

Card payment Redsys (Refunds, click to pay...)



Introduction

This tutorial will guide to you to install and configure the Card payment Redsys module.

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How to install the module

The installation of the module is very easy, once you have downloaded the .zip from the Addons account who purchased the module (from the Downloads section), it can be done by 2 different ways:

- From Backoffice:

1. Going to the “Modules” section and selecting “Add new module”
2. Select the .zip file downloaded from Addons
3. Click in the “Add” button
4. Search the module in the modules list and click in the “Install” button

- By FTP:

1. Descomprime el fichero .zip descargado desde Addons
2. sube la carpeta "redsys" en la ruta "/modules" de tu tienda
3. Busca el módulo en el listado y haz click en "Instalar"

How to configure the module

Basic configuration

The basic module configuration requires the configuration information from the Redsys virtual POS hired with your bank. When you go to the module configuration, you can add the Virtual POS configuration, click in the “New” button in the top right position in the configuration page.

The screenshot shows the PrestaShop 1.7 Admin interface for configuring a new Virtual POS (TPV Virtual). The page is titled "Crear nuevo TPV" and "CONFIGURACIÓN DEL TPV VIRTUAL". The configuration fields are as follows:

- Activado:** Toggle switch set to "SI" (Yes).
- Entorno Real Redsys:** Toggle switch set to "NO" (No).
- Nombre:** Text input field.
- Numero:** Text input field.
- Clave secreta de encriptación:** Text input field.
- Terminal:** Text input field.
- Tipo de transacción:** Dropdown menu set to "Autorización".
- Moneda:** Dropdown menu set to "Euro".

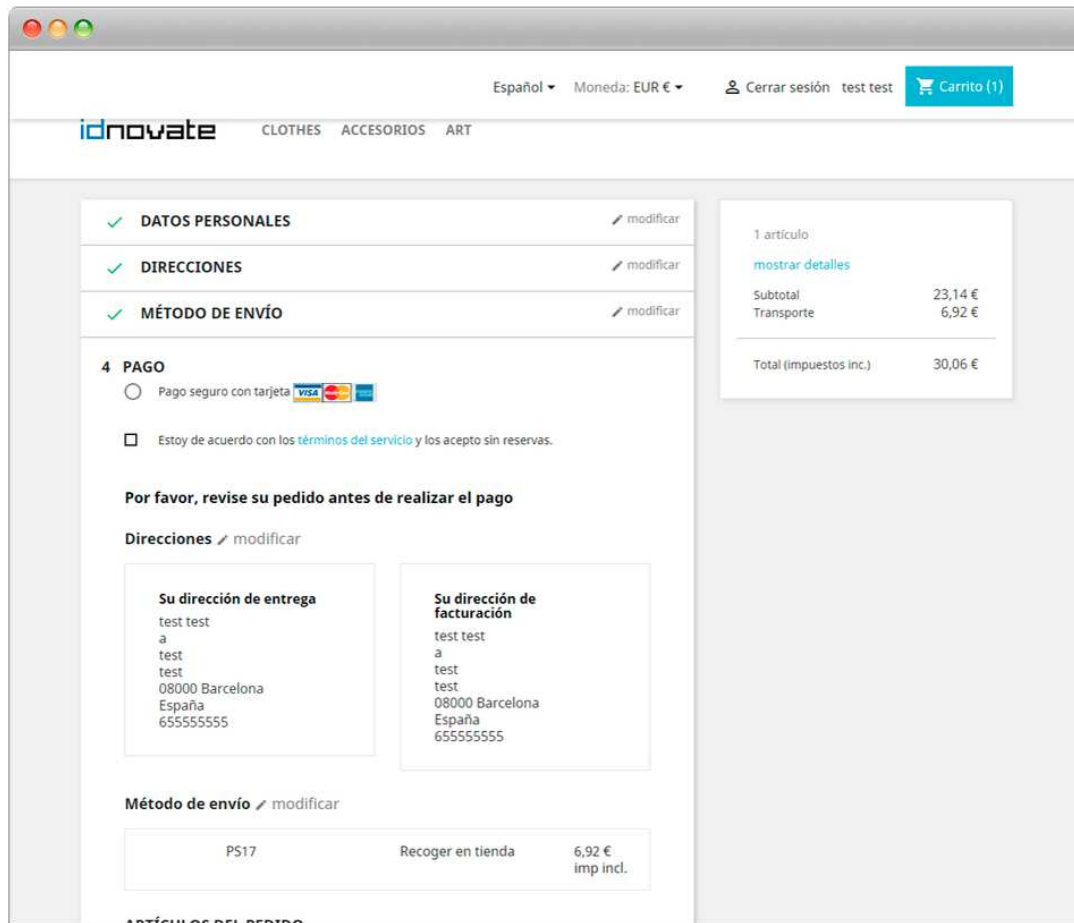
At the bottom, there are "Cancelar" (Cancel) and "Guardar" (Save) buttons.

Insert the information sent from your bank:

- Name
- Number (commerce code)
- Secret encryption key (32 characters key)
- Terminal
- Transaction type (Authorization is the usual payment type, Preauthorization blocks the amount until the preauthorization confirmation is sent)
- Currency (the currency which the Virtual POS has been created)

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Once this information has been added, the card payment method is ready to use, in the Checkout you will see the method (see screenshot):



The screenshot shows the checkout page of the idnovate website. The top navigation bar includes the idnovate logo, links for CLOTHES, ACCESORIOS, and ART, and a language selector set to Español. The currency is EUR € and the user is logged in as test test. A shopping cart icon shows 1 item.

The checkout process is divided into several steps, with the first three (DATOS PERSONALES, DIRECCIONES, and MÉTODO DE ENVÍO) completed, indicated by green checkmarks. The current step is 4 PAGO.

Under the PAGO section, there is a radio button selected for "Pago seguro con tarjeta" (Secure payment with card), accompanied by logos for Visa, Mastercard, and American Express. Below this is a checkbox for "Estoy de acuerdo con los términos del servicio y los acepto sin reservas." (I agree with the terms of service and I accept them without reservations).

A warning message states: "Por favor, revise su pedido antes de realizar el pago" (Please review your order before making the payment).

The "Direcciones" (Addresses) section shows two boxes: "Su dirección de entrega" (Your delivery address) and "Su dirección de facturación" (Your billing address). Both addresses are identical: test test, a test test, 08000 Barcelona, España, 65555555.

The "Método de envío" (Shipping method) section shows a table with one option: PS17, Recoger en tienda (Pick up in store), with a cost of 6,92 € imp incl. (6.92 € including tax).

On the right side of the checkout page, there is a summary box showing the cart contents: 1 artículo (1 item), a link to "mostrar detalles" (show details), and a breakdown of costs: Subtotal (23,14 €), Transporte (6,92 €), and Total (impuestos inc.) (30,06 €).

In the module configuration, you will see the list of the Virtual POS created, also you can see the transactions list, the refunds list and the click to pay identifiers list.

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ADMINISTRAR TPV REDSYS 4

ID	Imagen de pago	Nombre	Número	Terminal	Moneda	Entorno Real	Pago en un click	Posición	Activado	Tienda
1		TPV con Pago en un Click	327234688	1	EUR	✗	✓	1	✓	redsys
2		TPV Crear pedido antes de pagar	327234688	1	EUR	✗	✗	2	✓	redsys
3		TPV con Preautorización	327234688	1	EUR	✗	✗	3	✓	redsys
4		TPV pago Integrado iFrame	327234688	1	EUR	✗	✗	4	✓	redsys

LISTADO DE TRANSACCIONES

Id Trans.	Pedido	TPV Virtual	Cliense	Total del pedido	Devolución	Moneda	Tipo de transacción	Respuesta	Fecha
4	Sin pedido	TPV con Pago en un Click	5 - test test	—	0,00 €	EUR	Autorización	0180	20/02/2019 12:03:45
3	6	TPV Crear pedido antes de pagar	5 - test test	42,01 €	0,00 €	EUR	Autorización	0000	20/02/2019 12:02:59
2	5	TPV con Preautorización	5 - test test	53,19 €	0,00 €	EUR	Preautorización	0000	20/02/2019 12:01:47
1	4	TPV con Pago en un Click	5 - test test	41,67 €	41,67 €	EUR	Autorización	0000	20/02/2019 11:43:34

LISTADO DE DEVOLUCIONES

Id de devolución	Id del TPV Virtual	Id del pedido	Cantidad devuelta	Respuesta	Moneda	Fecha
1	1	4	41,67 €	900	EUR	20/02/2019 12:07:01

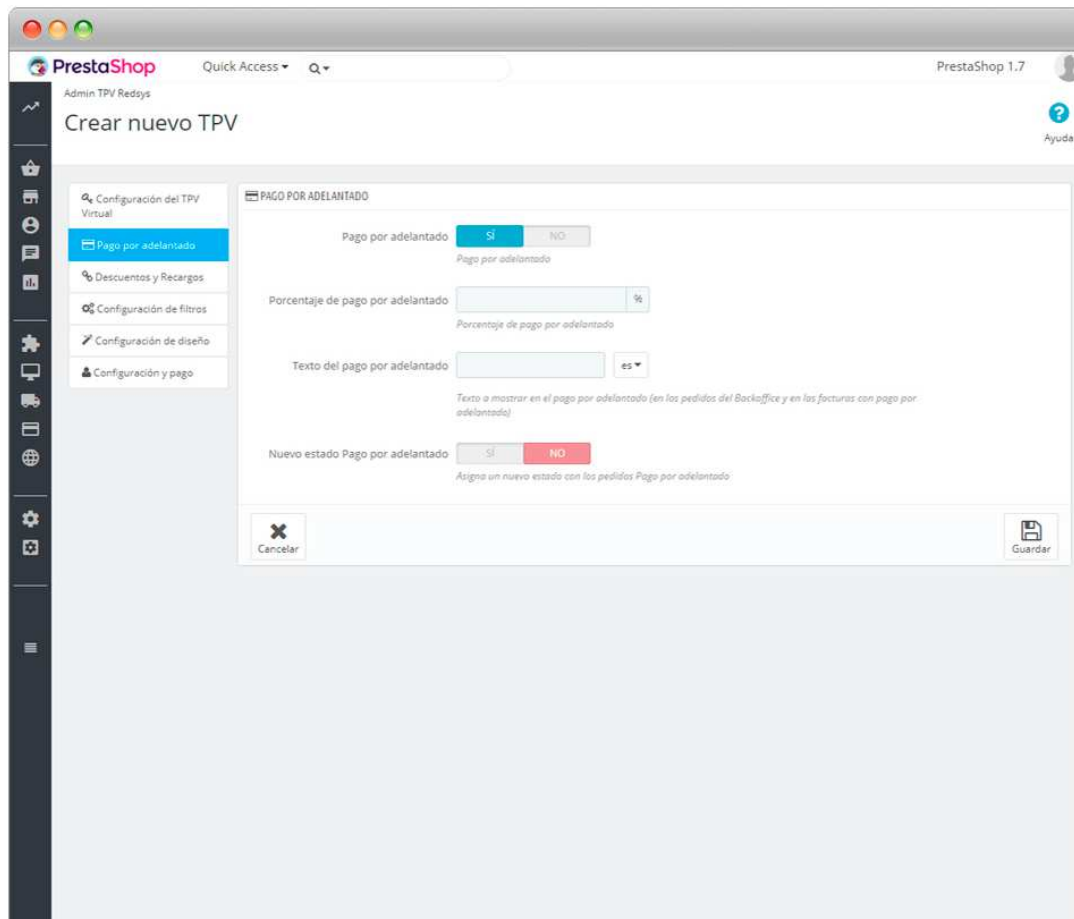
LISTA DE IDENTIFICADORES (PAGO EN UN CLICK)

Operación	Cliense	Identificador	Número de tarjeta	Fecha de caducidad
1	5 - test test	2757e4a9b04951a629e7dda90fa07246bd02dab8		2020

Advanced payment

Enabling the advanced payment you can configure a percentage that will be send to Redsys to make the payment and the rest of the order amount will be pending (it will be managed with other payment methods like Bankwire or Cash on delivery for example). Very useful for products that needs a previous payment to reserve it and pay the rest when it's available.

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Crear nuevo TPV

Configuración del TPV Virtual

Pago por adelantado

Descuentos y Recargos

Configuración de filtros

Configuración de diseño

Configuración y pago

PAGO POR ADELANTADO

Pago por adelantado **SI** **NO**

Porcentaje de pago por adelantado %

Texto del pago por adelantado es

Nuevo estado Pago por adelantado **SI** **NO**

Cancelar Guardar

Discounts and fees

Apply discounts and/or fees for the use of the card payment method that provides the module. You can configure the discount and the fees by percentage from the order total (with or without taxes) or if you prefer, you can define a fixed amount of discount and fee. This new item will be displayed in the totals summary (cart and checkout), in the order and in the invoice.

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Crear nuevo TPV

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DESCUENTOS Y RECARGOS

Activa Recargo/Descuento ☒ SI ☐ NO

Activa Recargo/Descuento

Modo

Selecciona si quieres configurar un Recargo o un Descuento.

Tipo

Selecciona el tipo de Recargo/Descuento que quieres aplicar, Fijo, Porcentaje o Fijo + Porcentaje

Cálculo del porcentaje del total del pedido

Selecciona el precio desde el que quieres calcular el porcentaje de Recargo/Descuento

Fijo

Recargo/Descuento fijo (impuestos incluidos)

Porcentaje

Porcentaje de Recargo/Descuento

Recargo/Descuento mínimo a aplicar

Establece un Recargo/Descuento mínimo, si el valor es 0 no hay mínimo

Recargo/Descuento máximo a aplicar

Establece un Recargo/Descuento máximo, si el valor es 0 no hay máximo

Total del pedido mínimo para aplicar el Recargo/Descuento

Selecciona el mínimo total para aplicar el descuento/recargo. Por ejemplo: Aplicar a los pedidos superiores a 10

Total del pedido mínimo para aplicar el Recargo/Descuento

Selecciona el máximo total para aplicar el descuento/recargo. Por ejemplo: Aplicar a los pedidos inferiores a 200

Filters and conditions

You can configure filters and conditions to show or hide the card payment method, for example:

- Show the card payment method only for an specific carrier
- Hide the card payment method to an specific country or countries

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Quick Access

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Ayuda

Admin TPV Redsys

Crear nuevo TPV

Configuración del TPV Virtual

Pago por adelantado

Descuentos y Recargos

Configuración de filtros

Configuración de diseño

Configuración y pago

CONFIGURACIÓN DE FILTROS

Moneda(s)

12 opciones disponibles

Peso chileno

Peso colombiano

Corona checa

Corona danesa

Euro

No hay opciones seleccionadas (se aplica a todas)

Idioma(s)

18 opciones disponibles

Español (Spanish)

English (English)

Français (French)

Italiano (Italian)

Deutsch (German)

No hay opciones seleccionadas (se aplica a todas)

País(es)

244 opciones disponibles

Afganistán

Albania

Alemania

Andorra

Angola

No hay opciones seleccionadas (se aplica a todas)

Zona(s)

8 opciones disponibles

África

Asia

Central America/América

Europa

Europa (non-EU)

No hay opciones seleccionadas (se aplica a todas)

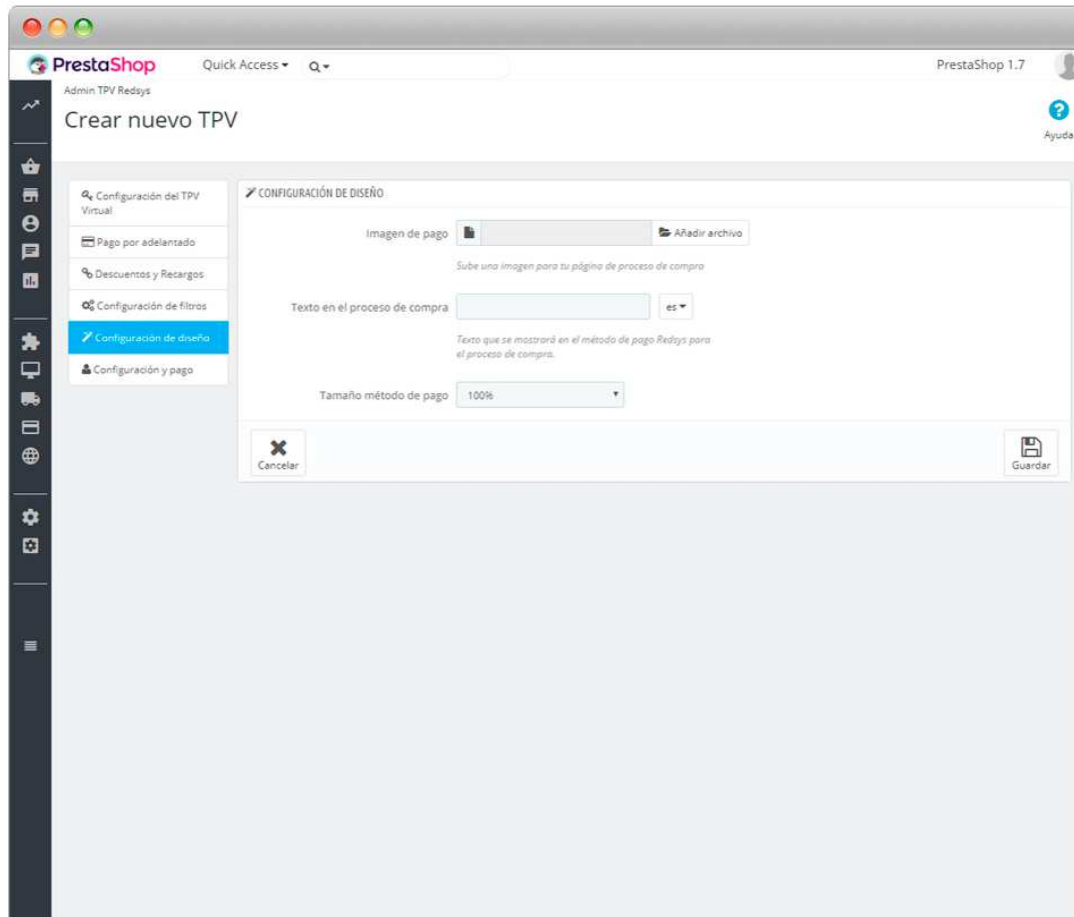
Cancelar

Guardar

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Design

In the design tab you can define the checkout text, the size and the logo for the payment method.



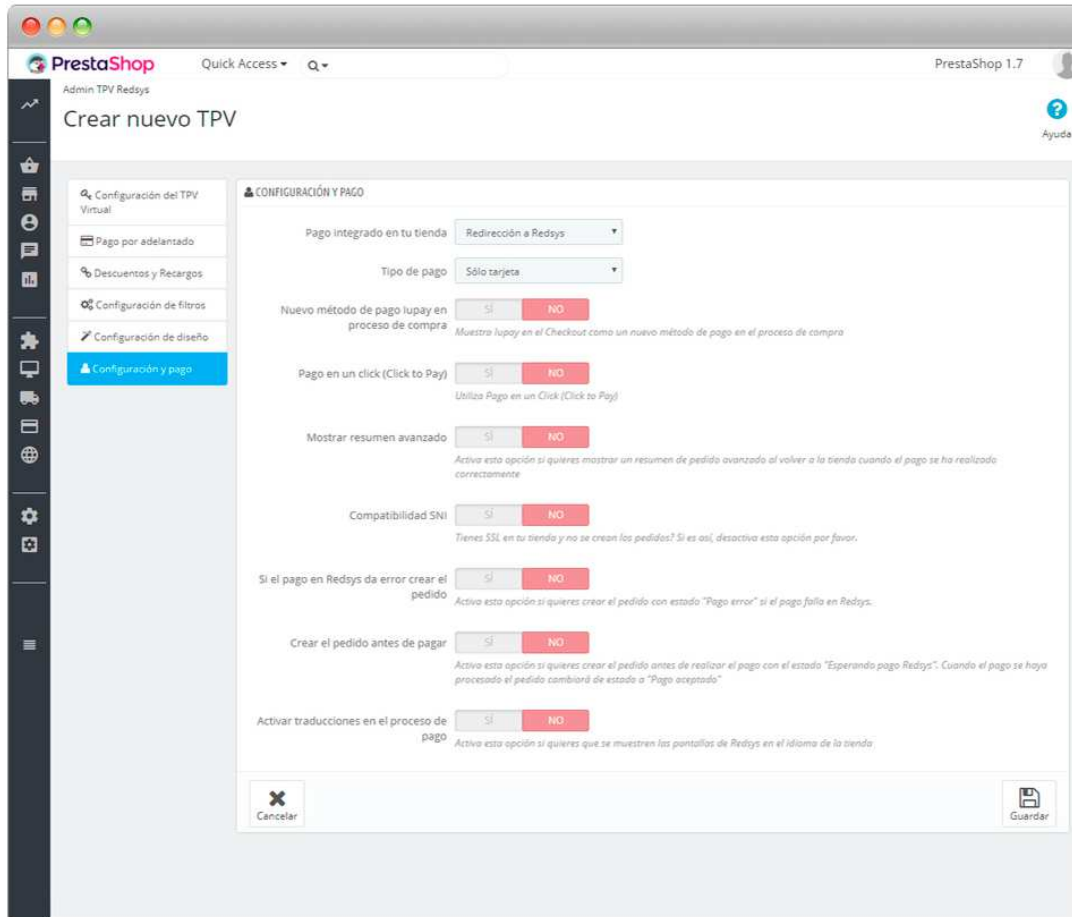
Payment options configuration

In the last tab of the module configuration you will have the payment configuration options, the featured options are:

- **Integrated payment option:** You can select if you want to redirect to Redsys to make the payment or show the payment gateway inside of an iFrame in your own store.
- **Click to Pay:** the module has the Click to Pay feature to allows to the customer to save and use again the card information for the next purchases in the store. In the response page, the module show a popup and the customer decide if they want to save the card or not.
- **Create the order before payment:** The module has a very practice feature to create the order in the store before the payment. It means that you will not have the problems anymore with the products stock (when 2 or more customers go to the payment gateway with the same low stock product in the cart). When the order is created before the payment, a new state "Waiting

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Redsys payment” is assigned to this order, when the payment process ends, this state change to “Payment accepted” or “Payment error” depending on the final result of the operation.



Admin TPV Redsys

Crear nuevo TPV

CONFIGURACIÓN Y PAGO

Pago integrado en tu tienda: Redirección a Redsys

Tipo de pago: Sólo tarjeta

Nuevo método de pago lupay en proceso de compra: ☐ SI ☒ NO
Muestra lupay en el Checkout como un nuevo método de pago en el proceso de compra

Pago en un click (Click to Pay): ☐ SI ☒ NO
Utiliza Pago en un Click (Click to Pay)

Mostrar resumen avanzado: ☐ SI ☒ NO
Activa esta opción si quieres mostrar un resumen de pedido avanzado al volver a la tienda cuando el pago se ha realizado correctamente

Compatibilidad SNI: ☐ SI ☒ NO
Tienes SSL en tu tienda y no se crean los pedidos? Si es así, desactiva esta opción por favor.

Si el pago en Redsys da error crear el pedido: ☐ SI ☒ NO
Activa esta opción si quieres crear el pedido con estado "Pago error" si el pago falla en Redsys.

Crear el pedido antes de pagar: ☐ SI ☒ NO
Activa esta opción si quieres crear el pedido antes de realizar el pago con el estado "Esperando pago Redsys". Cuando el pago se haya procesado el pedido cambiará de estado a "Pago aceptado"

Activar traducciones en el proceso de pago: ☐ SI ☒ NO
Activa esta opción si quieres que se muestren las pantallas de Redsys en el idioma de la tienda

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Practical cases and most common errors

Payment is successful but the order is not created

1. If the store works by HTTPS, you have to try activating the "SNI Compatibility" option in the "Settings and payment" tab. If it was activated, it is necessary to try disabling it.
2. The store must be accessible from the internet (it can't be in maintenance or have an active .htpasswd)
3. Checking the "Notifications" of the control panel of Redsys will be able to see if there is any additional error.

Real: <https://canales.redsys.es>

Test: <https://sis-t.redsys.es:25443/canales/>

The Virtual POS is configured but the payment method doesn't appear in the Checkout

1. Review of the filters activated in the configuration, it's possible that it's filtered and doesn't appear
2. Review of the payment configuration of PrestaShop, it may be necessary to activate the module for any carrier, currency or country.

When you go to make the payment, an error appears

	
Importe	0 Sin Asignar
Código Comercio	234234234
Terminal	1
Número pedido	
<p>Error en datos enviados. Contacte con su comercio. (SIS0026)</p>	
<p> Imprimir Cerrar </p>	

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This error can be caused by several reasons (sometimes the error code isn't displayed) so we should verify that:

1. The number of commerce and the terminal sent are correct, they exist in the environment (Test or Real)
2. The secret code entered is 32 characters (Recommendation: access to the Redsys control panel, check the key in the options of the commerce, copy and paste it into the configuration of the module, avoiding problems when writing it by some confusing character) .
3. If the option "One click payment" is activated, it is necessary that this functionality is also activated in the Virtual POS (in Redsys), if not, this error may appear to pay. In Test, all Virtual TPVs have it activated, when passing to Real it is when it can appear, you should try disabling the option in the module and see if that is the reason.

The click to pay Popup doesn't appear when the payment is finished

1. There's a Javascript error on the PrestaShop order confirmation page
2. The Virtual POS is not sending the parameters in the URLs, it's necessary to access to the configuration in Redsys (canales.redsys.es) and verify that "Send parameters in the URLs" is set to YES.