



MultiSafepay manual

Plug-in Magento v2.1.2

*MultiSafepay Payment plug-in for Magento
<http://www.MultiSafepay.com>
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1 Installing the MultiSafepay plug-in

1.1 Installation requirements

We recommend having Magento installed before proceeding with the installation of the MultiSafepay plug-in.

Magento download link: <http://www.magentocommerce.com>

1.2 Upgrading an existing installation

You'll first have to remove the plug-in manually via FTP when using version 2.0.1 or lower of our plug-in. We also recommend creating a backup before proceeding with the removal of the folders and files.

Checking the plug-in version.

The plug-in version currently in use can be found in the configuration files:

`/app/code/community/Mage/Msp/etc/config.xml`

or

`/app/code/community/MultiSafepay/Msp/etc/config.xml`

Removing plug-in version 1.4.0 - 1.4.4

Delete the following folders and files to remove the plug-in:

`/app/etc/modules/Mage_Msp.xml`
`/app/code/community/Mage/Msp`
`/app/code/community/Mage/Adminhtml/Model/Msp`
`/app/design/adminhtml/base/default/layout/fee.xml`
`/app/design/adminhtml/base/default/template/msp`
`/app/design/adminhtml/default/default/layout/fee.xml`
`/app/design/adminhtml/default/default/template/msp`
`/app/design/frontend/base/default/layout/msp.xml`
`/app/design/frontend/base/default/template/msp`
`/app/design/frontend/default/default/layout/msp.xml`
`/app/design/frontend/default/default/template/msp`
`/app/locale/nl_NL/Mage_Msp.csv`

Removing plug-in version 2.0.0 - 2.0.1

Delete the following folders and files to remove the plug-in:

```
/app/code/community/MultiSafepay/Msp/Block/PaymentFee  
/app/code/community/MultiSafepay/Msp/Model/PaymentFee  
/app/code/community/MultiSafepay/Msp/Model/Observer  
/app/design/adminhtml/default/default/layout/msp_fee.xml  
/app/design/adminhtml/default/default/template/msp/fee.html  
/app/design/adminhtml/default/default/template/msp/paymentfee  
/app/design/frontend/base/default/layout/msp.xml  
/app/design/frontend/base/default/template/msp/paymentFee
```

1.3 A new installation via FTP

- Unzip the content of the plug-in .zip archive to a local folder.
- Place the three folders (app, media and lib) in the root directory via FTP.

1.4 A new installation via Magento Connect

- Unzip the content of the plug-in .zip archive to a local folder.
- Log into the backend of your Magento webshop.
- Go to System → Magento Connect → Magento Connect Manager.
- Choose 'Direct package' file upload.
- Click 'Browse file' and select the file 'MultiSafepay-2.0.X.tgz' from the local folder and click on 'upload'.
- Next; click 'Upload'.

1.5 Fast Checkout

We strongly advice removing, or at least restricting, the checkout process in your webshop if you intend on offering Fast Checkout as the only available payment method in your webshop.

This should prevent possible confusion and inconvenience amongst your customers when registering on your website.

The power of Fast Checkout lies in that customers only have to register via MultiSafepay, and that all information is sent back to the shop once the payment has been made.

During future visits to your website, a customer can simply log into the Fast Checkout account.

1.6 Notification URL

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

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

Note: Leave out "index.php/" if you have some form of rewrite(s) enabled on your server.

2 Adding a website to your MultiSafepay account

2.1 Adding a website

We suggest adding the website to your MultiSafepay account once the plug-in installation has been completed.

Chapter 5.1 and 5.2 explain how to add a website to your MultiSafepay account, both manually as well as via the “Site Wizard” tool.

The MultiSafepay backend manual can be found via the link below:

https://www.multisafepay.com/downloads/handleidingen/Manual_backoffice_merchant.pdf

3 Configuring the plug-in

3.1 Basic configuration

Using the basic configuration will have MultiSafepay shown as a single option within your webshop. A payment method can then be specified in the MultiSafepay payment environment as the customer progresses to the next step.

The basic configuration settings can be accessed via:

System → Configuration → Payment Methods → MultiSafepay 2.1.2

Payment Methods	Authorize.net Direct Post	Authorize.net
RT ROKMAGE MODULES HomepageTabs CmsCallouts CATALOG Catalog Configurable Swatches Inventory Google Sitemap RSS Feeds Email to a Friend CUSTOMERS Newsletter Customer Configuration Wishlist Promotions Persistent Shopping Cart SALES Sales Sales Emails PDF Print-outs Tax Checkout Shipping Settings Shipping Methods Google API Payment Methods Payment Services Moneybookers MultiSafepay - Gateways - 2.1.2 MultiSafepay - Fast Checkout - 2.1.2 SERVICES Magento Core API OAuth ADVANCED Admin System Advanced Developer	MultiSafepay - 2.1.2 Enabled <input type="text" value="No"/> [STORE VIEW] Allowed Currency <input type="text" value="EUR"/> EUR USD GBP Allow currency conversion to Euro <input type="text" value="Yes"/> [STORE VIEW] ▲ If store currency is not allowed by settings. Used for each gateway. Title <input type="text" value="MultiSafepay: iDeal, Visa, MasterCard, Mistercash"/> [STORE VIEW] Account type <input type="text" value="Live account"/> [STORE VIEW] Account ID <input type="text"/> [STORE VIEW] Site ID <input type="text"/> [STORE VIEW] Site Code <input type="text"/> [STORE VIEW] API Key <input type="text"/> [STORE VIEW] Days active before requests expires? <input type="text"/> [STORE VIEW] Credit Memo <input type="text" value="No"/> [STORE VIEW] ▲ Use for refund? Auto. redirect <input type="text" value="No"/> [STORE VIEW] ▲ Automatically redirects a customer back to the webshop after a succesful payment. (Skips MultiSafepay's 'Transaction Complete' screen) One Step Checkout <input type="text" value="No"/> [STORE VIEW] ▲ Are you using the One Step Checkout Module? New order e-mail <input type="text" value="After order confirmation"/> [STORE VIEW] Instructions <input type="text"/> [STORE VIEW] Create invoice after payment <input type="text" value="No"/> [STORE VIEW]	

Payment Methods	E-mail invoice to customer	No	[STORE VIEW]
	Send invoice ID to MultiSafepay	No	[STORE VIEW]
	Send the order update e-mail to customer	No	[STORE VIEW]
	Keep the cart	No	[STORE VIEW]
	▲ Cart remains active when the customer returns to the webshop or cancels an order.		
	New order status	Pending	[STORE VIEW]
	Payment complete status	Processing	[STORE VIEW]
	Status: initialized banktransfer	Pending	[STORE VIEW]
	Status: initialized	Pending	[STORE VIEW]
	Status: uncleared	Pending	[STORE VIEW]
	Status: reserved	Pending	[STORE VIEW]
	Status: void	Canceled	[STORE VIEW]
	Status: declined	Canceled	[STORE VIEW]
	Status: reversed	Canceled	[STORE VIEW]
	Status: Partial refunded	Canceled	[STORE VIEW]
	Status: refunded	Canceled	[STORE VIEW]
	Status: expired	Canceled	[STORE VIEW]
	Receive payments from applicable countries	All Allowed Countries	[STORE VIEW]
	Receive payments from specific countries	<div> Alghanistan Åland islands Albania Algeria American Samoa Andorra Angola Anguilla Antarctica Antigua and Barbuda </div>	[STORE VIEW]
	Payment for Specific Customer Groups	<div> -- Please Select -- General Wholesale Retailer </div>	[STORE VIEW]
	Sort order		[STORE VIEW]
	Debug	No	[STORE VIEW]


Enabled	Enable, or disable, this payment method.
Allowed currency	Select the currencies allowed for this payment method.
Allow convert currency to Euro	Convert any store currency, other than the ones supported, to Euro.
Title	Provide a description for this payment method which is to be shown on the checkout page.
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento backend</p>
Days active before request expires	Specify the number of days before an active unpaid payment session expires.
Credit Memo	Enable, or disable, MultiSafepay transaction refunds via Magento.
Auto. redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's success page rather than MultiSafepay's transaction is completed page.</p>
One Step Checkout	Enable if you're using the official OneStepCheckout module, otherwise disable.
New order e-mail	Specify at which stage, during the order-/payment process the Order Confirmation e-mail is to be sent.
Instructions	Here you may optionally provide your customers with additional payment instructions
Create invoices after payment	Enable or disable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
Send invoice ID to MultiSafepay	Forward the invoice ID to MultiSafepay. The forwarded invoice ID will be visible in the financial exports.
Send the order update e-mail to customer	Enable to automatically e-mail Magento order status changes.
Keep the cart	Saves the content of a Magento shopping cart when cancelling a transaction.
New order status	Default (Pending)
Payment complete status	Default (Processing)
Status: Initialized	Default (Pending)

banktransfer

Status: Initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)
Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: partial refunded	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Payment from applicable countries	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.
Payment from Specific countries	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries for which this payment method should be visible.
Payment for specific Customer Groups	Control the visibility of this payment method for specific customer groups in Magento.
Sort order	Assign a specific sort order on the checkout page
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

3.2 Seperate Gateways

Using the Seperate Gateways configuration will have each payment method shown as a seperate (payment) option on the checkout page, and is most commonly used. The Seperate Gateways configuration can be accessed via: System → Configuration → MultiSafepay - Gateways 2.1.2

Current Configuration Scope:
 Default Config 
[Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
 - Reports
 - Content Management
- RT ROKMAGE MODULES
 - Homepage Tabs
 - CmsCallouts
- CATALOG
 - Catalog
 - Configurable Swatches
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Promotions
 - Persistent Shopping Cart
- SALES
 - Sales
 - Sales Emails
 - PDF Print-outs
 - Tax
 - Checkout
 - Shipping Settings
 - Shipping Methods
 - Google API
 - Payment Methods
 - Payment Services
 - MultiSafepay

MultiSafepay - Gateways - 2.1.2

Settings

Account type	Live account ▼	[STORE VIEW]
Account ID	<input type="text"/>	[STORE VIEW]
Site ID	<input type="text"/>	[STORE VIEW]
Site Code	<input type="text"/>	[STORE VIEW]
API Key	<input type="text"/>	[STORE VIEW]
Credit Memo	No ▼ <small>▲ Use for refund?</small>	[STORE VIEW]
Days active before requests expires?	1	[STORE VIEW]
Allow currency conversion to Euro	Yes ▼ <small>▲ If store currency is not allowed by settings. Used for each gateways.</small>	[STORE VIEW]
Auto. redirect	Yes ▼ <small>▲ Automatically redirects a customer back to the webshop after a succesful payment. (Skips MultiSafepay's 'Transaction Complete' screen)</small>	[STORE VIEW]
One Step Checkout	No ▼ <small>▲ Are you using the One Step Checkout Module?</small>	[STORE VIEW]
Create invoice after payment	Yes ▼	[STORE VIEW]
E-mail invoice to customer	Yes ▼	[STORE VIEW]
New order mail	After order confirmation ▼	[STORE VIEW]
Send invoice ID to MultiSafepay	Yes ▼	[STORE VIEW]
Send the order update e-mail to customer	Yes ▼	[STORE VIEW]
Cart remains active when the customer returns to the webshop or cancels an order	Yes ▼	[STORE VIEW]
Show the gateway image if it exists	Yes ▼	[STORE VIEW]
New order status	Pending ▼	[STORE VIEW]
Payment complete status	Processing ▼	[STORE VIEW]
Status: initialized	Pending ▼	[STORE VIEW]
Status: uncleared	Pending ▼	[STORE VIEW]
Status: reserved	Pending ▼	[STORE VIEW]
Status: void	Canceled ▼	[STORE VIEW]
Status: initialized banktransfer	Pending ▼	[STORE VIEW]
Status: declined	Canceled ▼	[STORE VIEW]
Status: reversed	Canceled ▼	[STORE VIEW]
Status: refunded	Canceled ▼	[STORE VIEW]

MultiSafepay - Gateways - 2.1.2			
	New order status	Pending ▼	[STORE VIEW]
Sales	Payment complete status	Processing ▼	[STORE VIEW]
Sales Emails	Status: initialized	Pending ▼	[STORE VIEW]
PDF Print-outs	Status: uncleared	Pending ▼	[STORE VIEW]
Tax	Status: reserved	Pending ▼	[STORE VIEW]
Checkout	Status: void	Canceled ▼	[STORE VIEW]
Shipping Settings	Status: initialized banktransfer	Pending ▼	[STORE VIEW]
Shipping Methods	Status: declined	Canceled ▼	[STORE VIEW]
Google API	Status: reversed	Canceled ▼	[STORE VIEW]
Payment Methods	Status: refunded	Canceled ▼	[STORE VIEW]
Payment Services	Status: expired	Canceled ▼	[STORE VIEW]
Moneybookers	Status: Partial refunded	Canceled ▼	[STORE VIEW]
MultiSafepay - Gateways - 2.1.2	Debug	No ▼	[STORE VIEW]
MultiSafepay - Fast Checkout - 2.1.2			
SERVICES			
Magento Core API			
OAuth			
ADVANCED			
Admin			
System			
Advanced			
Developer			
	iDEAL		
	Klarna Factuur		
	Pay after Delivery		
	American Express		
	MisterCash		
	Visa		
	Mastercard		
	Banktransfer		
	PayPal		
	Maestro		
	GiroPay		
	MultiSafepay wallet		
	SOFORT Banking		
	Direct Debit		
	Webshop Giftcard		
	Boekenbon		
	E-bon		
	Erotiekbbon		
	Baby giftcard		
	ParfumNL		
	Gezondheidsbon		
	Wijncadeau		
	De grote speelgoedwinkel coupon		
	Your Gift coupon		
	Parfum Cadeaukaart		
	Fashion Cheque		
	Lief Cadeaukaart		
	Fast Checkout		

Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code.
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento backend.</p>
Credit Memo	Enable, or disable, refunds via Magento.
Allow Convert currency to EUR	Convert any store currency, other than the ones supported, to Euro.
Auto. redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.</p>
One Step Checkout	Enable if you're using the official OneStepCheckout module, otherwise disable.
Create invoices after payment	Enable or disable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
New order e-mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Send invoice id to MultiSafepay	Forward the invoice ID to MultiSafepay. The forwarded invoice ID will be visible in the financial exports.
Send the order update e-mail to customer	Enable to automatically e-mail Magento order status changes.
Cart remains active when the customer returns to the webshop or cancels an order	<p>Saves the content of a Magento shoppingcart when cancelling a transaction, or returns to the webshop in certain situations.</p> <p>Enabled by default.</p>
Show the gateway images	Enable, or disable, payment method logo's
Show the gateway image if it exists in front of the title	Enable, or disable, payment method logo's in front of the payment method title.
New order status	Default (Pending)
Payment completed status	Default (Processing)
Status: initialized	Default (Pending)

Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)
Status: initialized banktransfer	Default (Pending)
Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

Using the Seperate Gateways configuration means you will have to enable each payment method separately via the tabs below.

3.3 Pay After Delivery

MultiSafepay's Pay After Delivery can be located via:
System → Configuration → MultiSafepay Gateways 2.1.2 -> 'Pay After Delivery'.

Current Configuration Scope:
Default Config ▼ ⓘ
[Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
 - Reports
 - Content Management
- RT ROKMAGE MODULES
 - HomepageTabs
 - CmsCallouts
- CATALOG
 - Catalog
 - Configurable Swatches
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Promotions
 - Persistent Shopping Cart
- SALES
 - Sales
 - Sales Emails
 - PDF Print-outs
 - Tax
 - Checkout
 - Shipping Settings
 - Shipping Methods
 - Google API
 - Payment Methods
 - Payment Services

MultiSafepay - Gateways - 2.1.2

Settings		
iDEAL		
Klarna Factuur		
Pay after Delivery		
Enabled	<input type="text" value="Yes"/>	[STORE VIEW]
Account type	<input type="text" value="Test account"/>	[STORE VIEW]
Account ID	<input type="text"/>	[STORE VIEW]
Site ID	<input type="text"/>	[STORE VIEW]
Site Code	<input type="text"/>	[STORE VIEW]
Account ID (for Test Accounts)	<input type="text"/>	[STORE VIEW]
Site ID (for Test Accounts)	<input type="text"/>	[STORE VIEW]
Site Code (for Test Accounts)	<input type="text"/>	[STORE VIEW]
Title	<input type="text" value="Betaal na Ontvangst"/>	[STORE VIEW]
Days active before requests expires?	<input type="text"/>	[STORE VIEW]
Enable fee (inc. Tax)	<input type="text" value="Yes"/>	[STORE VIEW]
Payment fee amount	<input type="text"/>	[STORE VIEW]
<small>▲ Payment fee add like 0:5 this means a fixed fee of 0 euro and 5%</small>		
Show payment fee incl. tax during checkout	<input type="text" value="Yes"/>	[STORE VIEW]
Tax class for payment fee	<input type="text" value="Taxable Goods"/>	[STORE VIEW]
<small>▲ Select which tax class should be used for the payment fee</small>		
Payment fee description, visible in order totals	<input type="text"/>	[STORE VIEW]
Payment for Specific Customer Groups	<div> -- Please Select -- <div> General Wholesale Retailer </div> </div>	[STORE VIEW]
Minimum Order Total	<input type="text" value="15"/>	[WEBSITE]
Maximum Order Total	<input type="text" value="300"/>	[WEBSITE]
Enable the invoice e-mail for this payment method?	<input type="text" value="No"/>	[STORE VIEW]
Allowed Currency	<input type="text" value="EUR"/>	[STORE VIEW]

Enabled	Enable, or disable, this payment method.
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code.
Account ID (for Test account)	Your MultiSafepay Test Account ID (optional).
Site ID (for Test account)	Your MultiSafepay Test Site ID (optional)
Site Code (for Test account)	Your MultiSafepay Test Site Code (optional)
Title	Provide a description for this payment method, which is to be shown on the checkout page.
Days active before request expires	Specify the number of days before an active unpaid Pay After Delivery session expires.
Enable fee (inc. Tax)	Enable, or disable, surcharge for this payment method.
Payment fee amount	Fee amount incl. tax
Show payment fee incl tax during checkout	Show (enabled), or hide (disabled) the surcharge incl. tax in the checkout process.
Tax class for payment fee	Select a tax class for the payment fee.
Payment fee description, visible in order totals	Enter a payment fee description.
Payment for specific Customer Groups	Control the visibility of this payment method for specific customer groups in Magento.
Minimum Order Total	Minimum order amount for Pay After Delivery.
Maximum Order Total	Maximum order amount for Pay After Delivery.
Enable the invoice e-mail for this payment	Enable, or disable, the sending of invoices for this payment method.
Allowed Currency	Select the currencies allowed for this payment method.

Receive payments from applicable countries	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.
Receive payments from specific countries	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries for which this payment method should be visible.
Sort order	Assign a specific sort order on the checkout page
Enable IP validation	Show this payment method only for the ip-addresses below.
Only visible for the following IP address	Enter one or multiple IP-addresses, seperate by a semicolon.
Only visible for the following IP address (for Test Account)	Enter one or multiple IP-addresses, seperate by a semicolon.
Enable Test Account for these IP(s) when enabled Live Account	Enter one or multiple IP-addresses, seperate by a semicolon.
Send shipped status after complete order	Set the concerning transaction to 'Shipped' once the order is completed using the payment method 'Pay After Delivery'.
Instructions	Here you may optionally provide your customers with additional (payment) instructions

3.4 Fast Checkout

The Fast Checkout configuration can be found via:

System → Configuration → MultiSafepay Fast Checkout 2.1.2

MultiSafepay - Fast Checkout - 2.1.2

Default Config

Manage Stores

Configuration

GENERAL

General

Web

Design

Currency Setup

Store Email Addresses

Contacts

Reports

Content Management

RT ROKMAGE MODULES

HomepageTabs

CmsCallouts

CATALOG

Catalog

Configurable Swatches

Inventory

Google Sitemap

RSS Feeds

Email to a Friend

CUSTOMERS

Newsletter

Customer Configuration

Wishlist

Promotions

Persistent Shopping Cart

SALES

Sales

Sales Emails

PDF Print-outs

Tax

Checkout

Shipping Settings

Shipping Methods

Google API

Payment Methods

Payment Services

Moneybookers

Settings

Enabled	Yes	[STORE VIEW]
Type account	Test account	[STORE VIEW]
Account ID		[STORE VIEW]
Site ID		[STORE VIEW]
Site Code		[STORE VIEW]
API Key		[STORE VIEW]
Allow FastCheckout Product Feed	Yes	[STORE VIEW]
▲ With this option enabled, FastCheckout can request your productfeed if configured at FastCheckout		
Credit Memo	Yes	[STORE VIEW]
▲ Use for refund?		
Auto redirect	Yes	[STORE VIEW]
▲ Automatically redirects the customer back to the webshop after payment. (Skips the 'Transaction Complete' screen)		
Send new account email	Yes	[STORE VIEW]
▲ Send the new account email when a customer account is created after using Fast Checkout		
Automatic login	Yes	[STORE VIEW]
▲ Login the customer after returning from Fast Checkout		
Let the customer redirect to their account page	Yes	[STORE VIEW]
Create invoice after payment	Yes	[STORE VIEW]
Mail invoice to customer	Yes	[STORE VIEW]
New order mail	After order confirmation	[STORE VIEW]
Send invoice ID to MultiSafepay	Yes	[STORE VIEW]
New order status	Pending	[STORE VIEW]
Payment complete status	Processing	[STORE VIEW]
Status: initialized	Pending	[STORE VIEW]
Status: uncleared	Pending	[STORE VIEW]
Status: reserved	Pending	[STORE VIEW]
Status: void	Canceled	[STORE VIEW]
Status: initialized banktransfer	Pending	[STORE VIEW]
Status: declined	Canceled	[STORE VIEW]
Status: reversed	Canceled	[STORE VIEW]
Status: refunded	Canceled	[STORE VIEW]
Status: expired	Canceled	[STORE VIEW]
Status: Partial refunded	Canceled	[STORE VIEW]

Enabled	Enable, or disable, this payment method.
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID (visible within your MultiSafepay backend)
Site Code	Your MultiSafepay Site Code (visible within your MultiSafepay backend)
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento backend.</p>
Allow FastCheckout Product Feed	FastCheckout.com can request your productfeed if configured.
Credit Memo	Enable, or disable, refunds via Magento.
Auto. redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.</p>
Send new account e-mail	Send Fast Checkout account registration e-mails.
Automatic login	Automatically log customers in after returning from Fast Checkout
Redirect customer to their account page	Enable, or disable, automatic redirection to their Magento customer account.
Create invoices after payment	Enable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
New order mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Send invoice ID to MultiSafepay	Forward the invoice ID to MultiSafepay. The forwarded invoice ID will be visible in the financial exports.
New order status	Default (Pending)
Payment complete status	Default (Processing)
Status: initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)
Status: initialized banktransfer	Default (Pending)
Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Status: partial refunded	Default (Cancelled)
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

4 Troubleshooting

4.1 Payment methods aren't shown.

We recommend checking all Separate Gateway currency settings if you're performing an upgrade of our Magento plug-in, rather than a clean installation.

4.2 Error 404 while configuring the plug-in.

The following steps should resolve error 404:

1. Navigate to System → Configuration → Payment methods
2. Click on 'Save Configuration' regardless of whether or not changes have been made to the settings.
3. Log out of the Magento backend.
4. Log back into the Magento backend

4.3 The Fast Checkout button isn't shown.

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

Navigate to System → Cache Management to do so.

4.4 The iDEAL banklist isn't shown.

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'.

Current Configuration Scope:

Default Config

[Manage Stores](#)

Configuration

- GENERAL
- General
- Web
- Design
- Currency Setup
- Store Email Addresses
- Contacts

MultiSafepay - Gateways - 2.1.2

Settings		
iDEAL		
Enabled	Yes	[STORE VIEW]
Show iDEAL banklist in checkout	Yes	[STORE VIEW]
Title	iDEAL	[STORE VIEW]
Receive payments from applicable countries	All Allowed Countries	[STORE VIEW]
Receive payments from specific countries	<div> Afghanistan </div>	[STORE VIEW]

4.6 Error 301 in the Offline Actions overview

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' has been enabled in Magento or on the server.

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

For your convenience you may copy the Notification URL as shown below by;

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

to:

<http://www.example.com/msp/standard/notification/>

4.7 Service Temporarily Unavailable

Sometimes a pre-existing or underlying issue with a Magento site can cause the plug-in installation to fail mid-way.

When this happens, your Magento site may appear to be in maintenance mode causing the message: "503 – Service is unavailable" to show up in the frontend.

To resolve this; Login via FTP and remove or rename the "maintenance.flag" file in the root directory.

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 absence of feedback sent from MultiSafepay to your webshop intended to update the status of an order.

The above usually points out to an incorrect Notification URL provided.

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.

Log into your MultiSafepay backend:

Take Control over your online payments

E-mail	<input type="text" value="Email"/>
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Secure	<input type="text" value="Security code"/>
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Password	<input type="password" value="Password"/>
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[Sign in to your account](#)

[Forgot your password?](#)

Don't have an account? [Sign up](#)



Once logged in, navigate to the 'Transactions' located in the menu on the left and click on 'Transaction overview'.

Click on the concerning transaction and scroll down to the bottom to see the Offline Actions:

Offline actions							
Created	ID	Action	Status	Result	Last Try	Success	
15-01-2015 09:28:57	10715445	notifyMerchantTrans	success	ok	2015-01-15 09:30:21	2015-01-15 09:30:21	⚡
15-01-2015 09:28:57	10715446	notifyMerchantTrans	success	ok	2015-01-15 09:30:22	2015-01-15 09:30:22	⚡

'**success**' (Status column) and '**ok**' (Result column) indicates that the feedback through the Notification URL is functioning correctly.

We recommend contacting the MultiSafepay Technical Support department if the status column indicates "error" and/or the result column contains something other than "ok".

6 Questions?

Having trouble with the installation of our plug-in? The link below provides you with an overview listing our Business Partners:

<https://www.multisafepay.com/en/Business-partners/>

Many questions, answers and tips regarding the installation of our plug-ins can be found in our knowledgebase:

<https://support.multisafepay.com/index.php?Knowledgebase/List>

Any remaining questions you may have can be submitted by ticket via the link below:

<http://support.multisafepay.com>

Our Support team can be reached by phone via +31(0)20 8500 500

(Mon till Thu from 08h00 till 17h30. And Fri from 08h00 till 17h00)