

# **MultiSafepay Integration manual**

Magento plug-in v2.2.7

MultiSafepay Payment plug-in for Magento https://www.multisafepay.com Copyright (C) 2016 MultiSafepay.com



# **Table Of Contents**

| 1 Integrating the MultiSafepay plug-in    | 3   |
|---|-----|
| 1.1 Integration requirements              | 3   |
| 1.2 Upgrading an existing integration     | 3   |
| 1.3 A new integration via FTP             | 3   |
| 1.4 A new integration via Magento Connect | ∠   |
| 1.5 FastCheckout                          | ∠   |
| 1.6 Notification URL                      |     |
| 2 Configuring the plug-in                 | 5   |
| 2.1 Connect Settings                      |     |
| 2.2 Connect Gateways                      | 5   |
| 2.3 Connect Giftcards                     | 10  |
| 2.4 Pay After Delivery / Klarna           | 107 |
| 2.5 FastCheckout Settings                 | 17  |
| 3 Troubleshooting                         | 21  |
| 4 Verifying                               | 22  |
| 5 Questions?                              | 25  |



# 1 Integrating the MultiSafepay plug-in

# 1.1 Integration requirements

We recommend installing Magento before proceeding with the integration of the MultiSafepay plug-in.

Magento download link: <a href="http://www.magentocommerce.com">http://www.magentocommerce.com</a>

## 1.2 Upgrading an existing integration

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 2.0.0 - 2.2.2

Delete the following directories 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/frontend/base/default/layout/msp.xml
/app/design/frontend/base/default/template/msp/paymentFee

# 1.3 A new integration 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 integration 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-2.2.X.tgz' from the local folder and click on 'upload'.
- Next; click 'Upload'.

### 1.5 FastCheckout

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

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

The advantage of offering FastCheckout 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 their FastCheckout 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.



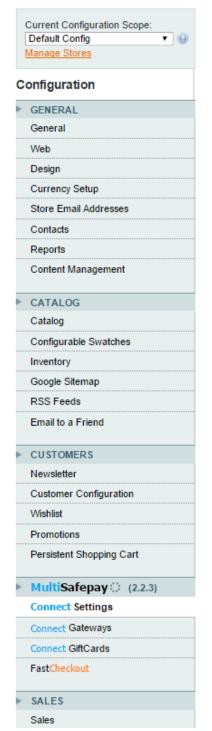
# 2 Configuring the plug-in

# 2.1 Connect Settings

The default plug-in settings are listed under "Connect Settings" and be accessed via

System->Configuration->MultiSafepay 2.2.7->Connect Settings





# **Connect Settings**

| Connect Settings   |  |
|--|--|
| Account type   | Test account ▼   |
| Account ID   |  |
| Site ID  |  |
| Site Code  |  |
| API Key  |  |
| Credit Memo  | No.  |
| Credit Memo  | No ▼  ■ Use for refund?  |
| Days active before requests expires?   |  |
| Allow currency conversion to Euro  | Yes  ▲ If store currency is not allowed by settings. Used for each gateways.   |
| Auto. redirect   | Yes  Automatically redirects a customer back to the webshop after a succesful payment. (Skips MultiSafepay's 'Transaction Complete' screen)  |
| One Step Checkout  | No  ▲ Are you using the One Step Checkout Module?  |
| Create invoice after payment   | No ▼   |
| E-mail invoice to customer   | No ▼   |
| Send invoice ID to MultiSafepay  | No   |
| New order mail   | After order confirmation ▼   |
| Send the order update e-mail to customer   | No ▼   |
| Reset Gateway  | No  ■ This option is used to allow the payment selection at MultiSafepay when createing payment links for orders created in the Magento Backend and with a preselected MultiSafepay payment method |
| Cart remains active when the<br>customer returns to the webshop<br>or cancels an order | Yes ▼  |
| Show the gateway image if it exists  | Yes ▼  |
| New order status   | Pending ▼  |



| 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   | Your MultiSafepay API key  |  |
| Credit Memo   | Enable, or disable, refunds via Magento during credit memo creation.   |  |
| Days active before requests expire.   | Set the number of days after which an initialized, yet unfinished, payment should expire.  |  |
| Allow currency conversion to Euro   | Convert any store currency, other than the ones supported, to Euro.  |  |
| Auto. redirect  | Enable, or disable, automatic redirection.   |  |
|   | Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.   |  |
| 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.  |  |
| Send invoice id to<br>MultiSafepay  | Forward the invoice ID to MultiSafepay. The forwarded invoice ID will be visible in the financial exports.   |  |
| New order e-mail  | Specify at which stage the Order Confirmation e-mail is to be sent.  |  |
| Send the order update e-<br>mail to customer  | Enable to automatically e-mail Magento order status changes.   |  |
| Reset Gateway   | Enable this option to allow the payment selection to take place in the MultiSafepay payment environment when creating payment links for orders created in the Magento Backend. |  |
| Cart remains active when<br>the customer returns to the<br>webshop or cancels an<br>order | Saves the content of a Magento shopping cart when cancelling a payment.  |  |
| Show the gateway image if it exists   | 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)  |  |

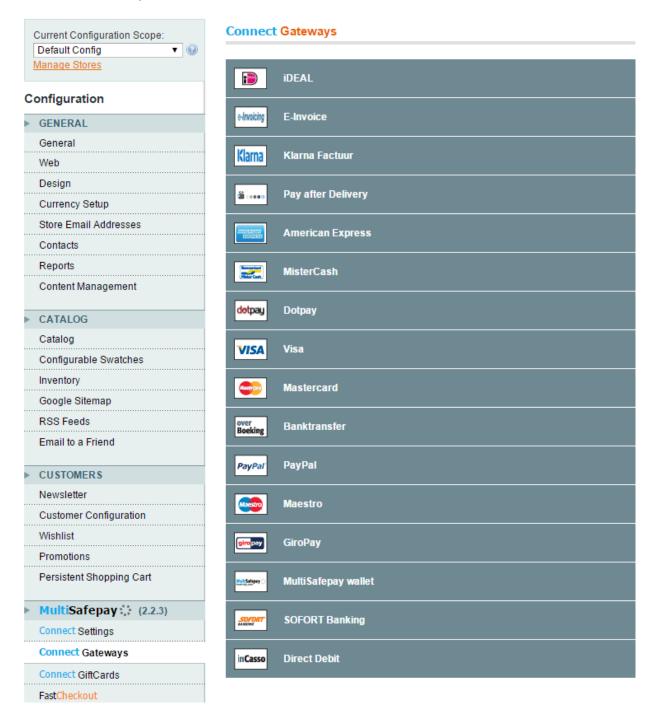


| Status: initialized banktransfer | Default (Pending)   |
|----------------------------------|---|
| Status: declined                 | Default (Cancelled)   |
| Status: reversed                 | Default (Cancelled)   |
| Status: refunded                 | Default (Cancelled)   |
| Status: expired                  | Default (Cancelled)   |
| Debug                            | Enable, or disable, the plug-in's debug mode (Developers only) XML data is logged to /var/logs/multisafepay.log if enabled. |



# 2.2 Connect Gateways

The Connect Gateways configuration will have each payment method shown as a seperate (payment) option on the checkout page. Connect Settings must be configured when enabling payment methods under Connect Gateways.





| Enabled  | Enable or disable the payment method   |
|--|--|
| Title  | The payment method title   |
| Allow currency                                   | Select the store currencies for which the payment method should be displayed.      |
| Receive payments from applicable countries       | Enable the payment method for all allowed countries, or Specific countries         |
| Receive payments from specific countries         | Select the countries for this payment method                                       |
| Instructions                                     | Optionally provide your customers with additional (payment) instructions           |
| Maximum Order Total                              | Maximum order amount for the payment method  |
| Minimum Order Total                              | Minimum order amount for the payment method  |
| Enable fee (inc. Tax)                            | Enable fees for this payment method  |
| Payment fee amount                               | Payment fee amount to charge   |
| Show payment fee incl. tax during checkout       | Show the payment fee including VAT in the checkout                                 |
| Tax class for payment fee                        | Use a specific tax class for the payment fee                                       |
| Sort order                                       | Assign the payment method a specific order in the payment method overview          |
| Payment fee description, visible in order totals | Allows you to provide your own payment fee description for the payment method.     |
| Payment for Specific Customer Groups             | Control the visibility of the payment method for specific Magento customer groups. |
|  |  |

# 2.4 Connect Giftcards

The Connect Giftcard configuration and giftcards can be access via

System->Configuration->MultiSafepay 2.2.7->Connect GiftCards





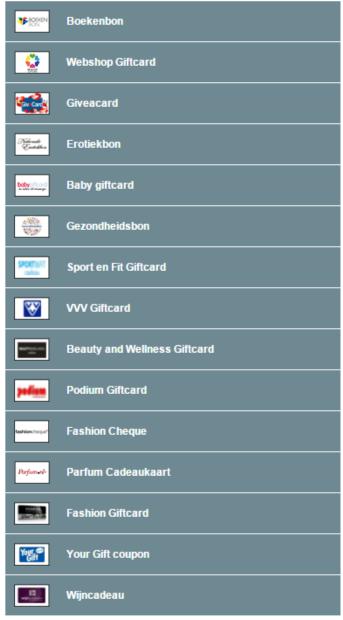
Sales

Tax Checkout

Sales Emails
PDF Print-outs

Shipping Settings Shipping Methods

# Connect GiftCards





| Enabled  | Enable or disable the giftcard   |
|--|--|
| Title  | The giftcard title   |
| Allowed Currency                                 | Select the currencies allowed for the giftcard                                 |
| Receive payments from applicable countries       | Enable the payment method for all allowed countries, or specific countries     |
| Receive payments from specific countries         | Select the countries for 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  |
| API Key  | Your MultiSafepay API key  |
| Account ID (for Test Accounts)                   | Your MultiSafepay Test Account ID (optional).                                  |
| Site ID (for Test Accounts)                      | Your MultiSafepay Test Site ID (optional)                                      |
| Site Code (for Test<br>Accounts)                 | Your MultiSafepay Test Site Code (optional)                                    |
| API Key (for Test<br>Accounts)                   | Your MultiSafepay Test API key (optional)                                      |
| Instructions                                     | Optionally provide your customers with additional (payment) instructions       |
| Minimum Order Total                              | Minimum order amount the payment method  |
| Maximum Order Total                              | Maximum order amount the payment method  |
| Enable fee (inc. Tax)                            | Enable fees for this payment method  |
| Payment fee amount                               | Payment fee amount to charge   |
| Show payment fee incl. tax during checkout       | Show the payment fee including VAT in the checkout                             |
| Tax class for payment fee                        | Use a specific tax class for the payment fee                                   |
| Payment fee description, visible in order totals | Allows you to provide your own payment fee description for the payment method. |



| Sort order           | Assign the payment method a specific order in the payment method overview          |
|----------------------|--|
| Payment for Specific | Control the visibility of the payment method for specific Magento customer groups. |
| Customer Groups      |  |

# 2.4 Pay After Delivery / Klarna

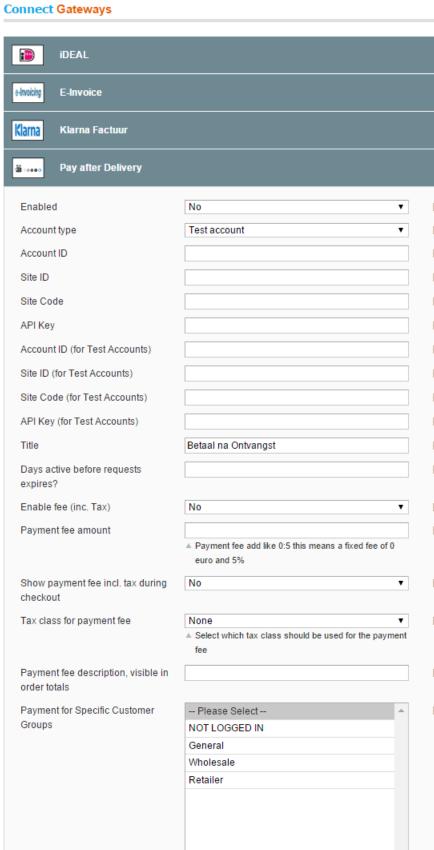
The Pay After Delivery and Klarna payment methods have their own configurations which have to be configured before using the payment method.

The Pay After Delivery / Klarna settings are listed under "Connect Gateways" and be accessed via

System->Configuration->MultiSafepay 2.2.7->Connect Settings->Pay After Delivery / Klarna









| Enabled  | Enable or disable the 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.  |
| API key  | Your MultiSafepay API key   |
| 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  | The payment method title  |
| Days active before reques expires                  | t Set the number of days after which an initialized, yet unfinished, payment should expire. |
| Enable fee (inc. Tax)                              | Enable fees for this payment method   |
| Payment fee amount                                 | Payment fee amount to charge  |
| Show payment fee incl tax during checkout          | Show the payment fee including VAT in the checkout  |
| Tax class for payment fee                          | Use a specific tax class for the payment fee  |
| Payment fee description, visible in order totals   | Allows you to provide your own payment fee description for the payment method.              |
| Payment for specific<br>Customer Groups            | Control the visibility of the payment method for specific Magento customer groups.          |
| Minimum Order Total                                | Minimum order amount the payment method   |
| Maximum Order Total                                | Maximum order amount the payment method   |
| Enable the invoice e-mail for this payment method? | 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                    | Enable the payment method for all allowed countries, or Specific countries  |
| Receive payments from specific countries                      | Select the countries for this payment method  |
| Sort order  | Assign the payment method a specific order in the payment method overview   |
| Enable IP validation  | Hide this payment method for all IPs excluding the ones listed below below.   |
| Only visible for the following IP address                     | Enter one or multiple IPs, seperated by a semicolon.  |
| Only visible for the following IP address (for Test Account)  | Enter one or multiple IPs, seperated by a semicolon.  |
| Enable Test Account for these IP(s) when enabled Live Account | Enter one or multiple IPs, seperated by a semicolon.  |
| Send shipped status after complete order                      | Set transactions in the MultiSafepay Control Panel to 'Shipped' once the order has been paid using Pay After Delivery / Klarna. |
| Instructions  | Optionally provide your customers with additional (payment) instructions  |



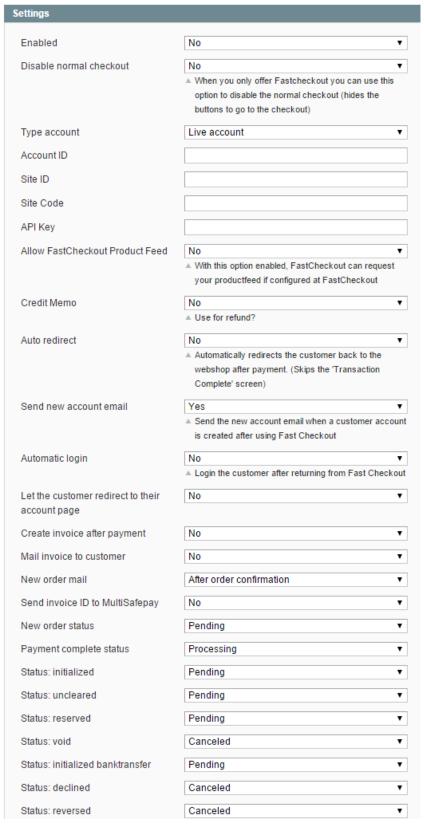
# 2.4 FastCheckout

The FastCheckout payment solution has its own configuration which can be accessed via System->Configuration->MultiSafepay 2.2.7->FastCheckout





#### FastCheckout





| Enabled                                 | Enable or disable the 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  |
| API key                                 | Your MultiSafepay API key  |
| Allow FastCheckout Product Feed         | FastCheckout.com can request your productfeed if configured.   |
| Credit Memo                             | Enable, or disable, refunds via Magento during credit memo creation.                                       |
| Auto. redirect                          | Enable, or disable, automatic redirection.   |
| Send new account e-mail                 | Send Magento account registration e-mails.   |
| Automatic login                         | Automatically log customers into Magento after returning from FastCheckout                                 |
| 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.  |
| Mail invoice to customer                | 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)   |
|   |  |



| Enable (Google Analytics)     | Enable or disable Google Analytics for FastCheckout payments                              |
|-------------------------------|---|
| Account (Google Analytics)    | Provide your Google Analytics Account ID  |
|                               |   |
| Force accept agreements       | If enabled; the customer must accept the terms and conditions in the FastCheckout process |
| Alternate agreements URL      | Leave empty for the default agreements URL, or provide your own URL.                      |
| Company name                  | Prompt customer for a company name in FastCheckout  |
| Salutation                    | Prompt customer to select a salutation in FastCheckout                                    |
| Sex                           | Prompt customer to select their gender in FastCheckout                                    |
| Newsletter                    | Prompt customer to check or uncheck newsletter FastCheckout                               |
| Drivers license               | Prompt customer for a drivers license in FastCheckout                                     |
| Comment                       | Prompt customer for a comment in FastCheckout   |
| VAT number                    | Prompt customer for a VAT number in FastCheckout  |
| Birthday                      | Prompt customer for a birthday in FastCheckout  |
| Phonenumber                   | Prompt customer for a phonenumber in FastCheckout   |
| Chamber of Commerce (CoC/KvK) | Prompt customer for a CoC/KvK in FastCheckout   |
| Passport number               | Prompt customer for a passport number in FastCheckout                                     |



# 3 Troubleshooting

### 3.1 Payment methods aren't shown.

We recommend checking the currency settings per payment method/giftcard if they're not visible in the checkoutprocess

## 3.2 Error 404 while configuring the plug-in.

The following steps should resolve error 404:

- 1. Navigate to System->Configuration->Connect Settings
- 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

#### 3.3 The FastCheckout button isn't shown.

If the FastCheckout button is not visible in the shoppingcart, despite having been configured, then we suggest emptying the Magento caches via *System->Cache Management*.

## 3.4 The iDEAL banklist isn't shown.

Ensure that "Show iDEAL banklist in checkout" has been enabled under

Settings->Configuration->Connect Gateways->iDEAL

# 3.5 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/



## 3.6 Service Temporarily Unavailable

Sometimes a pre-existing or underlying issue with a Magento site can cause the plug-in integration 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.

# 3.7 Incorrect taxes are shown in the order when using discount coupons

Ensure that "Apply customer tax" has been set to "Before Discount" under Sales->Tax->Calc. Settings

# 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.

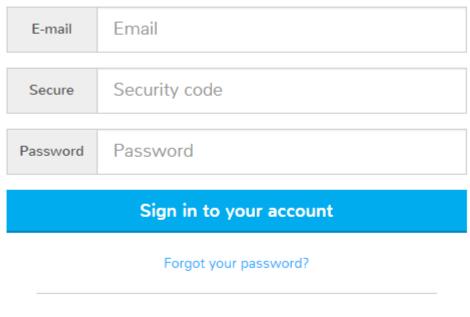
This can be verified by having a customer place an order, or by placing a test order yourself, on your website.

It is also highly recommended to perform a test order when using the FastCheckout package.

Log into your MultiSafepay Control Panel:



# Take Control over your online payments



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:



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



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



# 6 Questions?

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

Any remaining questions you may have can be sent by e-mail to: <a href="mailto:support@multisafepay.com">support@multisafepay.com</a>

You can also reach our Support department by phone: +31(0)20 8500 500

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