

## MultiSafepay manual

Plug-in Magento v1.2.9

Compatibility:

| Package | Version | Shopmodule | Version | Tested   |
|---------|---------|------------|---------|----------|
| Magento |         | Magento    | 1.7.0.2 | <b>V</b> |
|         |         |            |         |          |
|         |         |            |         |          |
|         |         |            |         |          |
|         |         |            |         |          |
|         |         |            |         |          |



*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.

MultiSafepay Payment 2.0

Geen maandelijkse vaste kosten!  
Binnen 1 uur alle betaalmethoden accepteren!

Deutsch Español Français English Nederlands

Tuesday, July 20, 2009 Laatste ingelogd: July 20, 2009

| Saldo       |        |
|-------------|--------|
| EUR         |        |
| Beschikbaar | 496.30 |
| Inkomend    | 0.00   |
| Utgand      | 0.00   |

**Rekening**

- Rekeningoverzicht
- Storten
- Uitbetalen
- Overboeking
- E-mail betaallink
- Uitblijven

**Beheer**

- Alle transacties
- Transacties zoeken
- Transactierapportage
- Offline-acties
- Accountant Export

**Instellingen**

- Websites
- Templates Betaalpagina
- Automatisch Uitbetalen
- Betaalmethoden
- E-mailadres
- Telefoonnummers
- Wachtwoord

**Rekeningoverzicht**

*Lopende Transacties*

| Datum      | Van Naar | Beschrijving            | Bedrag   |
|------------|----------|-------------------------|----------|
| 2009-07-10 |          | Storten: iDeal          | EUR 1.00 |
| 2009-07-09 |          | Storten: iDeal          | EUR 1.00 |
| 2009-07-06 |          | Storten: Directebanking | EUR 1.00 |

*Geannuleerde transacties*

| Datum      | Van Naar | Beschrijving   | Bedrag   |
|------------|----------|----------------|----------|
| 2009-07-07 |          | Storten: iDeal | EUR 2.00 |

*Voltooide transacties*

| Datum      | Van Naar | Beschrijving   | Bedrag    |
|------------|----------|----------------|-----------|
| 2009-07-17 |          | Storten: iDeal | EUR 21.00 |
| 2009-07-17 |          | Storten: iDeal | EUR 1.00  |

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## 1.2 Adding your website

### Add new site

|                  |   |
|------------------|---|
| Category         | <input type="text"/>                                    |
| Description      | <input type="text"/>                                    |
| Base URL         | <input type="text"/>                                    |
| Notification URL | <input type="text"/>                                    |
|                  | <input type="checkbox"/> Enable PrivatePay              |
|                  | <input checked="" type="checkbox"/> Enable SecondChance |

### Customization

|                           |                      |
|---------------------------|----------------------|
| Page template (Connect)   | <input type="text"/> |
| Page logo (fast checkout) | <input type="text"/> |

### Portal

|                    |  |
|--------------------|--|
| Portal description | <input type="text"/>   |
|                    | <input type="checkbox"/> Display in portal                     |
|                    | <input type="checkbox"/> <a href="#">QShops Keurmerk</a>       |
|                    | <input type="checkbox"/> <a href="#">Thuiswinkel Waarborg</a>  |
|                    | <input type="checkbox"/> <a href="#">AntiTrust Certificaat</a> |

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.  |
| Notificatie URL           | The website's main URL preceded by the communication protocol. (HTTP/HTTPS).  |
| Enable PrivatePay         | <p>This option allows your customers to pay anonymously on your website.</p> <p>With PrivatePay; MultiSafepay ensures that you do not receive any personal data.</p> <p>Only functions with non-physical products, such as downloads, online subscriptions.etc.</p> |
| 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)   | <p>Allows you to customize the entire payment environment to your own liking.</p> <p>Please refer to the Implementation Manual Payment Templates in the 'API/Manual' Section listed under 'Support &amp; Contact'.</p>  |
| Page Logo (Fast Checkout) | <p>Allows you to insert your company logo.</p> <p>Please refer to the Implementation Manual Payment Templates in the 'API/Manual' Section listed under 'Support &amp; Contact'.</p>   |
| Portal Description        | <p>If you wish, you may enter a description which we shall display in your MultiSafepay-portal.</p> <p>Checking this allows you to display your webshop in the MultiSafepay-portal.</p>   |
| 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

| Site ID | Site Secure Code | Description | URL   | Category  |
|---------|------------------|-------------|---|---|
| 133     | 811523           | Demo winkel | <a href="http://https://demowinkel.com">http://https://demowinkel.com</a> | Elektronica   |

## 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 Adding MultiSafepay as a payment method

Note:

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

### 3.2 MultiSafepay basic configuration

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

Current Configuration Scope:

[Manage Stores](#)

#### Configuration

- GENERAL
  - General
  - Web
  - Design
  - Currency Setup
  - Store Email Addresses
  - Contacts
  - Reports
  - Content Management
- CATALOG
  - Catalog
  - Inventory
  - Google Sitemap
  - RSS Feeds
  - Email to a Friend
- CUSTOMERS
  - Newsletter
  - Customer Configuration
  - Wishlist

#### Payment Methods

Not sure what PayPal payment method to use? Click [here](#) to learn more.

|                           |
|---------------------------|
| Merchant Location         |
| PayPal Payment Solutions  |
| Saved CC                  |
| Bank Transfer Payment     |
| Check / Money Order       |
| Cash On Delivery Payment  |
| Zero Subtotal Checkout    |
| Purchase Order            |
| Authorize.net Direct Post |
| Authorize.net             |
| MultiSafepay              |

Enabled

Title

Type account

Account ID

Site ID

Site Code

Automatische redirect

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[Maak gratis een testaccount aan](#)

▲ Stuur de consument na betaling automatisch terug naar de webshop. (Slaat het 'Transaction Complete' scherm over)

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 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

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

**Configuration**

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

**MultiSafepay Gateways**

**Settings**

|                       |  |              |
|-----------------------|--|--------------|
| Type account          | Live account   | [STORE VIEW] |
|                       | <a href="#">Maak gratis een testaccount aan</a>  |              |
| Account ID            |  | [STORE VIEW] |
| Site ID               |  | [STORE VIEW] |
| Site Code             |  | [STORE VIEW] |
| Automatische redirect | Yes  | [STORE VIEW] |
|                       | ▲ Stuur de consument na betaling automatisch terug naar de webshop. (Slaat het 'Transaction Complete' scherm over) |              |

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.   |

### 3.4 MultiSafepay configuration for Fast Checkout

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

System => Configuration => MultiSafepay FastCheckout

Current Configuration Scope:

[Manage Stores](#)

**Configuration**

- ▶ GENERAL
- General
- Web
- Design
- Currency Setup
- Store Email Addresses
- Contacts
- Reports
- Content Management

#### MultiSafepay fast checkout

| Settings      |  |
|---------------|--|
| Enabled       | Yes <span>[STORE VIEW]</span>  |
| Type account  | Live account <span>[STORE VIEW]</span><br><a href="#">Sign up for a free test account</a>  |
| Account ID    | <input type="text"/> <span>[STORE VIEW]</span>   |
| Site ID       | <input type="text"/> <span>[STORE VIEW]</span>   |
| Site Code     | <input type="text"/> <span>[STORE VIEW]</span>   |
| Auto redirect | Yes <span>[STORE VIEW]</span><br>▲ Automatically redirects the customer back to the webshop after payment. (Skips the 'Transaction Complete' screen) |

|             |  |
|-------------|--|
| Description | The name of your website. The description you enter here will reflect that which is visible during all transactions. |
| Account ID  | Your MultiSafepay Account ID.  |
| Site ID     | The earlier mentioned Site ID from your MultiSafepay backoffice.   |
| Site Code   | The earlier mentioned Site Secure Code from your MultiSafepay backoffice.  |

## 4 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.

The screenshot shows the MultiSafepay website interface. At the top, the logo 'MultiSafepay The Payment Professionals' is on the left, and navigation links 'ZAKELIJK', 'CONSUMENT', and 'HET BEDRIJF' are on the right. Below the logo is a search bar and a button 'Inloggen webwinkel'. The main navigation bar includes 'Home', 'Betaaldiensten', 'Aanmelden', and 'Support & contact'. Below this is a secondary navigation bar with 'MultiSafepay zakelijk', 'Nieuws', 'Inloggen webwinkel', and a language dropdown set to 'Nederlands'. The main content area is titled 'Business toegang' and features a login form with fields for 'E-mailadres', 'Beveiligingscode', and 'Wachtwoord', followed by a 'Beveiligd inloggen' button. To the right of the form is a link 'Uw accountgegevens vergeten?' and a bullet point for 'Nieuw wachtwoord opvragen' with a sub-note: 'U heeft uw e-mailadres nodig om een nieuw wachtwoord aan te maken.' On the far right, there is a 'LIVE SUPPORT' button and security logos for 'McAfee SECURE' and 'thuiswinkel business partner'.

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

|  |  |                       |                 |                     |               |                  |                       |               |
|--|--|-----------------------|-----------------|---------------------|---------------|------------------|-----------------------|---------------|
| <b>Huidige website</b><br><input type="text"/>   |  | <b>Offline-acties</b> |                 |                     |               |                  |                       |               |
| <b>Rekening</b><br><a href="#">Home</a><br><a href="#">Opwaarderen</a><br><a href="#">Uitbetalen</a><br><a href="#">Overboeking</a><br><a href="#">Betaallink</a><br><a href="#">Uitloggen</a> |  | <i>Aangemaakt</i>     | <i>Order ID</i> | <i>Actie</i>        | <i>Status</i> | <i>Resultaat</i> | <i>Laatste poging</i> | <i>Succes</i> |
|  |  | 2012-10-16            | 338842773       | notifyMerchantTrans | pending       | 302-             | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 811392211       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 811392211       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 811392211       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 811392211       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 776867675       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 776867675       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 776867675       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 776867675       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 193795776       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 193795776       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 193795776       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 193795776       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 598065185       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 598065185       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-16            | 598065185       | notifyMerchantTrans | pending       | 503-<IDOC        | 2012-10-16            | 2012-10-16    |
|  |  | 2012-10-01            | 100000123       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000123       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000123       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000123       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000122       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000122       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000122       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000122       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |
|  |  | 2012-10-01            | 100000122       | notifyMerchantTrans | success       | ok               | 2012-10-01            | 2012-10-01    |

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

## 5 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 access our support center via <http://support.multisafepay.com>

<http://www.multisafepay.com/nl/business-partners/>

Our Technical Support helpdesk is reachable in case 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.