

# **MultiSafepay manual**

Plug-in Magento v1.3.3

### Compatibility:

Package	Version	Shopmodule	Version	Tested
Magento	1.4.2.0			V
Magento	1.6.2.0			V
Magento	1.7.0.2			V

MultiSafepay Payment plug-in for Magento http://www.MultiSafepay.com Copyright (C) 2012 MultiSafepay.com



Thank you for downloading the MultiSafepay Magento plug-in. In this manual we'll explain how to install as well as configure the plug-in.

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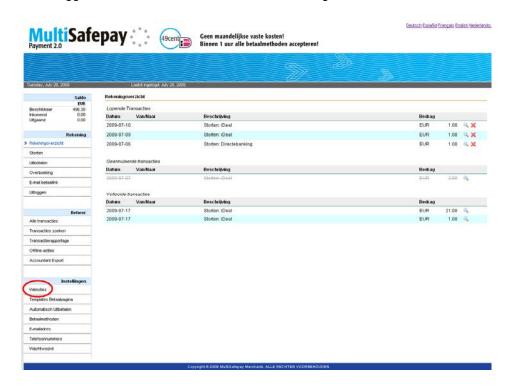
### 1 Adding your website to the MultiSafepay backoffice

### 1.1 Logging into the MultiSafepay backoffice

Before getting started with the installation, it is necessary to add your website to your MultiSafepay backoffice.

In order to do so you'll have to log into the MultiSafepay backoffice.

Once logged in click on 'Sites' located under 'Settings' in the menu on the left.





### 1.2 Adding your website

Add new site		
Category		•
Description		
Base URL		
Notification URL		
	Enable PrivatePay	
	▼ Enable SecondChance	
Customization		
Page template (Connect)		•
Page logo (fast checkout)		•
Portal		
Portal description		<i>a</i>
	Display in portal	
	QShops Keurmerk	
	Thuiswinkel Waarborg	
	AntiTrust Certificaat	
		Save



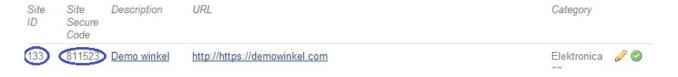
Category	Provide the category your website falls under.
Description	The name of your website. The description you enter here will reflect that which is visible during all transactions.
Base URL	Het Internet-adres van uw website/webshop.
Notification URL	The website's main URL preceded by the communication protocol. (HTTP/HTTPS).
Enable PrivatePay	This option allows your customers to pay anonymously on your website.  With PrivatePay; MultiSafepay ensures that you do not receive any personal data.  Only functions with non-physical products, such as downloads, online subscriptions.etc.
Enable Second Chance	When enabled an automatic e-mail, containing a payment link, will be sent in the case your customer doesn't or is unable to complete a payment for whatever reason.
Page Template (Connect)	Allows you to customize the entire payment environment to your own liking.  Please refer to the Implementation Manual Payment Templates in the 'API/Manual' Section listed under 'Support & Contact'.
Page Logo (Fast Checkout)	Allows you to insert your company logo.
,	Please refer to the Implementation Manual Payment Templates in the 'API/Manual' Section listed under 'Support & Contact'.
Portal Description	If you wish, you may enter a description which we shall display in your MultiSafepay-portal.
	Checking this allows you to display your webshop in the MultiSafepay-portal.
QShops Keurmerk	Enable if the QShops Keurmerk has approved your website
Thuiswinkel Waarborg	Enable if the Thuiswinkel Waarborg has approved your website
AntiTrust Certificaat	Enable if the AntiTrust Certificate has approved your website



### 1.3 Generating the Site ID and Site Security Code

Click 'Save' once the required information have been entered to save your website to your account. As shown below, two codes will have been generated and displayed; the **Site ID** and the **Site Code**. Both the aforementioned codes as well as your Merchant Account ID are needed for the installation.

### Sites





### 2 Installatie MultiSafepay module

### 2.1 Installation requirements

You should have Magento installed before proceeding with the installation of the MultiSafepay payment module

Magento: http://www.magentocommerce.com

#### 2.2 Installation

Unpacking the content of the .ZIP file to the main directory of your website is a must. This can be accomplished by making use of an FTP program.

#### 2.3 Support

We do not offer support with the installation of WordPress and WP-eCommerce. If you happen to come across any issues during the installation, then we'd recommend having a look at the 'Business Partners' overview listed below

http://www.MultiSafepay.com/en/business-partners/

#### 2.4 Notification URL

This will be the notification URL you'll enter into your MultiSafepay account. Replace "example.com" with the URL belonging to your webshop.

http://www.example.com/index.php/msp/standard/notification/



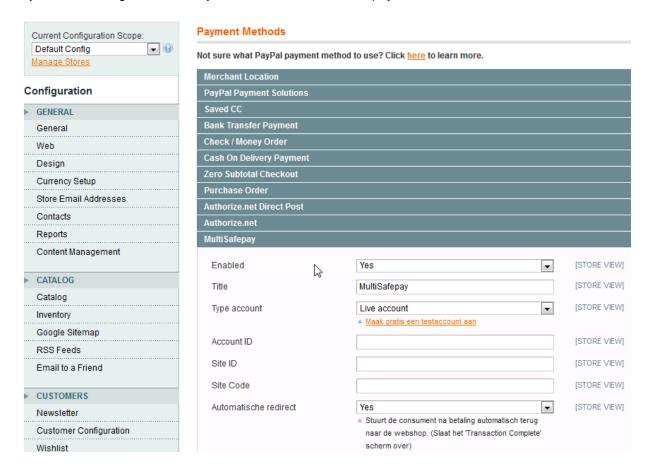
### 3 Configuration

### 3.1 MultiSafepay basis configuratie

Using the Basic Configuration will have MultiSafepay shown as a single option. A payment method can then be selected when progressing to the next step.

The Basic Configuration can be found listed under the following menu item:

System => Configuration => Paymentmethods => MultiSafepay





Here you may enter that which is required. The aforementioned can be found in your MultiSafepay backoffice under 'Sites'

Account Type	Here you're required to specify what type of MultiSafepay Merchant account you intend on using. Test or Live account.
Account ID	Your MultiSafepay Account ID.
Site ID	The earlier mentioned Site ID from your MultiSafepay backoffice.
Site Secure Code	The earlier mentioned Site Secure Code from your MultiSafepay backoffice.

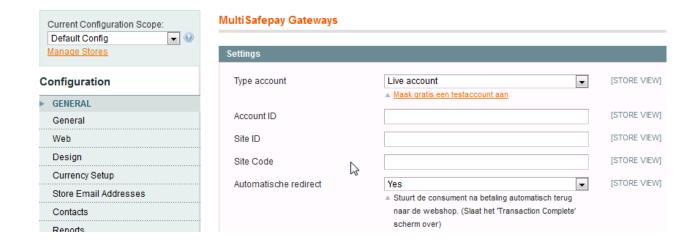


### 3.2 MultiSafepay configuration for seperate Gateways

Using the Advanced Configuration will have each payment method shown as a seperate option in the checkout process. (Most common)

The Advanced Configuration can be found listed under the following menu item:

System => Configuration => MultiSafepay Gateways



Here you may enter that which is required. The aforementioned can be found in your MultiSafepay backoffice under 'Sites'

Account Type	Here you're required to specify what type of MultiSafepay Merchant account you intend on using. Test or Live account.
Account ID	Your MultiSafepay Account ID.
Site ID	The earlier mentioned Site ID from your MultiSafepay backoffice.
Site Secure Code	The earlier mentioned Site Secure Code from your MultiSafepay backoffice.

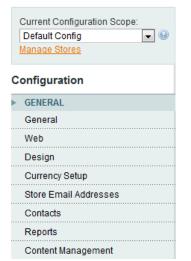


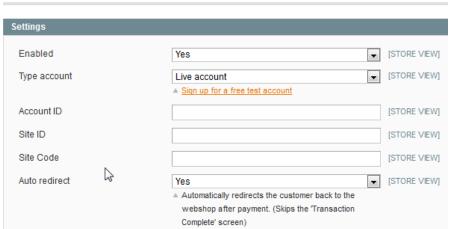
### 3.3 MultiSafepay configuration for Fast Checkout

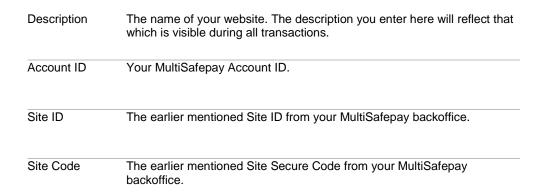
The Fast Checkout method can be found under the following menu item:

MultiSafepay fast checkout

System => Configuration => MultiSafepay FastCheckout









### 4 Troubleshooting

### 4.1 Error 404 during the configuration.

We recommend the following steps in the event of an Error 404:

- 1. Navigate to System => Configuration => Paymentmethods
- 2. Click on 'Save Configuration'
- 3. Log out of the administrator account
- 4. Log back into the administrator account
- 5. Navigate back to System => Configuration

### 4.2 Fast Checkout button not shown,

If the Fast Checkout button is not visible in the shoppingcart, despite having been configured, then we suggest emptying the Magentshop cache.

This can be achieved by performing the following steps;

Navigate to System -> Cache Management and refresh al Caches.

Doing the same for the Indexes would not be a bad idea at this point; System -> Index Management.

### 4.3 Banks are not shown when choosing iDEAL

In the event that banks aren't shown in the checkout process when choosing for iDEAL; then the feature is most likely not enabled under 'MultiSafepay Gateways'.





#### 4.4 Result 301 in Offline Actions.

If orderstatus aren't updated (correctly) within Magento, then this usually refers to a problem receiving feedback from MultiSafepay.

In the event that (HTTP) 301 presents itself as a result in the overview; then it's very likely 'Rewrite URL' is enabled in Magento.

In that case removing 'index.php' from the URL should solve this issue.

### 4.5 Other possible issues

Please refer to and perform the steps as described in 4.2



### 5 Verifying

We recommend verifying the functionality once the plug-in has been installed and configured, which can be achieved quite easily.

The most commonly occurring issue would be the lack of feedback sent from MultiSafepay to your webstore intended to update the status of an order.

The above usually points out to an incorrect Notification URL.

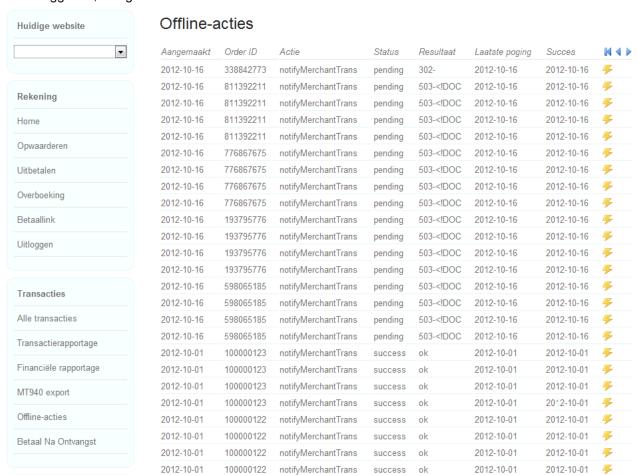
This can be verified by having a customer place an order, or by placing a test order yourself, on your website.

It is also highly recommended to perform a test order when using the Fast Checkout package. Afterwards proceed by logging into your MultiSafepay backoffice.





Once logged in, navigate to the submenu 'Transactions' on the left and click on 'Offline actions'



'success' and 'ok' in the column 'Status' and 'Results' indicates the feedback through the Notification URL is functioning correctly, although there are exceptions.



### 6 Questions?

Below you'll find an overview of Business Partners who are experienced and available might you come across any issues during the installation. Furthermore we offer information on our support center in the form of a knowledgebase, troubleshooter and we offer the option to create tickets, you can acces our support center via <a href="http://support.multisafepay.com">http://support.multisafepay.com</a>

http://www.multisafepay.com/en/business-partners/

Our Implementation Support helpdesk is reachable incase you may have any further Technical related questions on weekdays from 08h30 till 17h00 by phone; +31 (0)20 8500 500 or by Live Chat on our website.