



PayTabs SADAD Payment Plugin for Magento

INSTALLATION GUIDE
VERSION 1.2

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Revision History

Version	Description of Change	Date
1.0	- New Document	31/08/2015
1.1	- SADAD Transaction Flow Diagram	01/12/2015
1.2	- Added IPN - Added Transaction Reports	

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, EXCEPT for SADAD plugin integration; your account needs to be live and registered in SAUDI Arabic, with an Active SADAD Merchant ID

1.2 Target Audience

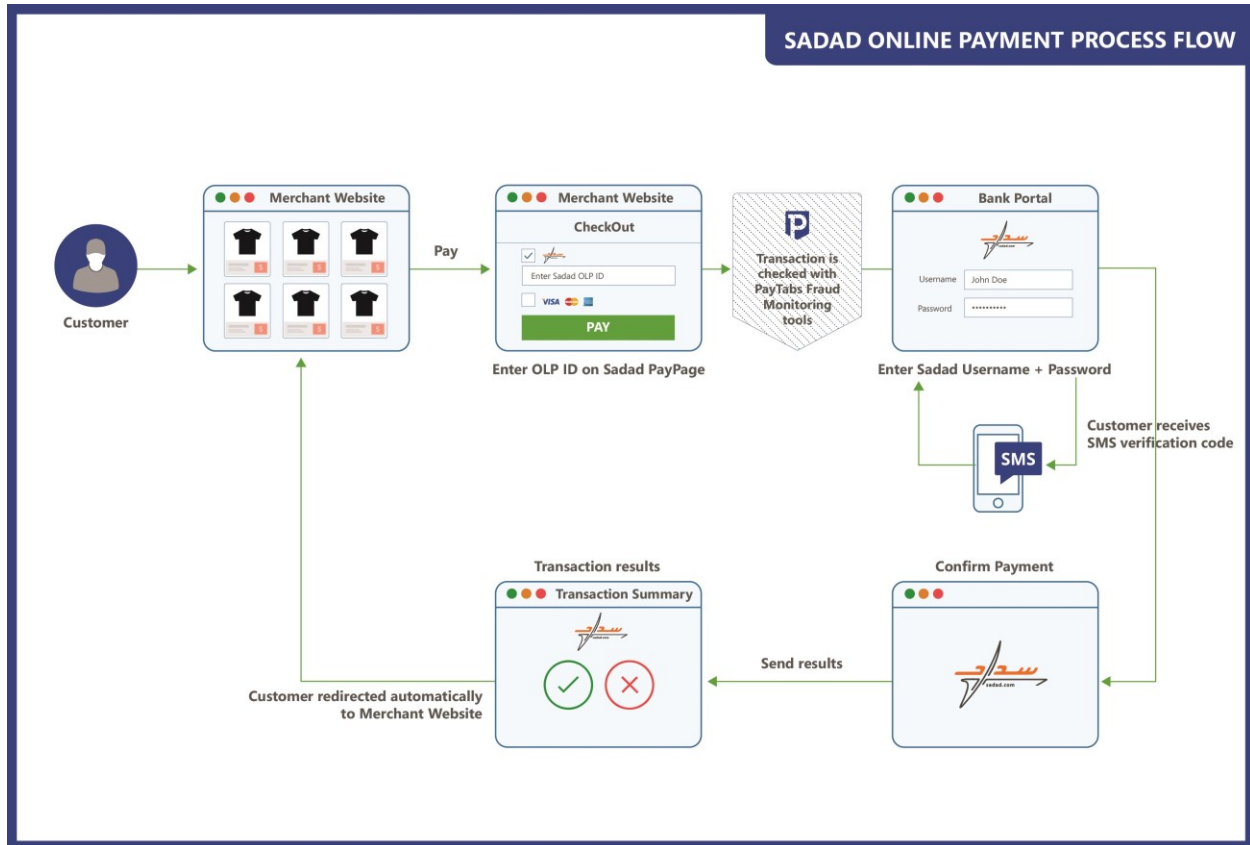
This document is intended for developers who want to write applications that interact with PayTabs.com.

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 SADAD Transaction Flow



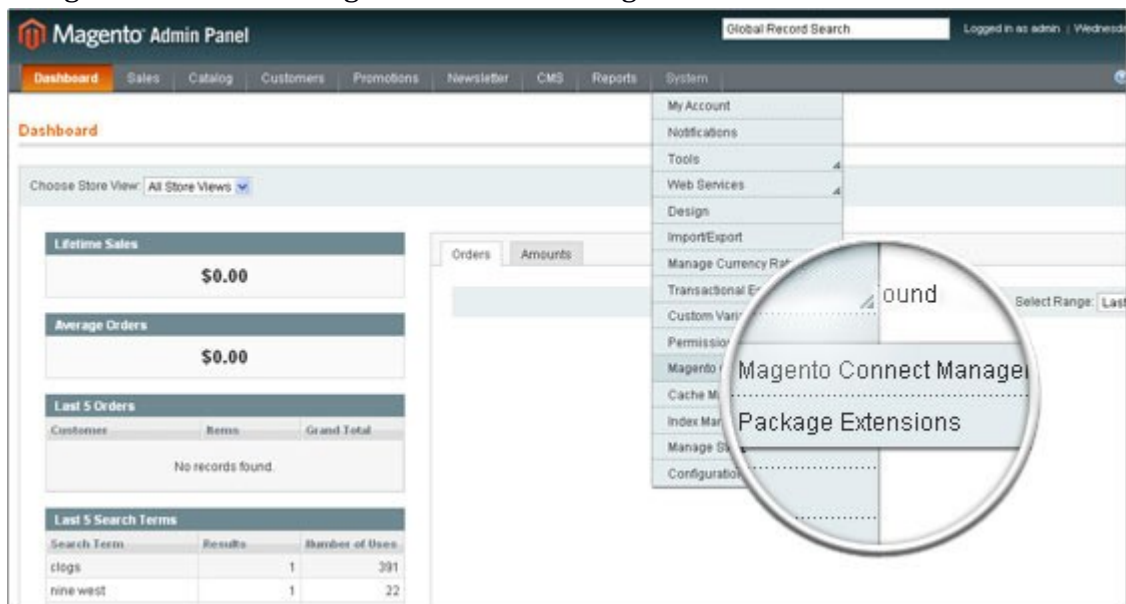
1.5 Documentation Feedback

Help us improve the PayTabs API Integration Guide, by sending your feedback to support@paytabs.com.

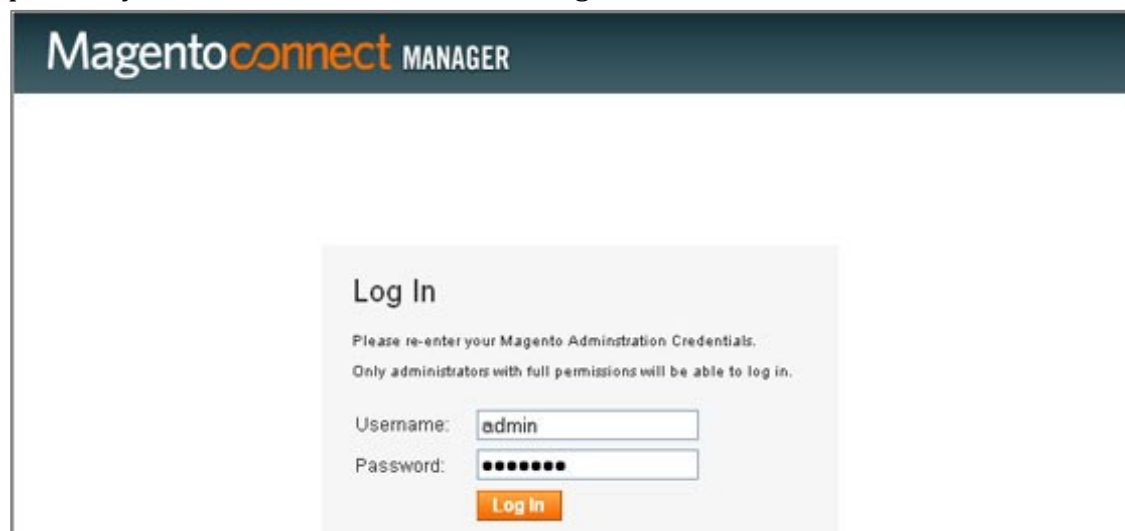
2 PayTabs Plug-in Installation

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 location 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 Direct Package File Upload. And Upload the PayTabs Magento Plugin that you just downloaded and click on upload.

The screenshot shows the Magento Connect Manager interface. The 'Direct package file upload' section is highlighted with a red box. It contains two steps: 1. Download or build package file. 2. Upload package file: with a 'Browse...' button and a text input field containing 'Ras_Paytabssadad-1.5.1.tgz', followed by an 'Upload' button. Below this, there is a 'Manage Existing Extensions' section with a 'Check for Upgrades' button and a 'Commit Changes' button. A table lists installed extensions, including 'Cm_RedisSession'.

5. If there is a problem with the installation, there will be information about it so that you know what should be done to resolve it. After the extension is properly installed a screen for a successful installation will appear:

The screenshot shows the successful installation screen for the 'Ras_Paytabssadad 1.5.1' extension. It displays the package name, version, and a summary of the installation process. The console output shows 'Package installed: community Ras_Paytabssadad 1.5.1' and 'Cache cleaned successfully'. A 'Refresh' button is visible at the bottom.

6. Once you click the refresh button, you will see that SADAD plugin added to the list of Magento Existing Extensions

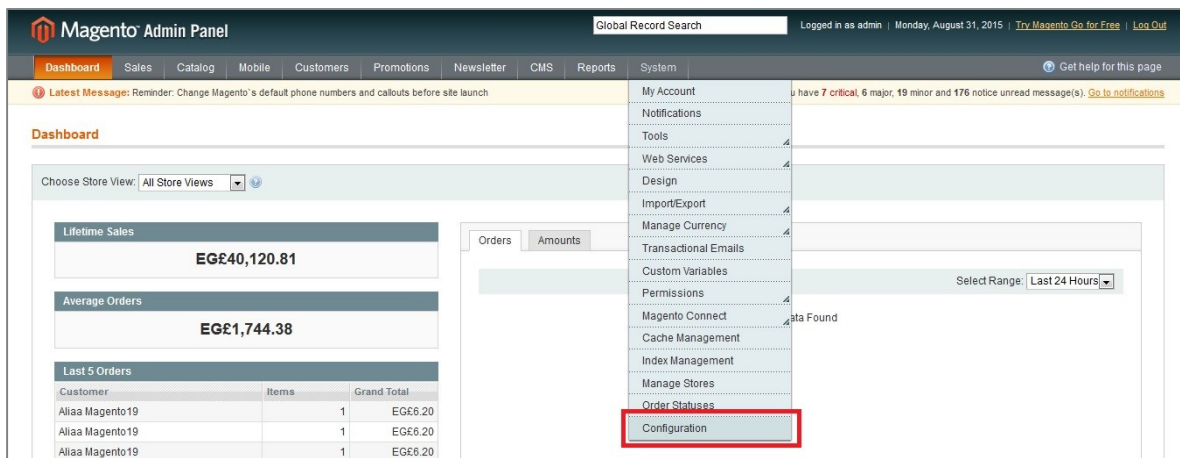
The screenshot shows the 'Manage Existing Extensions' section of the Magento Connect Manager. It displays a table with the following data:

Package Name	Installed	Actions	Summary
Ras_Paytabssadad	1.5.1 (stable)		SADAD Online Payment

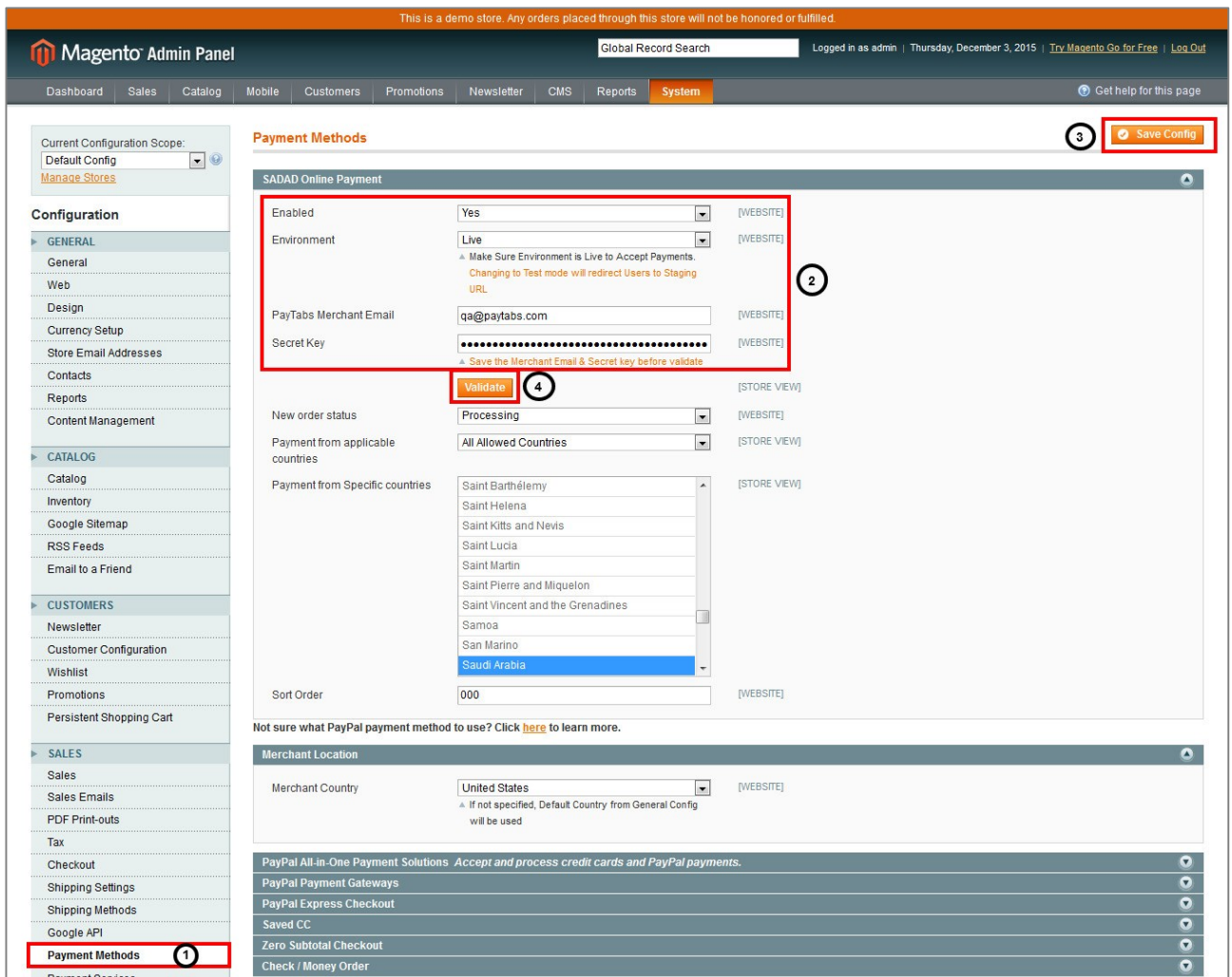
Below the table, there is a 'Commit Changes' button.

3 PayTabs Plug-in Configuration in Magento

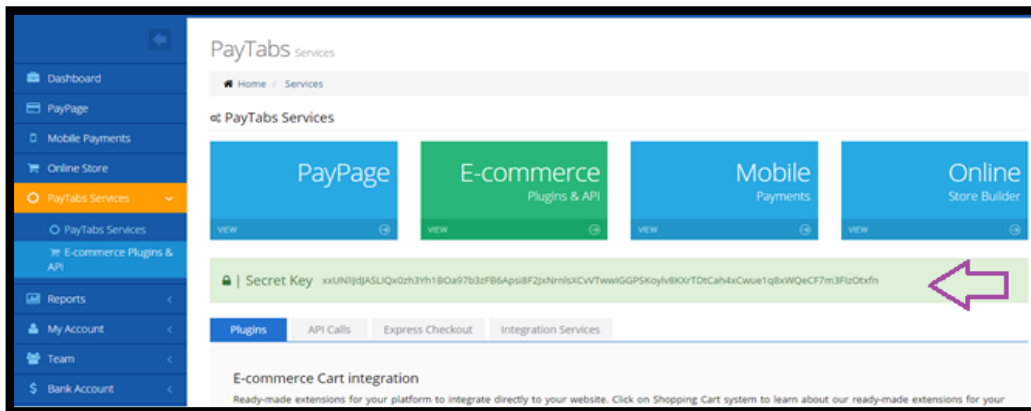
1. To install and activate the plugin, log into the admin panel and go to System > Configuration.



2. From the left side menu select Payment Methods
3. Go to the Section SADAD Online Payment



4. For Enabled: Select Yes from the drop down List
5. For Environment: Select
 - a. Test: If your Website is still undergoing final review test by SADAD, you should select this option. **Note**: SADAD payment option will only be displayed if Billing first name at checkout is SADAD
 - b. Live: If your website is certified after SADAD's test, you can use this option to accept live SADAD payments.
6. For Merchant Email field: Enter the email id of your PayTabs merchant account
7. 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:



8. Make sure that sort order is set to 100. **Note**: that sortAccording to SADAD's Mandatory Compliances. It's important that SADAD payment option, should be the first option in the payment section at checkout page
9. Click Save Config button on the top right, then click validate to validate your credentials. (In Magento admin panel >System > Configuration >Payment Methods)

Important Note:

1. Your website URL must match the URL you provided in your PayTabs merchant account.

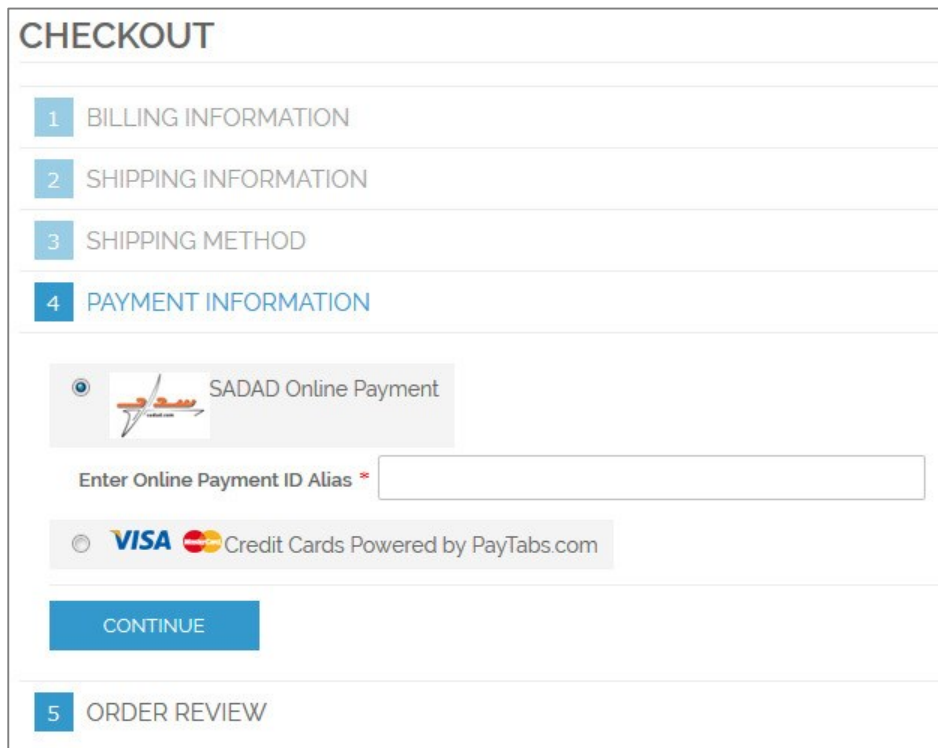
For Demo Users: You can edit your site URL by going to “My Profile” and clicking on edit, enter your correct site URL and click on Save.

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.

2. For the PayPage to be created you need to collect mandatory information from customer during checkout, all the following fields are mandatory for all countries
- First Name
 - Last Name
 - Phone Number
 - Email
 - Billing Address
 - Billing City
 - Billing State/Region
 - Billing Postal Code
 - Billing Country
 - Shipping Address *(In case you don't need shipping address, you can use the same address as billing address)*
 - Shipping City
 - Shipping State/Region
 - Shipping Postal Code
 - Shipping Country

4 SADAD Payment Option at Checkout

Now, during your checkout process, you will see a new option under “Payment Methods” SADAD online Payments. And when you select that option a text box is displayed to enter Customer’s SADAD OLP ID



The screenshot shows the 'CHECKOUT' page with a progress bar at the top. The progress bar has five steps: 1 BILLING INFORMATION, 2 SHIPPING INFORMATION, 3 SHIPPING METHOD, 4 PAYMENT INFORMATION (which is currently selected and highlighted in blue), and 5 ORDER REVIEW. Below the progress bar, there are three payment method options. The first option is 'SADAD Online Payment', which includes a logo and a text input field labeled 'Enter Online Payment ID Alias *'. The second option is 'Credit Cards Powered by PayTabs.com', which includes the VISA and Mastercard logos. The third option is a blue 'CONTINUE' button. At the bottom of the checkout area, there is a link for '5 ORDER REVIEW'.

To be approved in SADAD final Review you need to make sure the following is implemented in Checkout page:

1. SADAD payment option will be the first payment option in checkout page.
2. SADAD Should have the following label names, if for any reasons label names are not similar to the ones below, you can check the language files at the following location in Magento plugin
MagentoDirectory\app\locale\ar_AE \ Ras_Paytabssadad.csv
3. The following records should be there for Arabic folder Ras_Paytabssadad.csv:
 - a. "pt_redirection_info","You will be redirected to the Paytabs website when you place an order."
 - b. "pt_payment_sadad_tag","سداد"
 - c. "pt_enter_online_id_alias","ادخل اسم المستخدم لحساب الدفع الالكتروني"
4. The following records should be there for English folder in Ras_Paytabssadad.csv:
 - a. "pt_redirection_info","You will be redirected to the Paytabs website when you place an order."
 - b. "pt_payment_sadad_tag","SADAD Online Payment"
 - c. "pt_enter_online_id_alias","Enter Online Payment ID Alias"

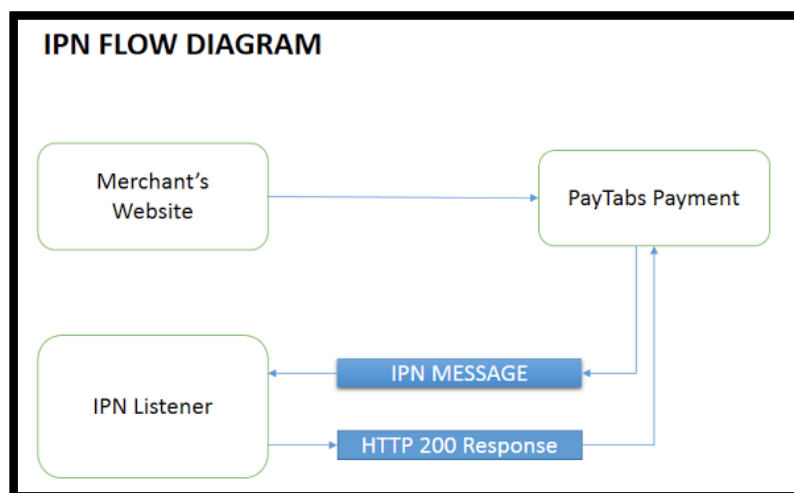
5 PayTabs IPN (Instant Payment Notification)

5.1 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.



5.2 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.

The image shows a screenshot of the "IPN Listener" configuration form in the PayTabs Merchant Account. The form includes the following fields and options:

- Paypage Currency:** A dropdown menu set to "USD".
- IPN Listener URL:** A text input field, highlighted with a red rectangle.
- IPN Listener URL for Transactions Reports:** A text input field.
- Payment Timeout (Seconds):** A checkbox labeled "No Timeout" which is checked.
- Buttons:** "Submit" and "Cancel" buttons at the bottom.

Now your IPN Service is ready to go!

5.3 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

5.4 Contents / Data of the IPN

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

<i>Element</i>	<i>Description</i>	<i>Format</i>
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.: <i>Manama</i>
shipping_state	Shipping State of the customer	String 32 characters E.g.: <i>Manama</i> 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.: <i>BHR</i>
shipping_postalcode	Shipping postal code of the customer	String From 5 to 9 characters E.g.: <i>403129</i>

5.5 Response Codes

<i>Response Code</i>	<i>Description</i>
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.

6 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

6.1 Request

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

6.2 Response

<i>Element</i>	<i>Description</i>	<i>Format</i>
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.: AhjzbwSR8VsHlol4Q VCEcgS
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

6.3 Response Codes

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

6.4 Sample Response

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

```
{
  "transaction_count": 2,
  "response_code": "4090",
  "details": [
    {
      "status": "Payment Approved",
      "response_code": "100",
      "transaction_id": "130044",
      "order_id": "1234567",
      "auth_code": "AhjzbwSR8Re008y6YqFo3AKfvJwhpLVUHyL4C7ekmW6QHFHlgDAAxQ1z",
      "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": "AfzvbwSR8RcpB85hKYko3AKfvmhq1u1UHyL4C7ekmW6QHFHlgDAA2gfW",
      "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"
    }
  ]
}
```

6.5 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

6.6 Error Codes

Error Code	Description
4001	Missing parameters
4002	Invalid Credentials
4090	Data Found
4091	No Data

7 Frequently Asked Questions

Q1. I am getting 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 receiving 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
- Billing Country
- Shipping Address (*In case you don't need shipping address, you can use the same address as billing address*)
- Shipping City
- Shipping State/Region
- Shipping Postal Code
- Shipping Country

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

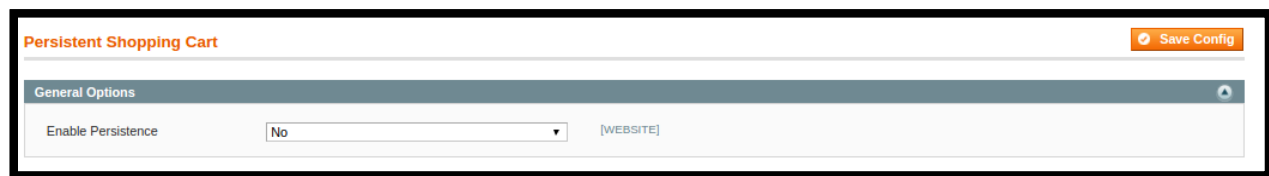
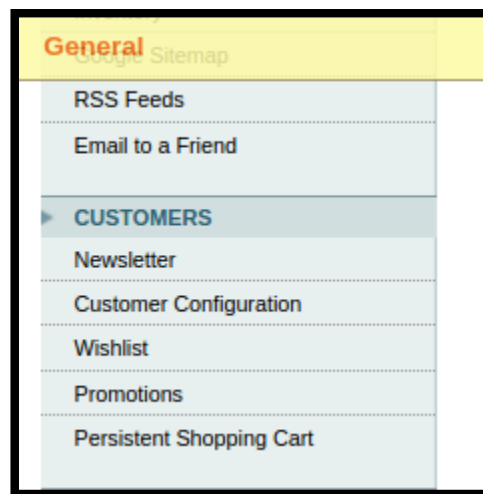
Go to Magento Admin Panel, Turn on: Logging System > Configuration > Advanced > Developer > Log Settings > Enabled => Yes
Check following file for trouble shooting:
MagentoInstalledDirectory/var/log/system.log

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".





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