PayTabs Credit Card Payment Plugin for Magento

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Revision History

Version	Description of Change	Date
1.0	- New Document	10/11/2015
1.1	- Added Frequently Asked Question Section	10/12/2015
1.2	- Added Refund API Section - Added IPN Section - Added Transaction Reports Section - Added Test Credit Cards Section - Added more FAQs in FAQ Section	10/05/2015

1. Overview

At PayTabs, we are committed to providing the most secure, reliable and user-friendly payment processing solutions. By partnering with us for your payment processing needs, you can be confident that payment transactions will be processed quickly and efficiently, and your customers' information will be safe.

You'll enjoy our easy set-up using our Plugins and easy integration with our APIs. Our two-level fraud protection system protects transaction data throughout the payment process. With PayTabs as your payment processor, you'll benefit from the fastest, most secure, and cost-effective payment processing in the industry.

PayTabs Plugin is using PayTabs API which is a RESTful resource. In order to integrate with PayTabs Payment Plugin for your eCommerce solution, you will need the credentials of your PayTabs Merchant Account. If you do not have a merchant account, you can sign up for one [here](#).

It's important to note that the PayTabs payment plugins are constantly evolving, and updates are usually done every quarter, if required. PayTabs will intimate any major plugin change, so it's important that you check your merchant dashboard notification or e-mail, frequently to be updated.

1.1 Test Merchant Account v/s Live Merchant Account

PayTabs does not offer an explicit Sandbox / Testing environment. But using a demo account, you can freely test all the functionalities and integrate our API and Plugin without any hassle. In order to move to LIVE PRODUCTION environment, you will need to activate your LIVE MERCHANT ACCOUNT by clicking on GO LIVE through your PayTabs Merchant Account. PayTabs requires some personal information, documents and other details related to your business to validate your business. Once your Merchant Account is activated, you will have been moved to the LIVE PRODUCTION environment.

1.2 Target Audience

This document is intended for developers who want to write applications that interact with PayTabs.com.

This document assumes that you understand general networking and programming ideas.

1.3 Assistance

If you require assistance, please check out our [Frequently Asked Questions](#) or chat live with our support staff or email us at support@paytabs.com.

1.4 API Transaction Flow
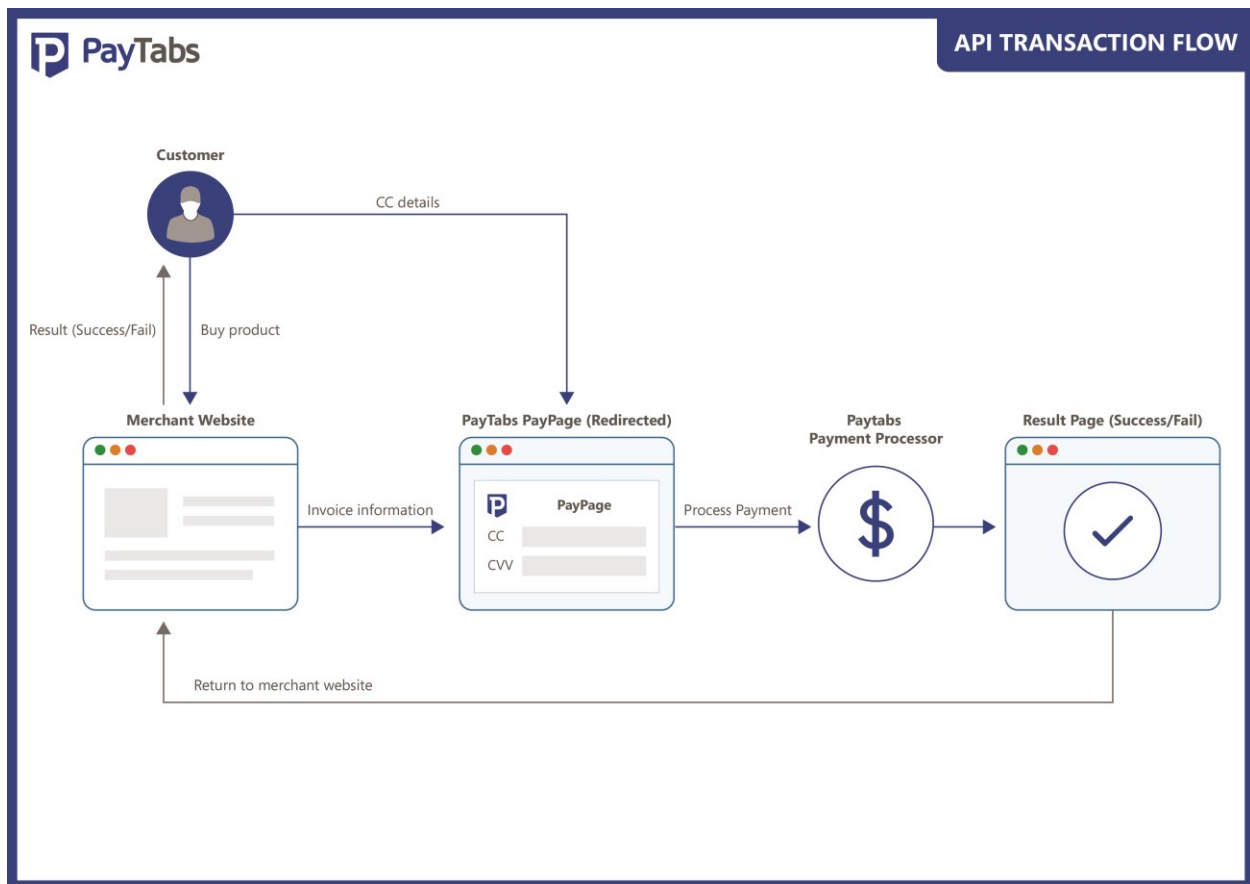
## 1.5 Documentation Feedback

Help us improve the PayTabs API Integration Guide, by sending your feedback to support@paytabs.com.
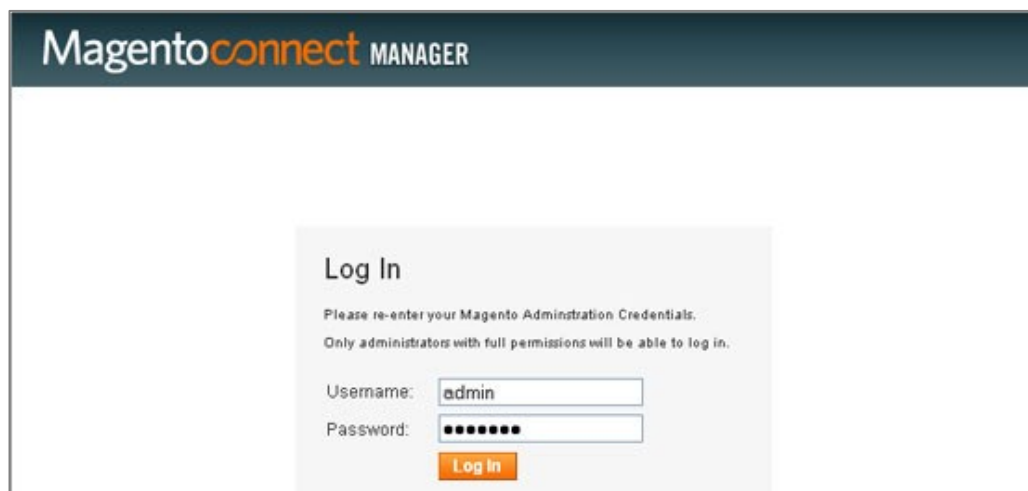
2   PayTabs Plug-in Installation

This document illustrates how our gateway can be integrated with Magento plugin in simple and easy steps. Please follow the steps in order to integrate the PayTabs plug-in with your Magento website.

1. First download the PayTabs plugin from the PayTabs Website and unzip it. You can find a list of all supported plugins at the following link https://www.paytabs.com/developers#tab_2 or at when you log in to your Merchant Account > PayTabs Services > eCommerce Plugins & API.

2. Then, you need to log in to the Magento administrator area. Then go to System -> Magento Connect -> Magento Connect Manager.
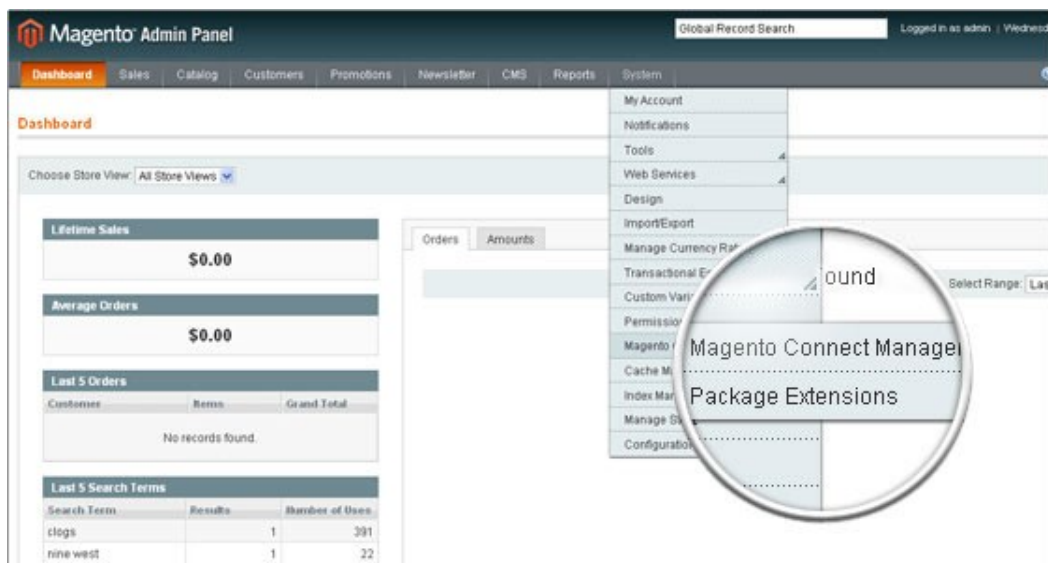
3. A new page will open for the Magento Connect Manager and you will be asked to provide your administrative credentials again.

4. Go to Extensions tab, Direct Package file Upload and Upload the PayTabs zipped file as it is.

5. After the file Ras_Paytabs 1.1.0 is uploaded, click Refresh.

6. Now PayTabs Plugin is installed successfully and it will appear in Magento Existing Extensions Section.

Magento_Mobile	1.8.0.0.23.2 (stable)	▼	Magento Mobile Xml Interface
Phoenix_Moneybookers	1.3.2.1 (stable)	▼	Moneybookers payment gateway integration
Locale_Mage_community_ar_MA	1.0.19870.4.8 (beta)	▼	Magento Community Modules - Arabic (Morocco) Language Pack
Ras_Paytabssadad	1.5.0 (stable)	▼	SADAD Online Payment
Ras_Paytabs	1.1.0 (stable)	▼	Online payment System with fraud prevention

Commit Changes

3   PayTabs Plug-in Configuration in Magento

1. To install and activate the plugin, log into the admin panel and go to System > Configuration.
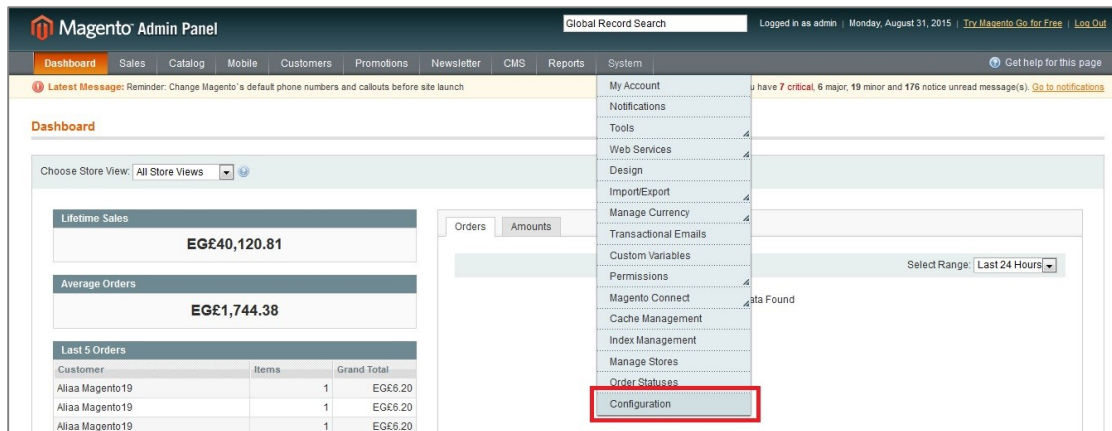
2. From the left side menu select Payment Methods
3. Go to the Section Credit Cards Powered by PayTabs.com

4. For Enabled: Select Yes from the drop down List

5. For Merchant Email field: Enter the email id of your PayTabs merchant account

6. For secret key field: You can find the secret key on your Merchant's Dashboard >> PayTabs Services >> ecommerce Plugins and API. Entering or changing anything else in the files, may result in issues/errors, as shown below:

7. Click Save Config button on the top right, then click validate to validate your credentials. (In Magento admin panel >System > Configuration >Payment Methods)

Important Notes:

1- Your website URL must match the URL you provided in your PayTabs merchant account.
   - <u>For Demo Users:</u> You can edit your site URL by going to "My Profile" and clicking on edit, enter your correct site URL and click on Save.
   - <u>For Live Merchants:</u> You can use the website that you have submitted in the Go-Live application. If you need to edit/change the site URL, you can send a request to customercare@paytabs.com.

2- You need to pass all the following fields which are mandatory to create the payment Page:
   - First Name
   - Last Name
   - Phone Number
   - Email
   - Billing Address
   - Billing City
   - Billing State/Region
   - Billing Postal Code
   - Billing Country
   - Shipping Address
   - Shipping City
   - Shipping State/Region
   - Shipping Postal Code
   - Shipping Country

Now, during your checkout process, you will see a new option under "Payment Methods" Credit Card Payments Powered by PayTabs. This means that your PayTabs Payment Plugin has been installed correctly.
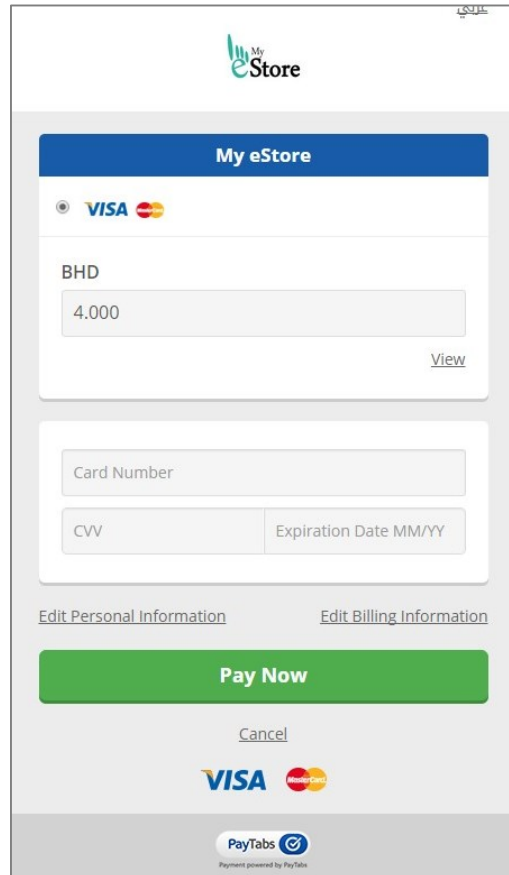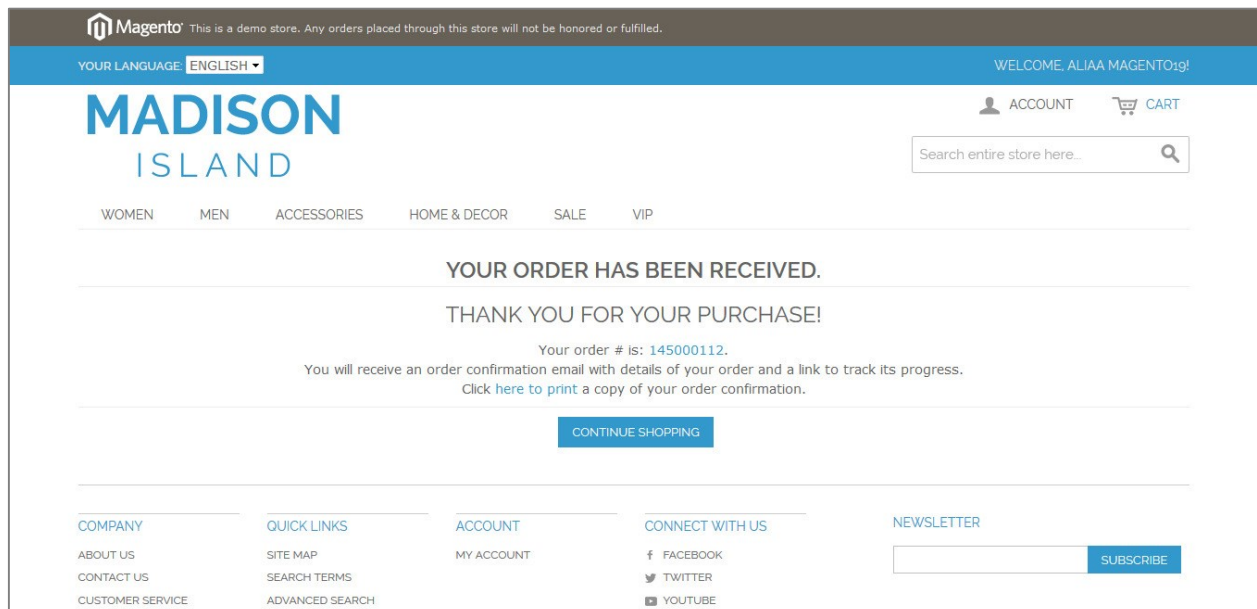
4 PayTabs Payment Page and Order Status

Once the customer clicks Pay, the pay page is created and user is redirected to complete the payment, as shown below:

If the payment is successful, the customer will be redirected to Order Received Page as show below, displaying order ID.

If the payment fails, the customer is redirected back to the shopping cart page, displaying the rejection reason.
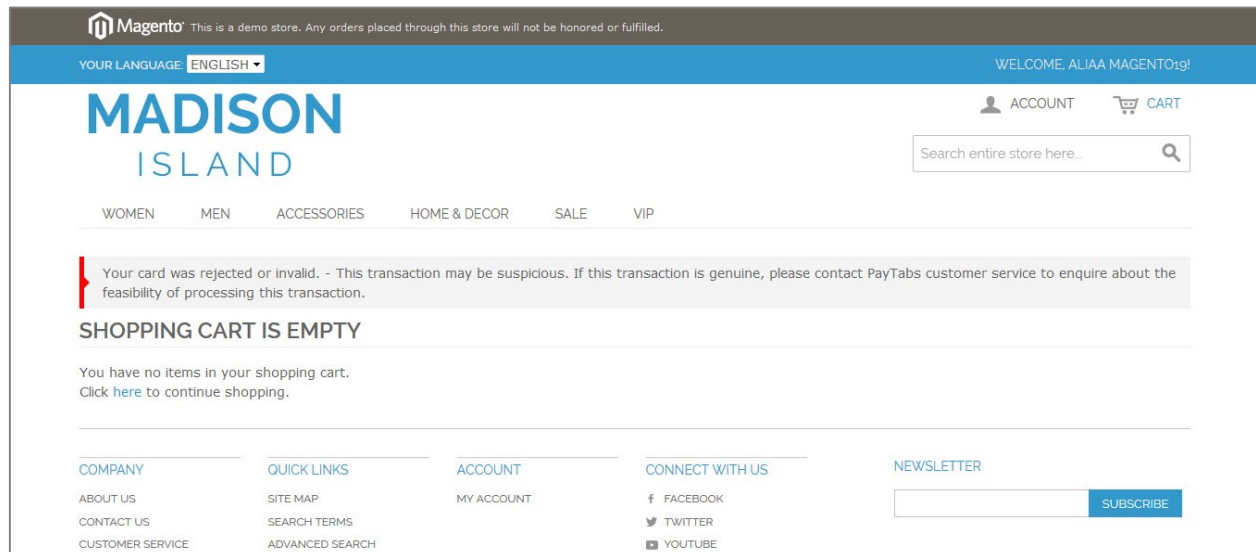
5   Refund Transactions

This method enables you to submit the refund requests using the below API function. Refund requests will be processed in around 24 hours and if you are using IPN service the IPN will post a response once the refund request is approved or rejected. Partial refunds are available. You can submit a single refund request for the whole amount of Multiple Partial refunds for the same transaction. However, if your refund request for a certain transaction is still pending for approval, you can't submit a second refund request for the same transaction.

Note: This feature is also available from Merchant Dashboard > Bank Account > Refunds
Note: This API can be used by Active accounts only; it's not available for Demo merchants

PATH	https://www.paytabs.com/apiv2/refund_process
REQUEST METHOD	POST
PRODUCTION	LIVE

5.1   Request

Element	Description	Format

merchant_email	Required Merchant email that you use to sign up and/or login into PayTabs Merchant Dashboard	String Up to128 characters E.g.: *foof@foo.com*
secret_key	Required SECRET Key can be found at merchant dashboard	String Up to128 characters E.g.: *Mao8sdhasfyahosdap9sd*
paypage_id	Optional The paypage id of the successful payment that you wish to refund This is the p_id that is returned in the create paypage response.	String Up to 12 characters E.g.: *130017*
reference_number	Optional The order id of the payment from your system You can either use this or use the paypage_id This the same as reference_no value posted in Create Paypage call	String Up to 32 characters E.g.: *4578*
refund_amount	Required The amount you wish to refund, it can either be partial amount or full amount	Up to 3 Decimal places E.g.: 134.999
refund_reason	Required The reason for refunding the transaction	String Up to 256 Characters

5.2 Response

Element	Description	Format
result	The string representation for result, whether transaction has succeeded or failed and the reason why your transaction failed.	String E.g.: *Payment is completed.*

response_code	The response code / error code of the API call.	String
		Up to 4 characters
		E.g.: *4002*
	Complete list of response codes can be found in Merchant Dashboard >	
	~~Help > Reason Codes~~	

5.3 Response Codes

Error Code	*Description*
4001	Missing parameters
4002	Invalid Credentials
810	You already requested Refund for this Transaction ID
811	Refund amount you requested is greater than transaction amount Your balance is insufficient to cover the Refund Amount
812	Refund request is sent to Operation for Approval. You can track the Status
813	You are not authorized to view this transaction

6 PayTabs IPN (Instant Payment Notification)

6.1 How IPN Works

When a customer makes a payment, the transaction is processed by PayTabs and a confirmation is sent back to the customer on the merchant's application. Additionally, a notification email will be sent to the merchant.

This scenario, leave no scope for any related ERP or E-commerce or Accounting Systems to be updated. This is where IPN comes in.

As soon as a transaction is created or altered, PayTabs IPN will instantly send a notification to the merchant's specified IPN Listener URL, which can have any code that will assist in updating ERP or dependent systems. Alternatively, the merchant may wish to save this information in his local database.
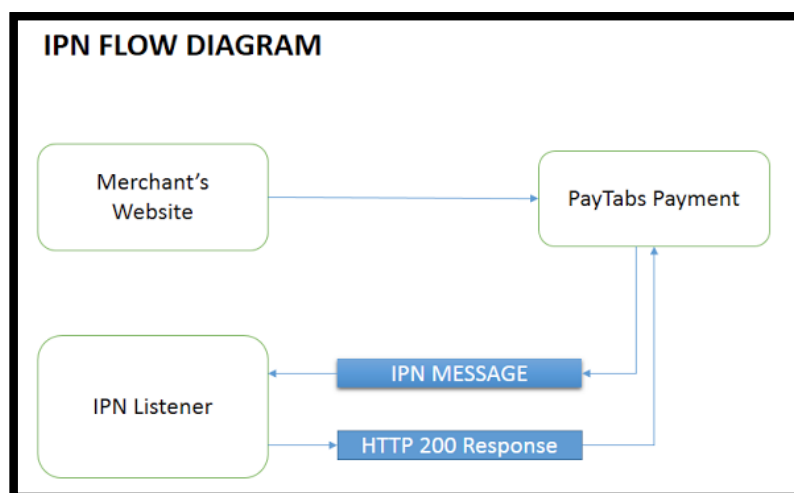
6.2 Set up your IPN Listener

1. Create an IPN Listener that receives and processes the IPN messages sent by PayTabs.

2. Log into your PayTabs Merchant Account > Go to "My Profile" and click on "Edit".

3. Enter the URL of your IPN Listener and click on "Submit". IPN will not work with a local host IPN Listener URL. Testing the IPN Message Service is only possible on a publicly hosted URL.

Now your IPN Service is ready to go!

6.3 IPN Events

Your listener will be triggered on the following events:
1. Successful Transaction
2. Rejected Transaction
3. Force Accepted Transaction by PayTabs
4. Refunded Transaction

6.4 Contents / Data of the IPN

The Instant Payment Notification will return the following information depending on the type of event that has occurred.

Element	Description	Format
transaction_id	PayTabs Transaction ID	String E.g: 12345
reference_id	Merchant's Website order ID, this the same as reference_no value posted in Create Paypage call	String Up to 12 characters E.g.: *90094*
invoice_id	The paypage id of the successful payment that you wish to refund. This is the p_id that is returned in the create PayPage response.	String Up to 12 characters E.g.: *90094*
response_code	The response code / error code of the API call. A complete list of response codes can be found in Merchant Dashboard > Help > Reason Codes	String Up to 4 characters E.g.: *4002*
customer_name	Name of the Customer	String 32 characters E.g.: *John*
email	Email of the customer	String 32 characters E.g.: *customer@domain.com*
phone_num	Phone Number of the Customer	String Minimum 6 numbers up to 32 numbers E.g.: *3312345678*
amount	The transaction amount.	Decimal Up to 3 Decimal places E.g.: *123.399*

currency	Currency of the amount stated. 3 character ISO currency code	String E.g.: *BHD*
shipping_address	Shipping address of the customer	String 40 characters E.g.: *Flat abc road 123*
shipping_city	Shipping City of the customer	String 13 characters E.g.: *Manama*
shipping_state	Shipping State of the customer	String 32 characters E.g.: *Manama* 2 characters for US & Canada E.g.: if state is New York then the state field should be NY
shipping_country	Shipping country of the customer	String 3 character ISO country code E.g.: *BHR*
shipping_postalcode	Shipping postal code of the customer	String From 5 to 9 characters E.g.: *403129*

6.5 Response Codes

Response Code	Description
5000	Payment has been rejected
5001	Payment has been accepted successfully
5002	Payment has been forcefully accepted
5003	Payment has been refunded

Important Notes

1. When merchants use Verify transaction API, the API will send a response for successful or rejected payment. The IPN feature will also give the same response. The merchant should be cautious and accept both notifications as one transaction and not separate transactions. Moreover, *ONLY* the IPN will post updated information about force accepted transactions.

7 Transactions Reports

This API call will post all transactions that have taken place within the specified time interval to a URL.

Before calling this API, you will need to set the listener URL for the reports. Login to your merchant dashboard and edit your profile. In the 'IPN Listener for Transactions Reports' Enter the URL where you would like PayTabs to post your transactions and click on Save.

Once you call the transaction_reports API, all the transactions will be posted to the listener URL and the response will be contain the number of transactions that will be posted.

PATH	https://www.paytabs.com/expressv2/transaction_reports/
REQUEST METHOD	POST
PRODUCTION	LIVE

7.1 Request

Element	Description	Format
merchant_id	Required Merchant email id	String E.g.: *foo@foo.com*
secret_key	Required Secret Key is generated from merchant Dashboard.	String E.g.: *Mao8sdhasfyahosdap9sd*
startdate	Required Start Date Format should be mm-dd-yy HH:MM:SS	String E.g.: *02/20/2016 12:00:00ss*
enddate	Required End Date Format should be mm-dd-yy HH:MM:SS	String E.g.: *02/20/2016 12:00:00*

7.2 Response

Element	Description	Format
Response_code	Response code of the API call	String E.g.: 4001, 4090,4091
transaction_count	Total number of transactions.	String E.g.: 23
details	The details of all the retrieved transactions	String
status	Payment Status	String E.g.: Approved/ Rejected / Refunded / Force Accepted
response_code	Payment Result Response Code 100 for successful or refunded payment 481: DM declined or Force Accepted Payment other: Rejected	String E.g.: 475
transaction_id	PayTabs Transaction ID	String E.g.: 12345
order_id	Merchant's Website order ID	String E.g.: 1234
auth_code	Authorization Code	String E.g.: AhjzbwSR8VsHlol4QVCEcgSe gdUxd
transaction_title	Title of the transaction	String
amount	Transaction Amount	String E.g.: 199.287
currency	Transaction Currency 3 Character ISO country Code	String E.g.: AED
net_amount	The equivalent of the original amount converted to merchant dashboard Currency	String E.g.: 199.287

net_amount_currency	Merchant Dashboard Currency 3 Character ISO country Code	String E.g.: AED
net_amount_credited	Net Amount Credit to Merchant's Balance after deducting PayTabs fees	String E.g.: 199.287
net_amount_credited_currency	Merchant Dashboard Currency 3 Character ISO country Code	String E.g.: AED
transaction_datetime	Date and time of the transaction	String E.g.: 23-03-2016 01:39:16 pm
force_accept_datetime	Date and time of force accept (If applicable)	String E.g.: 23-03-2016 01:39:16 am

7.3   Response Codes

Response Code	*Description*
4001	Missing parameters
4002	Invalid Credentials
4006	Your time interval should be less than 60 days
4090	Data Found
4091	Transaction Count is 0

7.4 Sample Response

Below is a sample of the response received from the API call in JSON format:

```json
{
  "transaction_count": 2,
  "response_code": "4090",
  "details": [
    {
      "status": "Payment Approved",
      "response_code": "100",
      "transaction_id": "130044",
      "order_id": "1234567",
      "auth_code": "AhjzbwSR8ReOO8y6YqFo3AKfvJwhpLVUHyL4C7ekmW6QHFHIgDAAxQlz",
      "transaction_title": "Mr. John Doe",
      "amount": "1.00",
      "currency": "SAR",
      "net_amount": "3.73",
      "net_amount_currency": "SAR",
      "net_amount_credited": "3.58",
      "net_amount_credited_currency": "SAR",
      "transaction_datetime": "20-03-2016 06:07:34 pm",
      "force_accept_datetime": "Not Applicable"
    },
    {
      "status": "Payment Approved",
      "response_code": "481",
      "transaction_id": "130043",
      "order_id": "1234567",
      "auth_code": "AfvzbwSR8RcpB85hKYko3AKfvmhqlu1UHyL4C7ekmW6QHFHIgDAA2gfW",
      "transaction_title": "Mr. John Doe",
      "amount": "1.00",
      "currency": "SAR",
      "net_amount": "3.73",
      "net_amount_currency": "SAR",
      "net_amount_credited": "3.58",
      "net_amount_credited_currency": "SAR",
      "transaction_datetime": "20-03-2016 05:43:49 pm",
      "force_accept_datetime": "20-03-2016 06:43:49 pm"
    }
  ]
}
```

8 Test Credit Card Numbers

To test your payment process, you can typically use any valid credit card number or you can use the ones listed below.

Please DO NOT use test cards in a live environment. This will cause your transactions to be rejected.

Card Number	Card Type	Description	CVV	Expiry Date
4111111111111111	VISA	Without authentication window	123	05/17
4000000000000002	VISA	With authentication window (3D secure)	123	05/17
4000000000000127	VISA	Card enrollment option during purchase process	123	05/17
5200000000000007	MasterCard	With authentication window (3D secure)	123	05/17
5200000000000114	MasterCard	Without authentication window	123	05/17
5200000000000122	MasterCard	Card enrollment option during purchase process	123	05/17

9 Frequently Asked Questions

Q1. I get the following error every time I try to proceed for payment: "*Something went wrong. Please Contact the Website Administrator for more information*".

This might be because your Magento Site URL doesn't match with the Website you provided in your PayTabs merchant account. The requesting website must be exactly the same as the website/URL associated with your PayTabs Merchant Account (Case Sensitive). The merchant can see this SITE URL on his dashboard, under "My Profile".

For Demo Users:
You can edit your site URL by clicking going to "My Profile" and clicking on edit, enter your correct site URL and click on Save.

For Live Merchants:
You can use the website that you have submitted in the Go-Live application. If you need to edit/change the site URL, you can send a request to customercare@paytabs.com

Q2. I keep receive the following error 'state' post variable not found or 'postal code' post variable not found

For the PayPage to be created you need to collect mandatory information from customer during checkout, all the following fields are mandatory:

- First Name
- Last Name
- Phone Number
- Email
- Billing Address
- Billing City
- Billing State/Region
- Billing Postal Code *(In case country doesn't have postal code, you can ask customer to pass the international dialing code of the country)*
- Billing Country
- Shipping Address *(In case you don't need shipping address, you can use the same address as shipping address)*
- Shipping City
- Shipping State/Region
- Shipping Postal Code
- Shipping Country

Q3. How can I troubleshoot the error I am receiving?

Go to Magento Admin Panel, Turn on: Logging System > Configuration > Advanced > Developer > Log Settings > Enabled => Yes

Check following file for trouble shooting:
MagentoInstalledDirectory/var/log/system.log

Q4. I uninstalled the old plugin and installed the new plugin but still it seems like the old plugin is still working?

1. Uninstall the old Plugin from Magento Connect
2. Go to Magento Admin Panel, > System > Cache Management
3. Click Flush Cache storage then click Flush Magento Cache
4. Install the new plugin and it should work as expected

Q5. All the items in the shopping cart are being removed, after successful/failed payment. How do I keep the items in the shopping cart?

1. Go to System > Configuration > Customers > Persistent Shopping Cart
2. Change "Enable Persistence" to "YES".
3. Click on "Save Config".
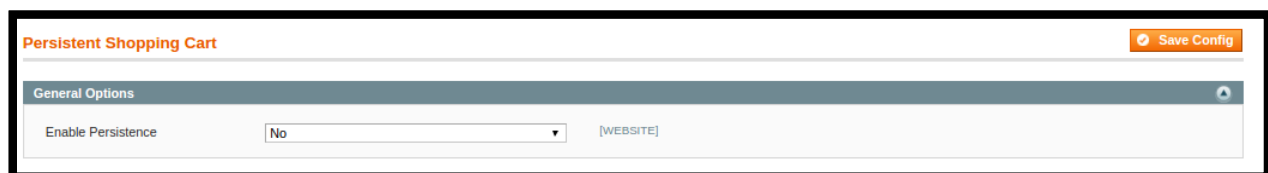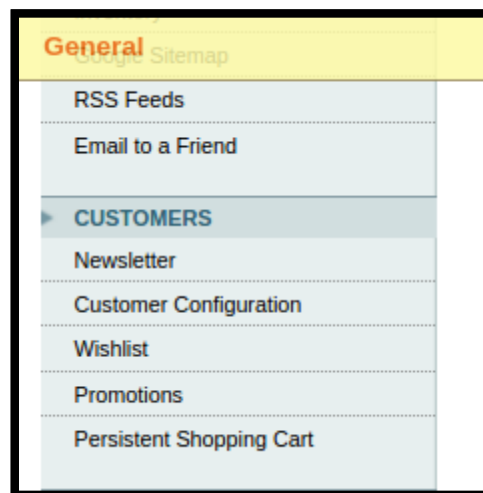
Q6. When I try to click on "validate" button on admin side, it show HTML code with -
<title>404 Not Found 1</title>When I user checkout procedure on front-side, it show
**"Something went wrong. Please Contact the Website Administrator for more
information."**

Kindly make sure to follow these steps and let us know if you are still facing any issues:
1. Make sure you are using the latest version of the PayTabs Payment Plugin for Magento.

2. Make sure to use the secret key found at PayTabs Merchant Dashboard > Mobile
   Payments > Secret Key as highlighted in the screenshot below

3. Make sure to save the email and secret key then validate as in the screen shot below and
   that you receive the pop: Credentials Verified.

4. Make the State/Region field and Postal code are mandatory in the checkout page.

5. Make sure the site URL you submitted in your PayTabs merchant account is the same as
   the website where you installed the Magento plugin. The merchant can see this SITE URL
   on his dashboard, under "My Profile"

   For Demo Users:
   You can edit your site URL by clicking going to "My Profile" and clicking on edit, enter
   your correct site URL and click on Save.

   For Live Merchants:
   You can use the website that you have submitted in the Go-Live application. If you need
   to edit/change the site URL, you can send a request to customercare@paytabs.com

6. Go to Magento Admin Panel:
   Turn on Logging System > Configuration > Advanced > Developer > Log Settings Enabled
   =>Yes
   Check following file for trouble shooting: MagentoInstalledDirectory/var/log/system.log

Q7. Our payment is working fine, but our session are getting destroyed on redirection back
to our website. What do I do?

The PayTabs RESTful APIs do not deal with sessions in your application. Our suggestion is
to debug the code and find out which of your code is destroying the session.   The following
references might help you:

PHP Doc: http://php.net/manual/en/session.configuration.php#ini.session.cookie-lifetime
Apache: https://httpd.apache.org/docs/trunk/mod/mod_session.html

Q8. I can see pt_payment_tag in the payment options. How can I fix this?

This is sometimes caused due to the Magento theme that you are using on your website. Kindly follow the steps below to replace the text shown in the screen shot.

1. Go to the following file:
   MagentoInstallation/app/code/local/Ras/Paytabs/Block/Server/Form.php

2. Find the Line : setMethodTitle($this->__('pt_payment_tag'))

3. Replace it with: setMethodTitle($this->__('Credit Cards Powered by PayTabs.com'))

Q9. I keep getting this error "Site URL does not match". How do I fix this?

PayTabs require that your website where you are integrating our gateway should be the same as the website/URL registered in your PayTabs Merchant Account. The merchant can see this SITE URL on his dashboard, under "My Profile".

For Demo Users:
You can edit your site URL by clicking going to "My Profile" and clicking on edit, enter your correct site URL and click on Save.

For Live Merchants:
You can use the website that you have submitted in the Go-Live application. If you need to edit/change the site URL, you can send a request to account manager.

PayTabs

PayTabs Credit Card Payment Plugin for Magento – Version 1.2
https://www.paytabs.com