

MultiSafepay manual

Plug-in Magento v2.1.2

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

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/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

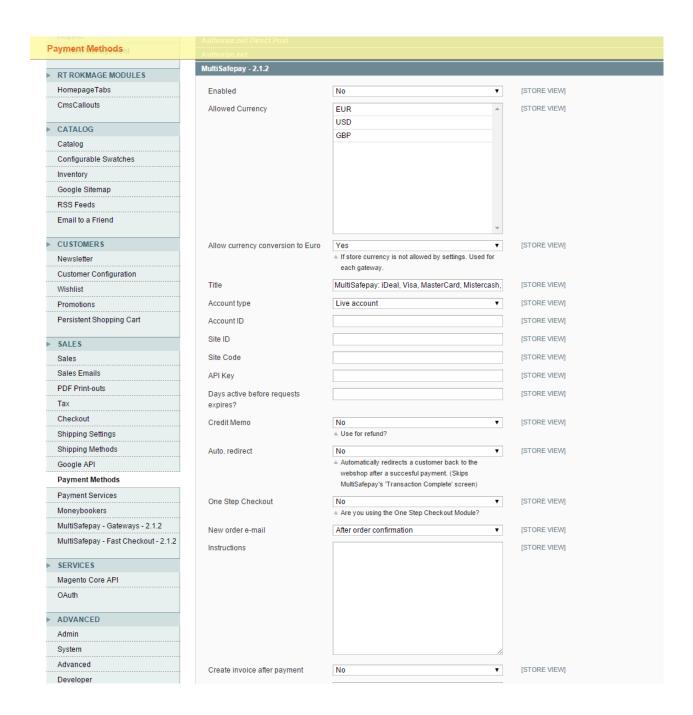
3.1 Basic configuration

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.

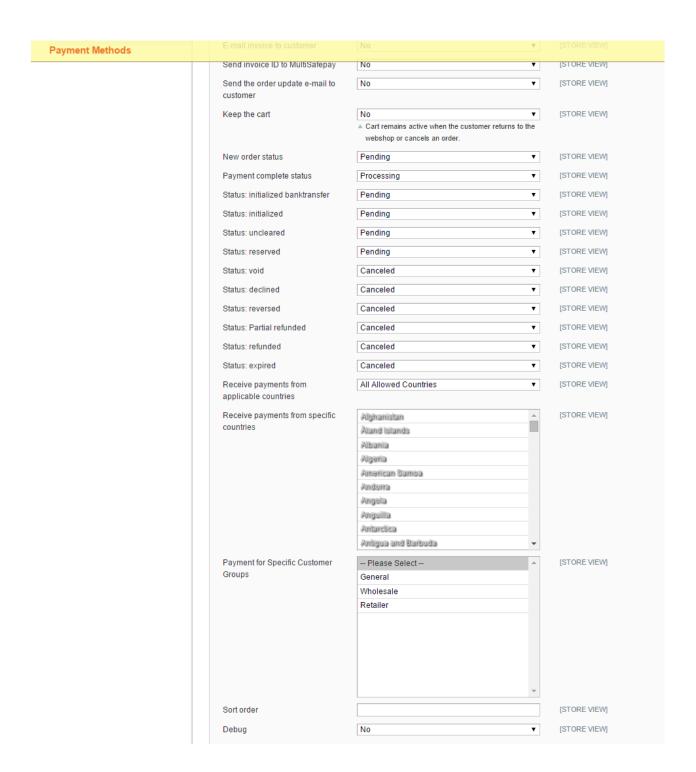
The basic configuration settings can be accessed via:

System → Configuration → Payment Methods → MultiSafepay 2.1.2











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 descrption for this payment method which is to be show non the checkout page.
Account type	Select Live or Test, depending 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	The API Key is automatically generated when adding a website to your MultiSafepay account. The API Key is only required if you intend on refunding via the
	Magento backend
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	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.
New order e- mail	Specify at which stage, during the order-/paymentprocess 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 shoppingcart when cancelling a transaction.
New order status	Default (Pending)
Payment complete status	Default (Processing)
Status: Initialized	Default (Pending)



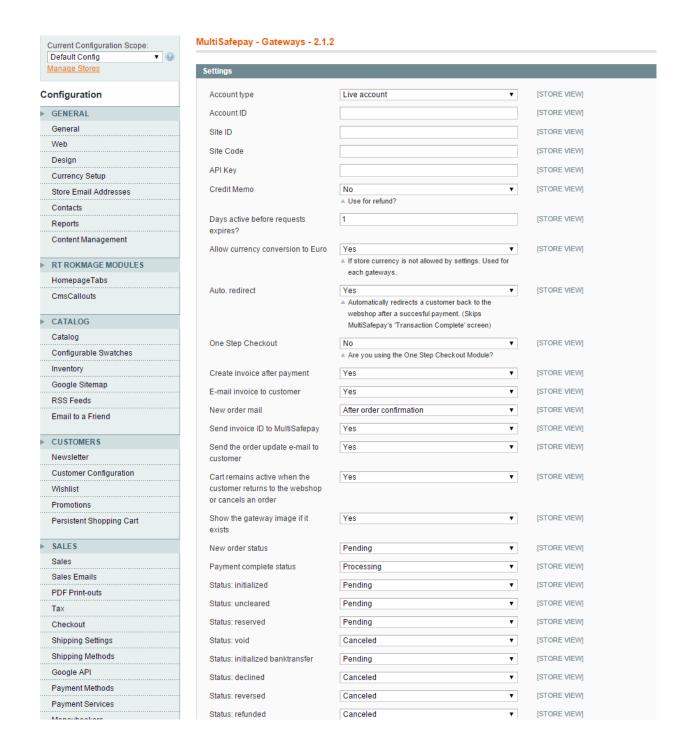
banktransfer	
Status: Initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)
Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: partial refunded	Default (Cancelled)
Status: refunded	Default (Cancelled)
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)



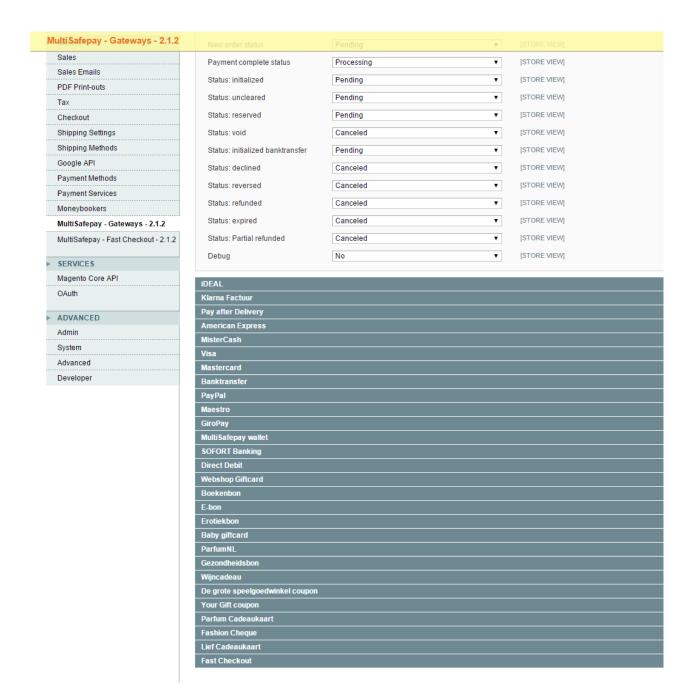
3.2 Seperate Gateways

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











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	The API Key is automatically generated when adding a website to your MultiSafepay account.
	The API Key is only required if you intend on refunding via the Magento backend.
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	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.
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	Saves the content of a Magento shoppingcart when cancelling a transaction, or returns to the webshop in certain situations.
returns to the webshop or cancels an order	Enabled by default.
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)

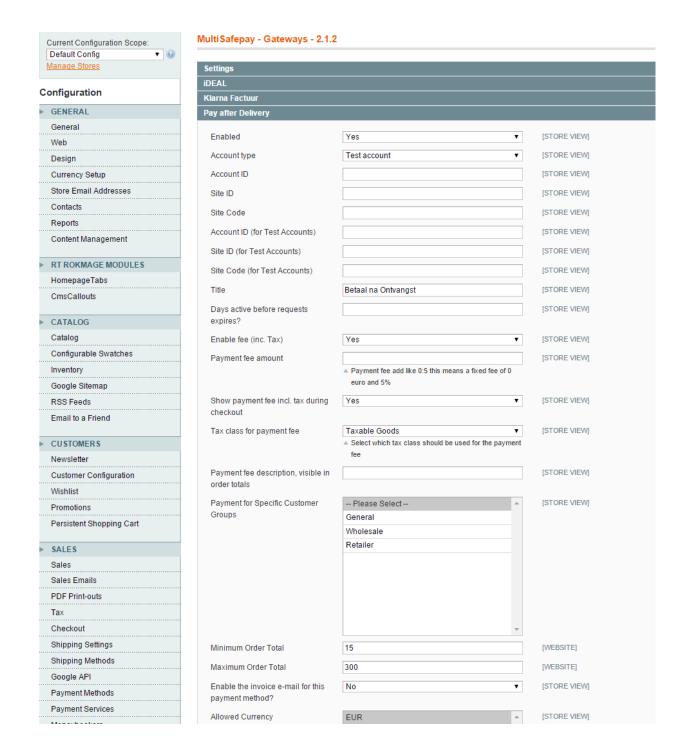
Using the Seperate Gateways configuration means you will have to enable each payment method separately via the tabs below.



3.3 Pay After Delivery

MultiSafepay's Pay After Delivery can be located via:

System → Configuration → MultiSafepay Gateways 2.1.2 -> 'Pay After Delivery'.





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



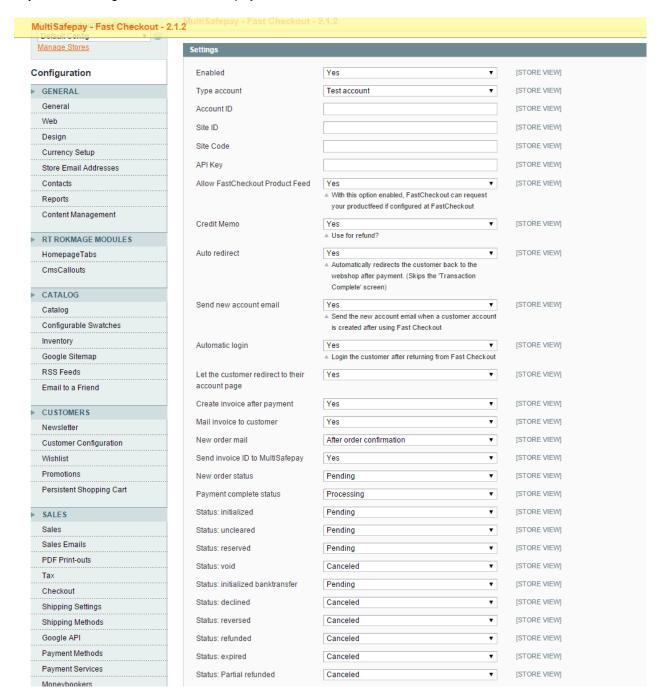
Receive payments from applicable countries	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.
Receive payments from specific countries	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries 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





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	The API Key is automatically generated when adding a website to your MultiSafepay account.
	The API Key is only required if you intend on refunding via the Magento backend.
Allow FastCheckout Product Feed	FastCheckout.com can request your productfeed if configured.
Credit Memo	Enable, or disable, refunds via Magento.
Auto. redirect	Enable, or disable, automatic redirection.
	Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.
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 Seperate 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'.





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	Email
Secure	Security code
Password	Password
Sign in to your account	
	Forgot your password?

Don't have an account? Sign up

Download on the

ANDROID APP ON



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 the MultiSafepay Techical 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)