Documentation

Merchant area

Table of contents

1. Introduction

The present document gives you an insight into the merchant menu of Sofort GmbH (hereinafter the product is refered to as Online Bank Transfer). You can manage your master data on your account as well as products offered from Sofort GmbH here. You can activate new products or

edit existing projects. You also have the possibility to directly apply for a Deutsche Handelsbank account in your merchant menu.

As an online merchant, you have at least one account with Sofort GmbH which is assigned a unique customer number. This account is also your billable unit for which you receive a monthly invoice. If you have any questions or need help, please have your customer number at hand.

The following pages will guide you step by step through your personal customer menu to explain the configuration options to you.

2. Registration with Sofort GmbH

Before you can access your personal merchant menu, you have to register with Sofort GmbH.

Registration is ONLY required for online merchants, NOT for buyers or end customers.

Registration can be accessed directly from the merchant menu of the website www.klarna.com/sofort/ (https://www.klarna.com/sofort/). You will then be redirected to the SSL-secured website https://www.sofort.com/payment/users/register/ (https://www.sofort.com/payment/users/register/) to enter your data.

After having registered free of charge, a confirmation mail will be sent to the email address you stated. Follow the instructions of this email and create a password for your personal merchant menu for future logins.

To log in, you always need your **customer number** (alternatively, you may assign an alias at a later time) and your **password**. The password is only known to you and should not be disclosed to third parties.

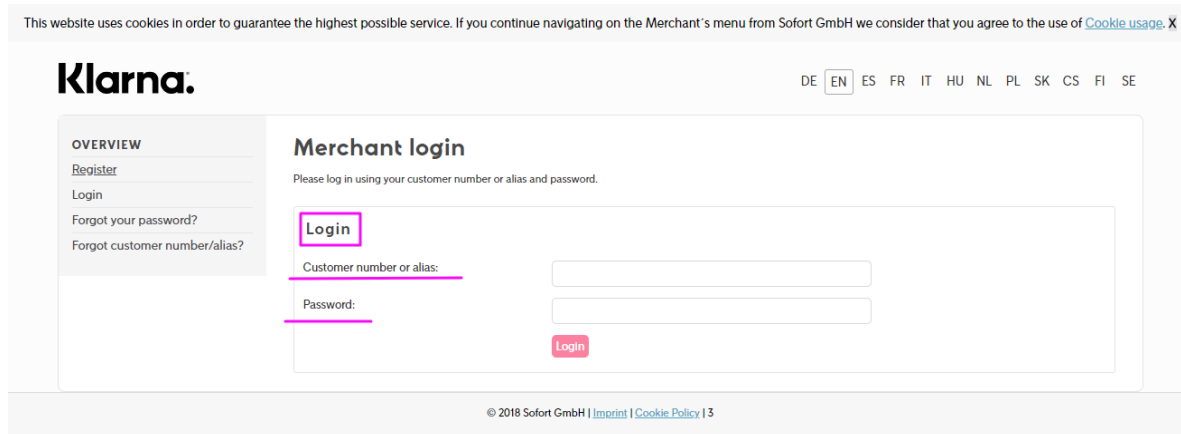After having created a password, you can directly log in to your merchant menu.

Please be aware that Sofort GmbH currently does not provide a conditional access system, i.e. you have one access to manage your account and cannot create additional accounts.

3. Product activation

After having registered and created a password, you can directly log in to your merchant menu. Before using the Sofort GmbH products, you have to activate the desired product(s).

3.1. Login to your merchant menu

You can directly log in from the merchant area on the website.

You can call the SSL-secured login website https://www.sofort.com/payment/users/login (https://www.sofort.com/payment/users/login).

If you forgot your password, you can request a new password by clicking on the link "Forgot password". You will then need your customer number (or alias) and the email address entered upon registration or stored as contact address in your master data.

3.2. Contract and product selection

In the next step, you have to activate the products you want to use in the future. You can only change your master data before you have activated at least one product.

Click product activation in the left main menu now.

Contract and product selection

On contract and product selection, you may select your desired products and a matching contract. Please click »Next« afterwards.

Please select the countries first in which you have already operated or intend to operate and want to use our products. You will then receive an overview of products which are available in your target countries. No costs are incurred for the selection of the contract or the products.

Target countries Please select the countries in which you have already operated or intend to operate and want to use our products.

☐ Austria   ☐ Belgium   ☑ Germany   ☐ Italy

☐ Netherlands   ☐ Poland   ☐ Spain   ☐ Switzerland

☐ United Kingdom

Next

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In the next step, select the desired product by checking the box. Subsequently, you will see a selection of rates for this product. Depending on your selection, you may be requested to enter or apply for a Deutsche Handelsbank account in the next steps. A Deutsche Handelsbank account is required in order to use the product iDEAL.

If the desired products cannot be activated or if you have any questions, please contact your sales representative or call Sofort GmbH at +49(0)89/2020889-500.

Klarna.

DE EN ES FR IT HU NL PL SK CS FI SE

Customer no.:
Logout

MY ACCOUNT
Master data
Product activation

Any questions?
Please contact us at:
+49 89 20 20 889 - 500
Mon-Thu 09:00 am - 5:00 pm
Fri 09:00 am - 4:30 pm

Contract and product selection

On contract and product selection, you may select your desired products and a matching contract. Please click »Next« afterwards.

Target countries

🇩🇪 Germany

[Back to selection]

Products Please select the products you want to use.

Pay now.   The TÜV-certified direct payment method ⓘ

Rates & fees

	Merchandise Trade & Travelling ⦿
Monthly basic fee	4.90 €
One-time setup fee	59.90 €
Percentage of turnover	0.90 %
Processing fee per transaction	0.25 €
Minimum contract period (in months)	–

Terms and conditions

☐ I have read the above conditions and the Terms and Conditions for Sofort as well as the Privacy Policy and I agree. You can also find the conditions inside the merchant menu later. The Terms and Conditions and the Privacy Policy are always saved in the current version.

Paycode.   Online and offline payment of invoices. ⓘ
                  Online and offline payment of invoices.

☐ Ident.   Age and identity verification without media disruption. ⓘ

☐ iDEAL   For payments from the Netherlands. ⓘ

[Next]

After you have selected a rate and accepted the general terms and conditions as well as the privacy policy, click next.

Now enter your bank account for the billing.

You can specify an alternative bank account to receive payments. Go to the project settings of the respective product and project to configure the settings. Details will follow.

Save your bank account to successfully complete product activation. Repeat these steps if you want to activate additional products.

4. Create projects

You have to create at least one project for a product to be able to use it. You can create as many projects as you like free of charge.

The following descriptions refer to the integration of the products offered from Sofort GmbH. Sofort gmbH offers you a range of ready-to-use interfaces (plugins or shop modules) for common shop or ERP systems to reduce integration efforts.

For the product Online Bank Transfer, two different integration solutions are provided to you. Hence there are two different project types of which you have to select one while you create a project.

Before you continue, please obtain information on the solution you want to use from the plugin provider or on the website https://www.sofort.com/integrationCenter-eng-DE/ (https://www.sofort.com/integrationCenter-eng-DE/). There you will find any information about the appropriate project type, which you will have to define at a later stage. If you select the wrong project types, you may not be able to use the product or more effort is required.

Contact for integration issues:

Please have your customer number at hand.

Phone: +49(0)89/2020889-400
Email: integration@sofort.com (mailto:integration@sofort.com)

4.1. Select product

As a first step please select the product, which you have activated before and which you wish to use in the future.

If you decide to select another product than Online Bank Transfer at this point, you will be directly forwarded to the specification of the project settings.

If you decide to select the product Online Bank Transfer at this point, you will have determine the appropriate project type.

4.2. Select project type

You can choose between the project types **Gateway** and **Classic**. The settings to be made within a project can be found in the general descriptions of the interface (API) for individual integrations or in the plugin documentation for ready-to-use interfaces for common shop or ERP solutions.

The overview only lists products you have already activated.

4.2.1. Online Bank Transfer - Gateway projects

The Online Bank Transfer - Gateway is based on the so-called XML API.
Select this project type if you

- carry out integration yourself or by an agency
- want to use the available plugins (shop modules),which you then configure for Online Bank Transfer by means of userID, projectID and API key / configuration key.

Add new project

Choose your project type

Please select an appropriate project type to use Sofort in your (shop) system. The type depends on how your (shop) system communicates with Sofort.

? You do not know which project type is appropriate for you?
Click here and search for your underlying (shop) system.

Gateway project	Classic project
You use our current interface with XML	You use our interface with name-value-pair (NVP) via HTTP Get
You configure your (shop) system for Sofort by specifying the following fields:	You configure your (shop) system for Sofort by specifying the following fields:
UserID	UserID
ProjectID	ProjectID
API key / configuration key	Project password
	if applicable notification password

or

Further information

- Self-integration: Would you like to learn more on our interfaces and the option of self-integration, click here .

- Please note: You can only use products activated before.
  If you want to use additional Sofort products, activate them in the menu under Product activation.

Create project

4.2.2. Online Bank Transfer - Classic projects

Online Bank Transfer Classic projects are based on the so-called Name-Value-Pair API.
Select this project type if you

- want to use plugins (shop modules) that do not support the XML API via the Online Bank Transfer Gateway and which you then configure for the product by means of userID, projectID and project password.

This project type is no longer supported for own integrations of Online Bank Transfer which are not realised by existing plugins.

DE [EN] ES FR IT HU NL PL SK CS FI SE

Add new project

Choose your project type

Please select an appropriate project type to use Sofort in your (shop) system. The type depends on how your (shop) system communicates with Sofort.

? *You do not know which project type is appropriate for you? Click here and search for your underlying (shop) system.*

Gateway project ⓘ	Classic project ⓘ
◾ You use our current interface with XML	◾ You use our interface with name-value-pair (NVP) via HTTP Get
◾ You configure your (shop) system for Sofort by specifying the following fields:	◾ You configure your (shop) system for Sofort by specifying the following fields:
◾ UserID	◾ UserID
◾ ProjectID	◾ ProjectID
◾ API key / configuration key	◾ Project password
	◾ if applicable notification password

○   **or**   ◉

Further information

◾ Self-integration: Would you like to learn more on our interfaces and the option of self-integration, click here .

◾ Please note: You can only use products activated before.
If you want to use additional Sofort products, activate them in the menu under Product activation.

Create project

4.3. Project settings

The general project settings are described in the following. Some settings are not available until you created and saved a project for the first time. Technical settings can be found in the corresponding product and plugin documentation.

After having selected the correct project type for your integration and saved your project, different settings can be made for individual projects. The following refers to Gateway projects with an existing Deutsche Handelsbank account; the general settings also apply to Classic projects.

4.3.1. Base settings

In the base settings, you can make all configurations required to use a product. The settings include address data which are displayed to the buyer during the payment process or the bank account to receive payments.

Base settings   Extended settings   Test the project   Project: 318802 - Test

General settings

For some products, you cannot change the settings yourself. Please contact service@sofort.com (mailto:service@sofort.com) for changes.

Add new project

General settings

Project name: *   My online shop

Shop system: *

Industry: *

○ Digital Goods

○ Financial Services

○ Non-profit Organisation

○ Public Administration

○ Retail

○ Service Provider

○ Ticketing

○ Tourism

Website: *   http://

- **Project name**:
  The project name mainly ensures identification of the project. For Invoices from Sofort GmbH, the project name is also used for customer correspondences.
- **Shop system**:
  Select a standard eCommerce solution or an own shop system (self-

programmed) if you carry out integration yourself. This setting helps Sofort GmbH to identify errors and notify you thereof.

- **Industry**:
  Select the industry of your business.
- **Website**:
  Enter the website URL of your eCommerce solution.
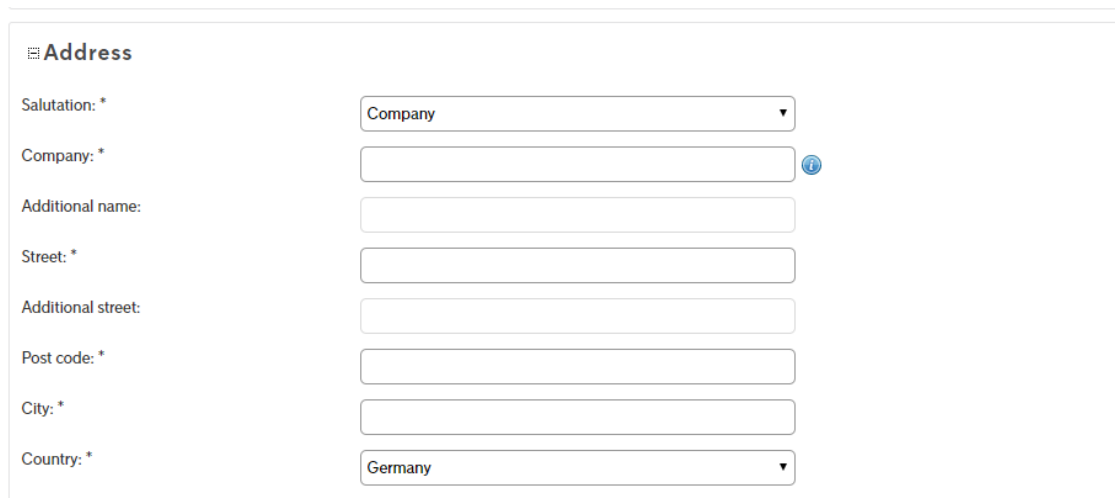- **Configuration key for your shop system**:
  This setting is automatically set and ensures authentication in the systems. Detailed information can be found in the interface descriptions.

Project address

The project address can deviate from the address stored with the master data. This may be helpful if the company for example runs several online shops which are all independent.

Please note that the project address is only displayed in the payment wizard of Sofort GmbH for example, but cannot be used for billing purposes.

Instead of your address, you can also display your company logo to the end customer (see project logo) or you display both. You may store your company logo in the expanded project settings under project logo.

Project bank account

The project bank account is used to receive payments from buyers. This bank account may differ from the bank account Sofort GmbH uses for billing.

NOTE!
For your security, project bank accounts can only be changed if you can retrieve emails from the email address stated in your master data. A confirmation password will be sent to this main email address. Changes will not become effective unless they are confirmed by this password.

Furthermore, you can store additional bank accounts. A local bank account in the currency used in the respective country is essential to process payments in the currencies CHF (Swiss Francs), PLN (Polish Zloty), GBP (British Pounds), HUF (Hungarian Forint), and CZK (Czech crowns).

Additional bank accounts can only be stored for the product Online Bank Transfer per supported sender country.

Settings for all payment methods

These technical settings can be found in the corresponding technical product documentation or API descriptions. Most settings can be dynamically transferred by parameters for every product for every interface call.

Payment methods

You have to additionally activate the payment methods previously selected in product activation by checking the boxes.

You can make additional product-specific settings under options. The **test mode** can be activated here. The test mode allows you to simulate the entire payment process without real cash flow.

Payment methods Activate your preferred payment methods here. You can find your contract terms here.

Sofort   The TÜV-certified direct payment method ⓘ   Pay now.
⊟ Options

General product settings

Sender country locked: ☐ ⓘ

Test mode: ☑ ⓘ

After activating test mode you can test our products, by using the sort code 88888888 (8 times 8) for Germany, 999 (3 times 9) for Belgium and 00000 (5 times 0) for other countries, without performing real transactions. You thereby can test your email or HTTP notifications.

Please be aware that by using another sort code a transaction will be processed normally.

When going live the test mode must be deactivated.

If you want to leave the test mode permanently activated, please contact our support team stating the keyword: »Permanently activate test mode«.

Email: service@sofort.com

Save   * denotes required fields

For the payment method Online Bank Transfer, you can request optional buyer protection and activate this feature in the Online Bank Transfer options subsequently.

When using the payment method Paycode you generate a 10 digit number code. This paycode may be printed on an invoice or be sent as an e-mail. A customer pays then with payment wizard from Sofort GmbH. The default duration of validity can be set in the payment method options. Options for creating and sending a paycode may be found in the tab "paycodes".

Save all settings made by clicking on the "Save" button at the bottom of the page. They will become effective immediately.

4.3.2. Extended settings in the project

You make additional settings in the extended project settings. They are optional but facilitate the use of the Sofort GmbH products or communication with your buyers

The following figure gives you an overview of the options.

DE [EN] ES FR IT HU NL [PL] SK CS FI SE

Base settings   Extended settings   Test the project   Project: 318802 - Test

Extended settings for »Test«

Here you can define additional project settings.

Klarna.

Project logo

Here you can upload your own company logo which will appear in the payment form and will be visible on our website.

Notifications

There are several types of available notifications (email, HTTP(s) etc.) which you can use to be informed about successful transactions. Here you can see the notification log of finished transactions of this project.

Alternative bank details

Here you can set further bank accounts for the payment methods Sofort und Sofort Paycode in order to receive payments from the respective sender countries. This is recommended for banks of foreign countries that do not have the ability to carry out SEPA transactions and/or charge additional fees. Therefore, we currently reccommend to set local bank accounts in the following countries: Switzerland (in CHF), Poland (in PLN), Italy and Spain. In Great Britain (in GBP) Czech Republic (in CZK) and Hungary (in HUF) is indispensable local account.

Master password

If several employees have access to your merchant menu, you can provide a master password here to protect sensitive project settings.

Blacklists

Here you may exclude countries, groups of banks or single banks from being able to pay for this project.

Project logo

You can upload your company logo here. It will be displayed to the buyer in the payment wizard of Sofort GmbH instead of your project address (see "project adress").

DE EN ES FR IT HU NL PL SK CS FI SE

Base settings　　Extended settings　　Test the project　　　　　　　　Project: 318802 - Test

Project logo for »Test«

Here you can upload your company logo. The logo will be displayed in the payment form and, if desired, on our website.

Desktop preview　　Vorschau Mobile

Test
Test Str. 1
0000 Test City

60,00€

Company logo

You can upload your logo here. For an optimal display, please use an image in one of the following formats **GIF, PNG, or JPEG-formats**, with a size ratio of 120x120 pixels (60x60 pixels for a better rendering on retina devices). Furthermore the logo should have a 60x60 pixel format. Graphics in other proportions might be adjusted accordingly.

Upload a logo: *　　　Choose File　No file chosen

Save　　　　　　　　　　　　　　　　　　* denotes required fields

Please note that it is not possible to display a project logo and a project address at the same time.

Notifications

Notifications allow you to automatically inform your systems on transaction status changes. You can create new or edit existing notification types here.

Please note that it is only possible to change a payment status by using a Deutsche Handelsbank account as a recipient bank.

Base settings   Extended settings   Test the project   Project: 318802 - Test

Notifications for »Test«

Create as many notifications for successful transactions as you like or edit existing ones.

Add new notification

ID	Type	Activated	Target	Active for		
345218	Email with payment status	Yes	(EN) musterman@test.com	●●●●	🖉	✖
409893	XML HTTP Post	Yes	(POST) https://www.klarna.com/	●	🖉	✖

Legend (notifications with payment status only):
● Payment pending
● Payment received
● Payment not received
● Transaction refunded

Additional information on notifications and payment status can be found in the corresponding product documentation or plugin documentation.

Alternative bank account for the payment method Online Bank Transfer

You can determine additional bank accounts for the payment method Online Bank Transfer to be used for cash receipts from the respective sender country. This is especially recommended for countries in which foreign transfers (SEPA) are not possible from every bank and/or cause additional costs for customers. Therefore, we recommend to enter local accounts for the following countries: Switzerland (in CHF), Poland (in PLN), Italy, and in all beta countries. A local account is essential for the UK and Hungary.

Base settings   Extended settings   Test the project   Project: 318802 - Test

Further bank accounts
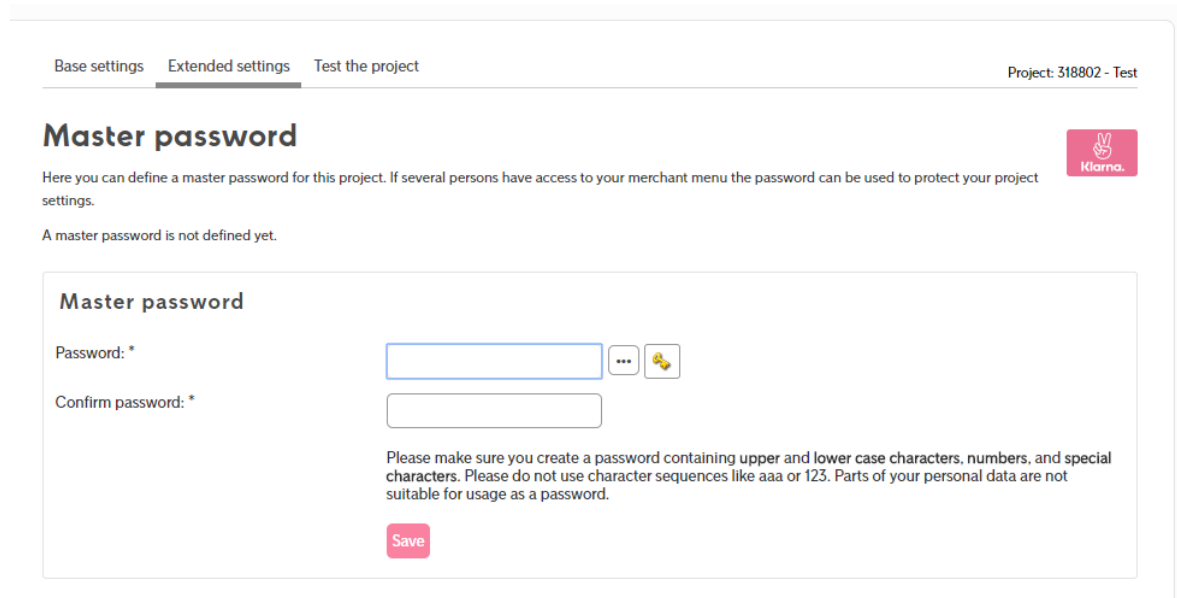
Here you can specify an additional bank account for the payment methods **Sofort** and **Sofort Paycode** to be used for receiving payments from the respective sender countries. This is especially recommended for countries in which international transactions (SEPA) are not possible via every bank and/or cause additional costs for end customers. We recommend to set up local accounts in the following countries: Switzerland (currency CHF), Poland (currency PLN), Italy and Spain. In Great Britain (in GBP) Czech Republic (in CZK) and Hungary (in HUF) is indispensable local account.

Add new bank account

Depending on the sender country the buyer uses in the payment wizard, the money will be automatically transferred to the recipient's bank configured here.

Master password

The master password is used to protect your technical settings in the project. Settings can only be made or saved if you know the master password.

Project blacklists

In the project blacklists, you can exclude **countries**, **groups of banks** or **individual banks**.

Please make sure that the settings you make only refer to **this individual project**. You can also make these settings globally for all projects. Go to projects in the main menu on the left and use the menu button Blacklists.

The countries are the sender countries supported by Sofort GmbH, which the buyer selected on the payment wizard page when starting the payment process. All countries are available by default (except for countries in beta status).

Note:

A local recipient account managed in the local currency is required to process the foreign currencies CHF, GBP, PLN, HUF and CZK in the countries Switzerland (CHF, Swiss Francs), the UK (GBP, British Pound), Poland (PLN, Polish Sloty), Hungary (HUF, Hungarian Forint), and the Czech Republic (CZK, Czech Crowns). In Switzerland and Poland, payments in EUR can be partly carried out.

4.3.3. Test project

Some project settings can be tested under the tab Test Project.

By calling the payment wizard, you can verify if everything is displayed correctly, e.g. your uploaded company logo. The full range of features can only be tested directly from your application by making a test order (as your customer does) to simulate the entire process including the payment process.

Base settings   Extended settings   **Test the project**   Project: 318802 - Test

⊟ Choose payment method ⦿   [Pay now.]

⊟ Technical details

In the field "Generated request" you see the created XML document including your parameters. You can initiate a payment with our system using this document. If the information can be processed correctly, you will be presented with a generated payment URL, which is used to immediately redirect your customer to proceed with the payment. You can see the servers' response in the field "Sofort Gateway response".

Generated request 📄

```xml
<?xml version="1.0" encoding="UTF-8"?>
<multipay>
  <amount>1.00</amount>
  <currency_code>EUR</currency_code>
  <reasons>
    <reason>klarna.com - Test</reason>
    <reason>28726122d5</reason>
  </reasons>
  <sender>
    <holder>Max Mustermann</holder>
    <account_number>XXXXXX</account_number>
    <bank_code>00000</bank_code>
    <iban>DEXX0000000000xxxxxx</iban>
    <bic>XXXXXX</bic>
  </sender>
  <email_customer>test@klarna.com</email_customer>
  <notification_emails>
    <notification_email>test@klarna.com</notification_email>
  </notification_emails>
  <user_variables>
    <user_variable>Variable 0</user_variable>
  </user_variables>
```

Sofort Gateway response 📄

```xml
<?xml version="1.0" encoding="UTF-8"?>
<new_transaction>
  <transaction>143501-318802-5AA68EB8-7780</transaction>
  <payment_url>https://www.sofort.com/payment/go/0795d4173ef12d2f
</new_transaction>
```
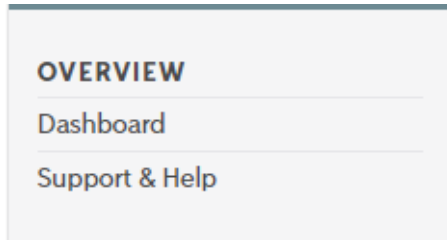
[Initiate new payment now]

Payment URL: https://www.sofort.com/payment/go/0795d4173ef12d2f79a53a6b9b2b60178f8c8bee

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5. Your merchant menu

The following gives you an overview of your editing options and of the menu items that provide this information.

5.1. Menu item Overview

5.1.1. Dashboard

Your dashboard is displayed after you have logged in to your personal merchant menu. It contains a current overview of the turnover you generated with your activated products.

Furthermore, it provides information on news messages and from the press on Sofort GmbH.

5.1.2. Support & Help

You can use this menu item to quickly access our product documentation and plugins including the descriptions for the integration. Moreover, the installation is explained step by step to ensure easy use of the products.

For questions on integration, the contact data of our integration team is provided here.

5.2. Menu item Transactions for

You can use this menu item to find all transactions on the products activated and used by you. The following actions are available.

TRANSACTIONS FOR

Sofort

Sofort Paycode

iDEAL

All products
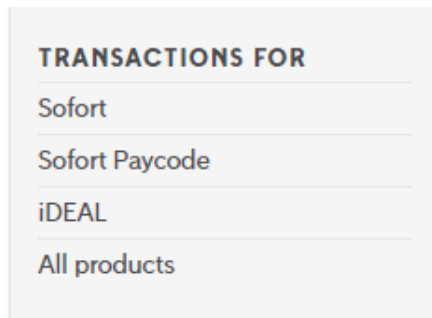
5.2.1. Search for transactions

You can display all or search for individual transactions for every product. If applicable, different search options are available for every product. For SOFORT, you can for example search by:

- Amount and currency
- Reason
- Transaction ID
- Payment status (only with Deutsche Handelsbank account)
- Time period
- Sender bank details

Sofort transactions

Search

Project:	All ▼
Amount:	– ▼ [ ] [ ] ▼
Reference:	[ ]
Transaction ID: multiple seperated by commas	[ ]
Test transactions:	All ▼
Payment status:	All ▼
Calculate sums:	☐

Period of time

Transactions from: *	2018-03-05 🗓 (YYYY-MM-DD) 00:00 o'clock
to: *	2018-03-12 🗓 (YYYY-MM-DD) 23:59 o'clock
	Today Yesterday Last 2 days Last 7 days Last 30 days

Sender

Account holder's name:	[ ]
Account number:	[ ]
Sort code:	[ ]
IBAN:	[ ]
BIC:	[ ]
Country:	All ▼

Search

* denotes required fields

The results list is displayed below depending on the selected search criteria. The areas "Search", "Period", and "Sender" are linked and evaluated with a logical AND. Click "Search" to update the results lists after changing the search criteria.

5.2.2. Export transactions

You can export the search results either as a PDF or CSV file.

Transaction	Sender	Amount	Reference	Test	Fees	
● 143501-413250-5AA28345-50D8 03/09/2018 13:51:38	MaX MuXXXXXXXX 2XXXXX89 Demo Bank (888XXXXX) SFRTXXXXXXX DE06000XXXXXXXXXXXXX89 🇩🇪 Germany	14.16 €	000000009 - Senada Test	Yes	0.00 €	

The export contains different fields depending on the product.

5.2.3. View transaction details

You can view the transaction details by clicking on the linked transaction ID or the detail icon.

Transaction	Sender	Amount	Reference	Test	Fees	
● 143501-413250-5A97C990-82F0 03/01/2018 10:36:38	WaXXXXXX HaXXXXXXX 1XXXXX78 Demo Bank (888XXXXX) SFRTXXXXXXX DE52000XXXXXXXXXXXXX78 🇩🇪 Germany	32.12 €	000000027 - Tuest Toest	Yes	0.00 €	

You can view different information in the transaction details depending on the product and you can carry out actions (e.g. refunds) if necessary. For Online Bank Transfer, you can receive information on:

- Transfer details
- Status history
- Sender account
- Recipient account
- Customer variables
- Notifications

Transaction details

Fields preceded by a plus (+) can be opened.

Project: Prestashop

Transaction details

Sofort Transaction-ID	143501-413250-5A97C990-82F0
Date	03/01/2018 10:36:38
Amount	32.12 EUR
Reference	000000027 - Tuest Toest
Fees	0.00 EUR
Beneficiary	n.a.
Data record blocked	-
Payment status	🟢 Payment received on 03/12/2018

Refunds

Change status of test transaction manually

Status history

03/12/2018 15:44:54	🟢 The amount was credited.
03/01/2018 10:36:38	🟡 The amount has not yet been credited.

Sender account

Recipient account

User variables

Notifications

All notifications successful	No
Attempts	0
Date of last attempt	
Notification log	Show details

5.2.4. Prepare refunds

You can prepare a transaction for a refund for products which support refunding both in the overview of transactions and in the transactions details.

It is possible to edit a prepared refund in the menu item Services and Refunds.

143501-365058-5AA00EAE-5752   MuXXXXXXXX PeXXX   92,78 €   000000014 - Taest Tuest   Ja   0,00 €
07.03.2018 17:09:49   23XXXXXX02
                              Demo Bank (888XXXXX)
                              SFRTXXXXXXX
                              DE86000XXXXXXXXXXXXXX02
                              ▬ Deutschland

⊟ Refunds

Refunded amount:	0.00 EUR
Paid out amount:	0.00 EUR
Amount charged	0.00 EUR

Amount: 92,78

Reference: 000000014 - Taest Tuest

Refund ID: f2e9a6764a

Refund

Editing a prepared refund is also possible with the menu item "Services".

Please note that a transaction paid to a Deutsche Handelsbank account cannot be prepared for refund until the money has been received.

5.2.5.Paycode

TRANSACTIONS FOR

Sofort

Sofort Paycode

iDEAL

All products

Options for searching and exporting can be found with the tab "transactions".

It is also possible to prepare a payment for customers and create a paycode. The paycode may be printed i.e. on an invoice or directly sent via mail oder SMS (see tab "send via mail" and "send via sms").

Note:

If you are using Paycode with a Online Bank Transfer classic-project you can find the features described above with the menu item "Services" -> "Paycode".

Transactions   Paycodes   Generate Paycode   Send via email   Send by SMS

Generate Paycode

You can prepare a payment and generate a Paycode for the customer to carry out the payment. You can for example print this code on an invoice.

Project

Project: *   Please select   ▼

Validity

from: 2018-03-13   (YYYY-MM-DD)   00:00   o'clock ⓘ

to: 2018-06-21   (YYYY-MM-DD)   23:59   o'clock ⓘ

Payment data

Amount: *

Currency: Euro   ▼

Reference: *

Settings

Success link: ⓘ

Abort link: ⓘ

⊞ **User variables**

Generate Paycode   * denotes required fields

5.3. Menu item Projects

You can use this menu item to

PROJECTS

My projects

New project

Create Deutsche Handelsbank
account

Blacklists

Notifications

Buyer protection

- view and edit existing projects
- create new projects
- create Deutsche Handelsbank accounts
- exclude countries, groups of banks or individual banks for ALL projects (global blacklist)
- view notifications and search for faulty notifications
- view buyer protection transactions

Since the menu items depend on what products you have activated, the display in your account may vary.

5.3.1. My projects

In My projects, you can see an overview of all projects per product. You also get information whether the individual projects have already been activated or still have to be activated for productive use (otherwise, only test transactions are possible).

Projects can be

- edited (click on project name or pen symbol)
- deleted
- copied

Project overview

Here you will find an overview of your projects.
In order to edit project settings please click on the project name or the pen symbol at the end of the row. You can also delete a project again.

Add new project

Ident

ID	Name	Address	Shop system	Test mode	
431162	Test	Klarna De Ruyterkade 7 1013 AA Amsterdam	Own shop system (self programmed)	Yes	📄✏️✖️

IDEAL

ID	Name	Address	Shop system	Test mode	
431164	Test	Klarna De Ruyterkade 7 1013 AA Amsterdam	Eigenes Shop-System (selbst programmiert)	Yes	📄✏️✖️

Sofort Gateway

ID	Name	Address	Shop system	
431160	Test Sofort	Klarna Thereisenhöhe 12 80339 Munich	Other shop system	📄✏️✖️

Sofort

| ID	Name	Address	Shop system	Test mode	
431170	Test	Klarna Thereisenhöhe 12 80339 Munich	Own shop system (self programmed)	Yes	📄➡️✏️✖️

Caption:
- ☐ Project activated
- 🟨 Project not activated yet, only test transactions possible

5.3.2. Create new project

These settings can be found at chapter "Create projects".

5.3.3. Create Deutsche Handelsbank account

You can use this menu item to create Deutsche Handelsbank accounts. You will be redirected to the website of Deutsche Handelsbank where you can complete all the steps of opening a bank account.

PROJECTS

My projects

New project

Create Deutsche Handelsbank
account

Blacklists
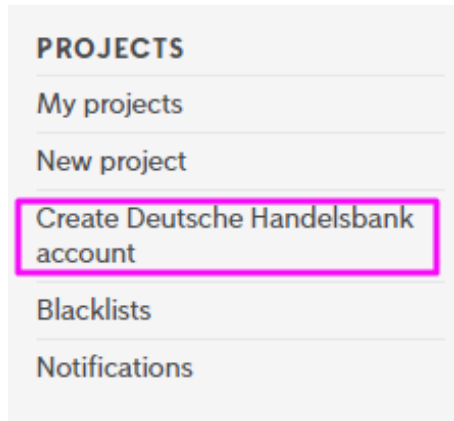
Notifications

5.3.4. Blacklists (for all projects)

The settings are identical to the "project blacklist", but they apply to ALL projects.

5.3.5. Notifications

You can use this menu item to display both successful and faulty correct notifications. You can also search for specific notifications.

Please note that notification details are available for 6 weeks at the most. Faulty notifications which were successful later are not marked as being faulty for a longer period of time.

Notifications

All transactions in the selected period and the status of their notifications are listed below. If you would like to know which notifications where completed for a certain transaction, please click the details icon or the transaction ID.

Search

Project:	All ▾
Transaction ID: multiple seperated by commas	
Show from: *	2018-02-11 🗓 (YYYY-MM-DD)
to: *	2018-03-13 🗓 (YYYY-MM-DD)
Only failed ones:	☐

Search

* denotes required fields

Transaction	Success	Attempts	Last attempt

« »

5.3.6. Buyer protection

You can search for specific transactions with buyer protection here. The search criteria and displays are identical to "search for transactions"

5.4. My account

The following settings always refer to your personal customer number.

MY ACCOUNT

Master data

Product activation

Legitimation verification

Billing

Change password

IP access limitation

Contact person

Invoices

Campaign code

Rates & fees

Cancel contract/product

5.4.1. Master data

The master data are for example used to bill the fees for all products. This data will appear on your monthly statement.

Some data cannot be edited by yourself. In this case, please contact service@sofort.com (mailto:service@sofort.com) for changes.

Generally, the following data can be edited:

- Personal data
- Address
- Invoice address (if different)
- Your reference (appear additionally on the invoice)
- Contact
- Tax
- Subscribe for newsletter
- Login alias (can be used to log in instead of customer number)

The email address in the contact information is especially important.

You need access to this email address to change the project bank account (see Project bank account) **or for new login passwords.**

5.4.2. Product activation

You can activate additional products here (see "Product activation").

5.4.3. Direct debit authorisation

This bank account is used to bill Online Bank Transfer fees (see "Contract and product selection").

5.4.4. Change password

You can change your login password here. This password is used to log in to your personal merchant menu.

Change password

Change password

Please enter a self-selected personalised password. You may use the 🔑 symbol to generate a password. Please note it down, it will not be sent.

Current password: *

New password: *

Confirm password: *

Please make sure you create a password containing upper and lower case characters, numbers, and special characters. Please do not use character sequences like aaa or 123. Parts of your personal data are not suitable for usage as a password.

Save

* denotes required fields

5.4.5. IP access restriction

You can define individual IP addresses, entire class C networks (xxx.xxx.xxx.0/24) or dynamic host names (DynDNS) here to allow logging in to your merchant menu. The security of your merchant menu can be improved by rejecting logins from other addresses than stored here.

IP access restriction management

Here you can define IP addresses or dynamic host name (DynDNS), via a login into your customer account will be possible. Thus you will improve your account security by rejecting all other IP addresses for login than stored here.

IP address 1 ➕ ❌

IP address / DynDNS:

Network mask:
If you use DynDNS, the network mask wil be automatically changed to »single IP address«.

| Single IP address | ▼ |

Comment:

Save IP address

5.4.6. Contact persons

You can define new contact persons for the following contact types or edit existing contacts here. These contacts are used for topic-specific communication between you and Sofort GmbH:

- Technical contact
- Marketing contact
- Finance contact
- Business administration contact
- Legal contact
- Customer care contact

Contact person

Here you may enter several contact persons for specific individual reasons.

Add new contact person

Type	Name	Contact	
Technical contact	Mr. Maxine Muster	contactperson@klarna.com Telephone: +49 999999999999 Fax: +49 999999999	🖉 ✖

5.4.7. Invoices

You can use this menu item to view or download your previous invoices or credits issued by Sofort GmbH.

Invoices

Here you can download your invoices and redeem campaign codes.

Date	Number	Amount	
03/01/2018	18PN039726	502.56 €	💾 📑 📄
02/01/2018	18PN010802	517.90 €	💾 📑 📄
01/01/2018	17PN327399	496.41 €	💾 📑 📄
12/01/2017	17PN297799	718.93 €	💾 📑 📄
11/01/2017	17PN268723	606.66 €	💾 📑 📄
10/01/2017	17PN239828	759.27 €	💾 📑 📄
09/01/2017	17PN210955	735.45 €	💾 📑 📄
08/01/2017	17PN182232	888.14 €	💾 📑 📄
07/01/2017	17PN153547	525.72 €	💾 📑 📄
06/01/2017	17PN124954	1,025.69 €	💾 📑 📄

5.4.8. Campaign code

If you received a campaign code, you can enter it here. Campaign codes that have already been redeemed are also displayed here.

Campaign codes

Here you can view and redeem campaign codes.

Redeem campaign code

Campaign code:

[   ]

Save

5.4.9. Contract terms

You can view your rates and fees here. They are displayed for each product.

Fees and costs

Here you will find an overview on all fees and costs. All figures are calculated on a net base excluding VAT.

Product fees

		Your monthly fixed costs
	One-time setup fee	0.00 €
	Monthly basic fee	0.00 €
Pay now.	Processing fee per transaction	0.00 €
	Percentage of turnover	0.00 %
	Minimum fee per transaction	0.00 €
	Maximum fee per transaction	0.00 €
	Product activated on	04/26/2017
	Minimum term	none
	Period of cancellation	none
	Auto extension	none
	One-time setup fee	0.00 €
	Monthly basic fee	0.00 €
Paycode.	Processing fee per transaction	0.00 €
	Percentage of turnover	0.00 %
	Minimum fee per transaction	0.00 €
	Maximum fee per transaction	0.00 €
	One-time setup fee	0.00 €
	Monthly basic fee	0.00 €
iDEAL	Processing fee per transaction	0.00 €
	Percentage of turnover	0.00 %
	Minimum fee per transaction	0.00 €
	Maximum fee per transaction	0.00 €
Sum		**0.00 €**

Further Information

Contract	Developmentaccount - Free of Charge for Development
Price per SMS	0.00 €

Registrierungs-AGB
iDEAL
GT&Cs SOFORT Überweisung Paycode
GT&Cs SOFORT

Ethical Guidelines

Ethical Guidelines for Sofort Services

5.4.10. Cancel contract/product

You can cancel your contract or individual products here.

Cancel contract

Cancel contract   Cancel product

Cancel contract

We are disappointed that you have chosen to cancel your contract with us.
To prevent erroneous cancellations, we will send a cancellation link to the email address registered to this account with which you can deactivate your account.

Your contract can be cancelled at the earliest on **03/31/2018**.

Your email address is: senada.mulgeci@klarna.com
You can change this address in your master data.

Cancel contract

For quality assurance purposes please tell us your reasons for cancellation (optional):

```

```

Request cancellation email

The receipt of this email may be delayed by up to 15 minutes depending on the system.

Cancel products

Cancel contract   Cancel product

Cancel product

Sofort

You may cancel this product anytime with a cancellation period of 0 months . If you cancel this product today, the cancellation will be effective for 03/13/2018.
Cancel product

For further questions please contact:
service@sofort.com or +49 (0)89 / 20 20 889 - 600

5.5. Services

You can use this menu item to carry out the following actions.

SERVICES

Refunds

API key

API calls

5.5.1. Refunds

Under the tab Refunds, you can consolidate and edit transactions prepared for refunds (see Prepare refunds).

Please note that the respective bank reserves the right to carry out the refund. Sofort GmbH currently provides the possibility to prepare the first step for German credit institutions to carry out a refund – the refund will then be carried out by you as a merchant in a second step with the respective bank.

Edit prepared refunds

You can view your previously prepared refunds here and edit them as it is shown in the image below.

Refunds

Refunds   Test refunds   Search

Prepared refunds   Consolidated refunds   Ignored refunds

On this page, you will find transactions prepared for refunds which have not yet been consolidated in a PAIN file. Please proceed as follows:

1. Correct - if necessary - the refund amount by clicking the pen icon.
2. Enter a sender account at the end of the list to transfer the amount from.
3. Click »Save« to consolidate the refunds and prepare a file in PAIN format, suitable for the selected sender account
4. The generated file will be available for download in the tab »Consolidated refunds«. If the sender account is a Deutsche Handelsbank account you may transfer the file directly.

Our manual on refunds with or without a Deutsche Handelsbank account can be found at the following link:
https://www.sofort.com/integrationCenter-eng-DE/content/view/full/3363/

Prepared refunds

Sofort Transaction-ID	Reference	Amount	Recipient account	
143501-365058-5AA00EAE-5752 Partial refund ID: f5db99aadf Sofort	000000014 - Taest Tuest	92.78 €	Musterman, Petra DE11888888889999999999 Demo Bank (SFRTDE20XXX) 🇩🇪 Germany	🖊 ✖
Sum		**92.78 €**		

Consolidate refunds

You can consolidate the prepared refunds in a SEPA PAIN file. You can enter a file name and (for real transactions/refunds) edit the sender account from which the money is to be refunded to the buyer.

Consolidate these refunds

PAIN file

Name: * | Refunds 03/13/2018 |

Sender account

Account holder's name: * | Nanda |

IBAN: * | DE11888888889999999999 |

Bank name: Demo Bank

Save and create file

Consolidated refunds

The previously consolidated refunds can be

- deleted
- edited (remove individual refunds)
- downloaded as a SEPA PAIN file (to carry out the refund with your bank in step two)
- uploaded to Deutsche Handelsbank online banking and authorised (only available with the use of a Deutsche Handelsbank account)

5.5.2. Paycode

Paycode is an additional service provided by Sofort GmbH. You generate a 10-digit numerical code. You can then email this paycode to your buyers or print it on the invoice. The buyer will then make the payment using the payment wizard as usual.

You can use this menu item to

- generate paycodes
- send via email
- send via SMS

- show previous codes
- search

Note:
If you are using Paycode with a Gateway-project you can find the features described above with the menu item "transactions for Online Bank Transfer" -> "Payccode".

5.5.3. API key

The API key (API – Application Programming Interface) is required to authorise your shop/ERP system with your Online Bank Transfer interfaces (APIs). Additional information on authorisation can be found in the corresponding API documentation of the products.

The API keys can be restricted to individual IP addresses or entire class C networks.

You can also get an overview of your configuration keys for standard shop plugins here. Detailed information is provided in the corresponding plugin documentation.

API keys

You have generated a key for our API. With this key you are able to use the following services:

- Paycode
- Export bank codes as CSV file
- Refunds via XML API
- Sofort Gateway usage

API-Key

Active API key: 210541bdf9f1f83cec4dfb9601c918d1
                             (valid since: 03/13/2018)

                             Generate new API key?

Configuration key for shop systems

You can use the given configuration key for the following projects, if supported by your shopsystem module. This makes it easier to configure the authentification to the Sofort-Gateway-API.

ID	Project	Configuration key
431160	Test	167198:431160:210541bdf9f1f83cec4dfb9601c918d1
431164	Test	167198:431164:210541bdf9f1f83cec4dfb9601c918d1

IP restrictions

Additionally you may limit the API key usage to a single IP address or an entire class C network. In order to remove an IP address from the list, please click on the red »X« and click »Save« afterwards.

IP address 1 ➕ ✖

IP address:	
Network mask:	Single IP address ▾
Comment:	

Save

5.5.4. API calls

You can use this menu item to check your API calls and view faulty calls.

API calls

The data is currently stored three months for statistics. After one month, the columns request, reply, and context are deleted.

Period of time

The search period is limited to 2 years.

Show from:*   2018-03-06   📅 (YYYY-MM-DD)   00:00   o'clock

to:*   2018-03-13   📅 (YYYY-MM-DD)   23:59   o'clock

[Today] [Yesterday] [Last 2 days] [Last 7 days] [Last 30 days]

Search

Transaction:

Call result: incorrect   ▼

[Search]

* denotes required fields

6. Support & Contact

The "Online bank transfer." team will be available if you need help.

You may send us an email at service@sofort.com (mailto:service@sofort.com).

We are also glad to assist you in case of technical issues:

Technical support:
Phone: +49 89 20 20 889-400
Email: integration@sofort.com (mailto:integration@sofort.com)

Business hours:
Monday to Thursday: 8:30 a.m. to 6:00 p.m.
Friday: 8:30 a.m. to 5:00 p.m.

7. Legal Notice

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Theresienhöhe 12
80339 Munich
Germany

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