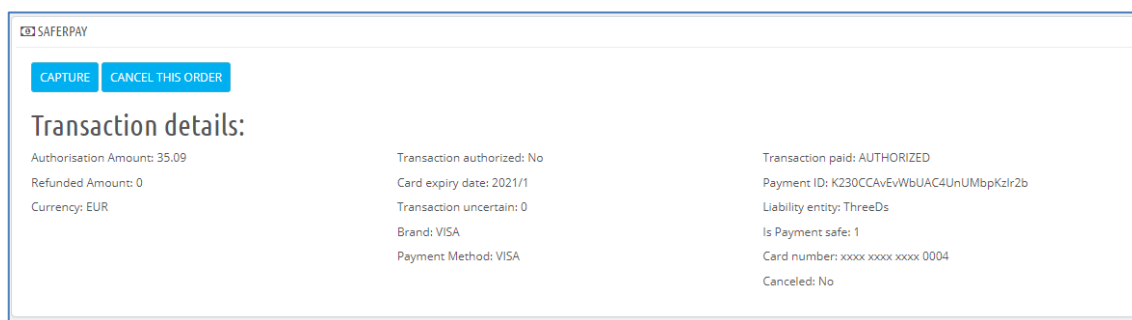
## CAPTURE PAYMENT

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.

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: K230CCAvEvWbUAC4UnUMbpKzlr2b
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 to actions: “Capture” and “Cancel the order” and all information related to authorized transaction.

Click “Capture” to capture the order.

## CANCEL THE ORDER

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

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

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.

## 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.

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

SAFERPAY

€ 35.09
REFUND

Transaction details:

Authorisation Amount: 35.09	Transaction authorized: No	Transaction paid: CAPTURED
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 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.













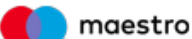













## E-SHOP CUSTOMER EXPERIENCE CHECKOUT

In the checkout process buyer will encounter Saferpay module only in the last step.

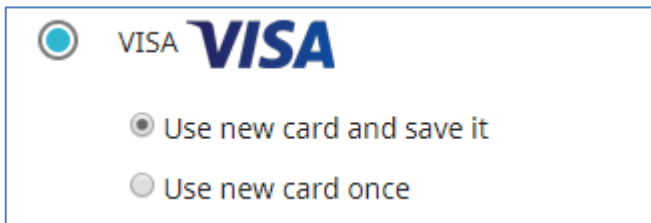
Buyer will see the list of all enabled payments in Saferpay as if they were

#### 4 PAYMENT

- ☐ Pay by Check
- ☐ Pay by bank wire
- ☐ ALIPAY 
- ☐ AMEX 
- ☐ BANCONTACT 
- ☐ BONUS 
- ☐ DINERS 
- ☐ DIRECTDEBIT 
- ☐ EPRZELEWY 
- ☐ EPS 
- ☐ GIROPAY 
- ☐ IDEAL 
- ☐ INVOICE 
- ☐ JCB 
- ☐ MAESTRO 
- ☐ MASTERCARD 
- ☐ MYONE 
- ☐ PAYPAL 
- ☐ PAYDIREKT 
- ☐ POSTCARD 
- ☐ POSTFINANCE 
- ☐ SOFORT 
- ☐ TWINT 
- ☐ UNIONPAY 
- ☐ VISA 
- ☐ VPAY 

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.

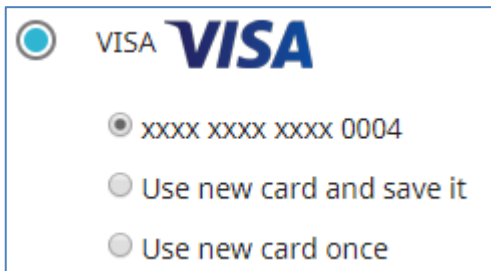


VISA **VISA**

☒ 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

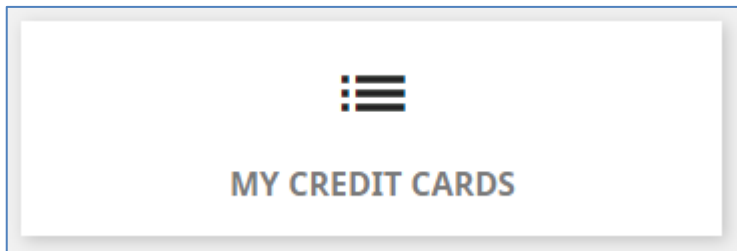
Please keep in mind that in case of unsuccessful transaction credit card will not be stored.

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


## CREDIT CARD MANAGEMENT

*Please keep in mind that this option only available if Secure data storage is enabled by the merchant.*

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



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>

## 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>