Installation Manual for Saferpay xt:Commerce

This manual describes the installation and usage of the Saferpay extension for xt:Commerce.

Release Date: Mon, 07 Aug 2023 14:01:06 +0200
Version: 4.0.208

wallee AG
General-Guisan-Strasse 47
CH-8400 Winterthur

E-Mail: info@sellxed.com

Telefon:
CH: +41 (0)44 505 13 60
DE: +49 (0)40 2999 60117
UK: +44 (0)161 850 6890
US: +1 (0)205 557 5869

####conditional####

Table of Contents

1 Introduction

This manual explains the installation, configuration and usage of the payment module for xt:
Commerce and Saferpay.

Before beginning with the installation, please make sure that you are in possession of all
necessary data:

- You should have received a username and a password from Saferpay
- xt:Commerce payment module by sellxed.com/shop
- Access data to your server and shop

In case you don't yet have a contract with Saferpay, you can gladly acquire it directly through us.

**Note that you must use at least PHP version 5.6 for our plugins. PHP 8 or higher is currently not
supported.**

1.1 Installation Procedure

In this document you will find all important information for the installation of the module. It is
important that you strictly follow the checklist. Only by doing so, the secure usage in
correspondence with all security regulations is guaranteed.

1. Configuration of the basic settings of the payment module
2. Configuration of the payment methods
3. Conducting a test purchase
4. Activate your account with Saferpay

Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed information on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: http://www.sellxed.com/support. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: http://www.sellxed.com/shop/de/integration-und-installation.html

.htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial as otherwise the payment feedback of Saferpay might not get through to the shop.

1.2 System Requirements

In general, the plugin has the same system requirements as xt:Commerce. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.x or higher
- OpenSSL: Current version with support for TLS 1.2 or higher.
- fsockopen: The PHP function fsockopen must be enabled. The plugin must be able to connect to external systems over the Internet.
- PHP Functions: All common PHP functions must be enabled.

2 Configuration Saferpay

2.1 Migrating to JSON API

Please note that the old interface will be replaced by the new JSON API. In order for us to guarantee the long-term use of the module we have changed all of the modules to the JSON API. This has been tested extensively. The following steps are imperative to guarantee a continued smooth functioning of the payment module.

> ### Dynamic Template
>
> From now on only JSON API will be available and you need to follow these next steps carefully otherwise the plugin will not function properly. All orders that have already been authorized can still be canceled or refunded.
>
> Due to the changes to the PCI Standard the hidden mode will no longer be available.The authorization will now take place via the new JSON API Payment Pages. In case you used the hidden mode you need to save the settings of your payment methods in your shop again after the migration or deactivate the payment method and activate it again.

Follow each step of the checklist carefully and make the necessary changes. (Each step is clarified by a screenshot further below.)

1. Go to https://www.saferpay.com and log in with your username and password. On the right hand side you will find a dropdown. Chose Saferpay E-Payment and you will be directed to the backend of MySaferpay. (https://www.saferpay.com/BO/Login/).
2. The access data for the JSON API can be created via Administration > JSON API. Here you can chose a password. The user will be generated automatically.
3. You will also need a Customer ID. You will find this at the top right. Next to your username there is a number in brackets. ()It looks like this: e402487002). Your Live Customer ID consists of this number. Simply leave away the e and the last three digits and you will receive your Customer ID. It consists of six digits. In the example above your Customer ID would be **402487**. (Compare with screenshot further below)
4. For the Live Terminal ID you need to go to Settings > Terminals and in the bar at the top you will find an eight digit number. That is your Live Terminal ID. (In the screenshot it's the number 178xxxxx)

Figure 2.1: Login Screen for MySaferpay.

JSON API Basic Authentication

Note The password will no longer be displayed after it is saved. Please note the password and store it in a secure location.

Username	API_402482_89440296
Password ℹ	
Description	

Save

	Username	Description	Create date
☐	API_402482_69271742	generated for test account	15.01.2016 10:09

Figure 2.1: Creating a JSON username and password.

Figure 2.1: Create your Customer ID.
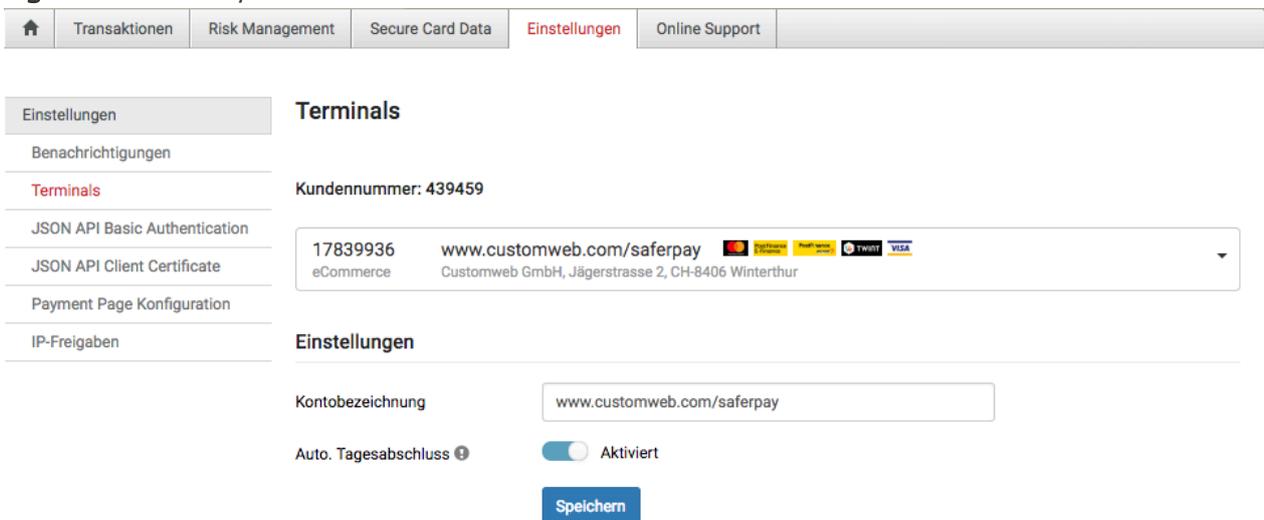
Figure 2.1: The Terminal ID can be found via Transaction > Payment.

2.2 Backend Access for the Transaction Administration

The administration and the overview of transactions can be found via the following link:

- https://www.saferpay.com/BO/Login/.

From here you are able to manage and refund transactions. With the **Professional Version** you are able to do so directly in your shop. But please note that the status will not be synchronized. Orders that are refunded here will no longer be able to be refunded in you shop.

2.3 Creating the JSON-API Access, Terminal ID and Customer ID

For the configuration of the main module with the JSON API you will need a new Customer ID, Terminal ID and the JSON API user and password. The following steps explain where you get this information.

1. Go to https://www.saferpay.com and log in with your username and password. On the right hand side you will find a dropdown. Chose Saferpay E-Payment and you will be directed to the backend of MySaferpay. (https://www.saferpay.com/BO/Login/).
2. The access data for the JSON API can be created via Administration > JSON API. Here you can chose a password. The user will be generated automatically.
3. You will also need a Customer ID. You will find this at the top right. Next to your username there is a number in brackets. ()It looks like this: e402487002). Your Live Customer ID consists of this number. Simply leave away the e and the last three digits and you will receive your Customer ID. It consists of six digi. In the example above your Customer ID would be **402487**. (Compare with screenshot further below)
4. For the Live Terminal ID you need to go to Transactions > Payment and in the bar at the top you will find an eight digit number. That is your Live Terminal ID. (In the screenshot it's the number 177xxxxx)
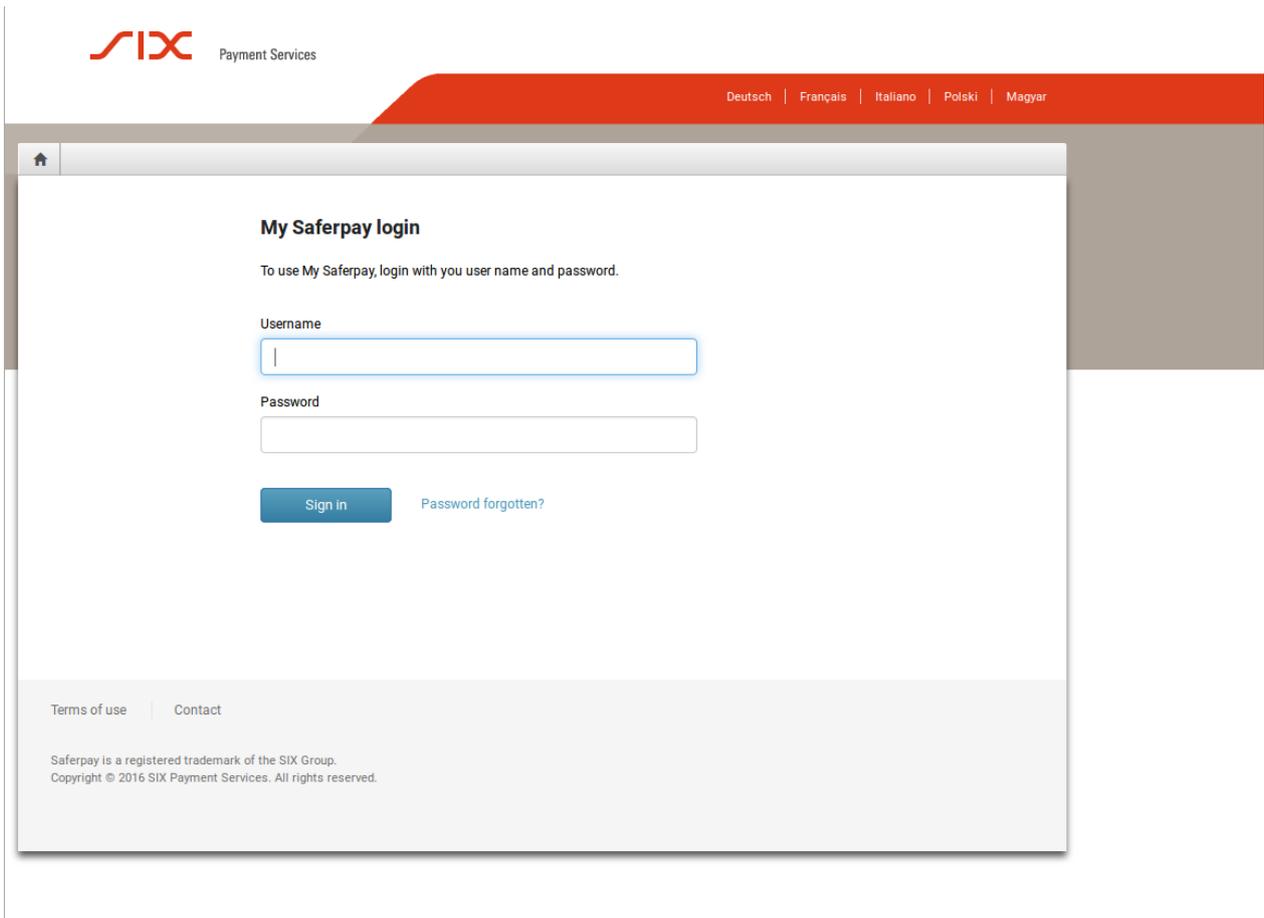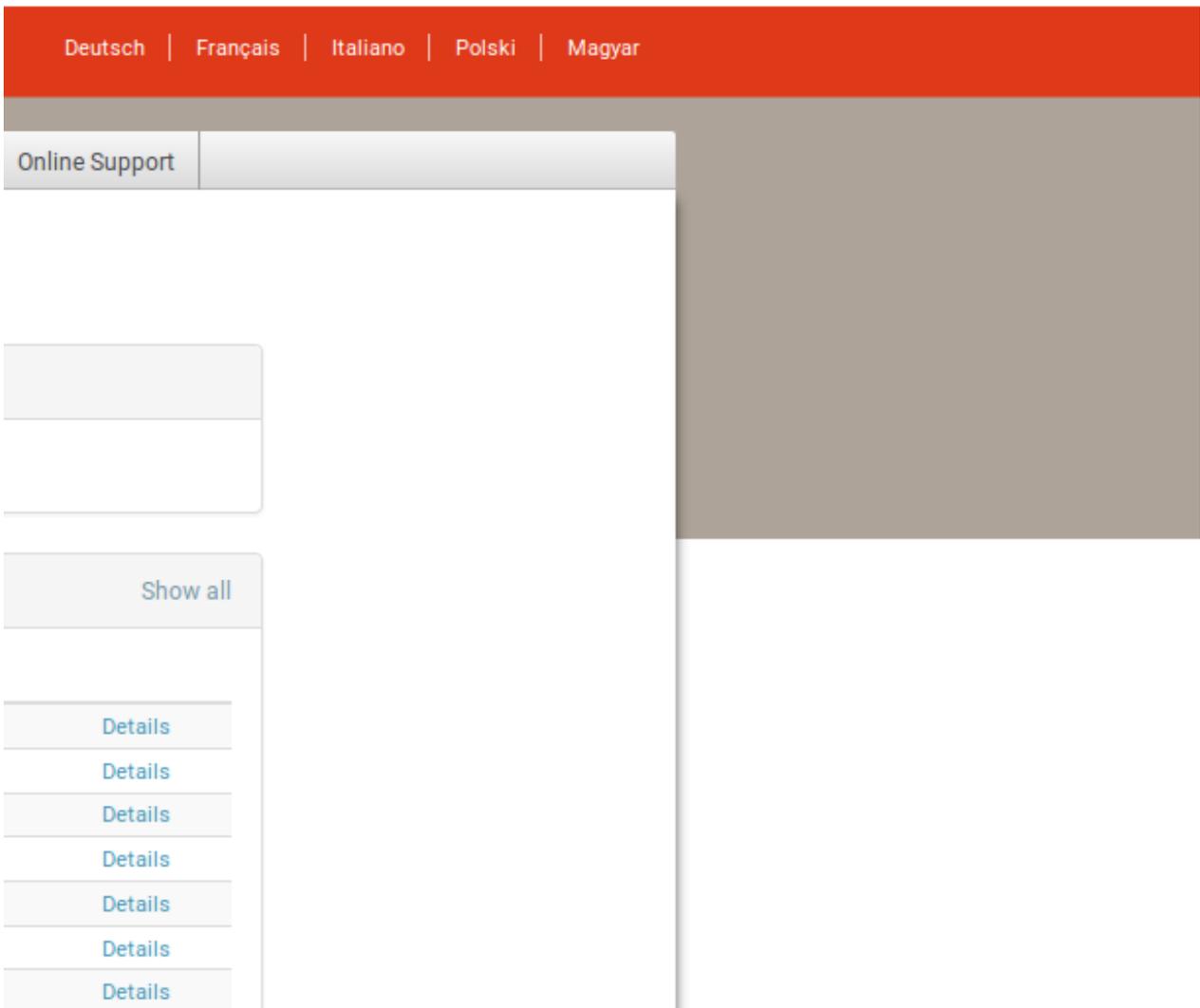
Figure 2.1: Login Screen for MySaferpay.

JSON API Basic Authentication

Note The password will no longer be displayed after it is saved. Please note the password and store it in a secure location.

Username	API_402482_89440296
Password ⓘ	
Description	
	Save

	Username	Description	Create date
☐	API_402482_69271742	generated for test account	15.01.2016 10:09

Figure 2.1: Creating a JSON username and password.
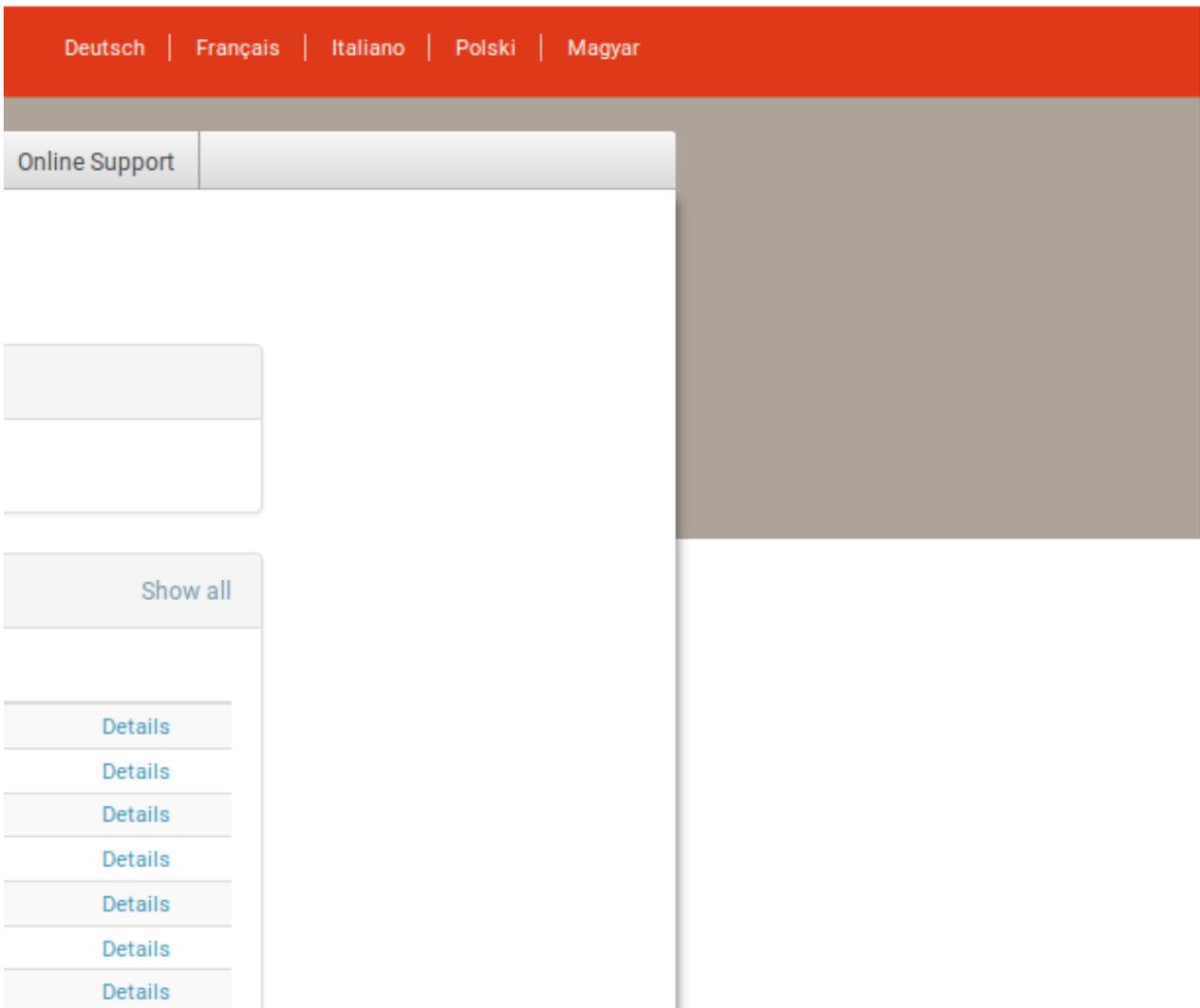
Figure 2.1: Create your Customer ID.
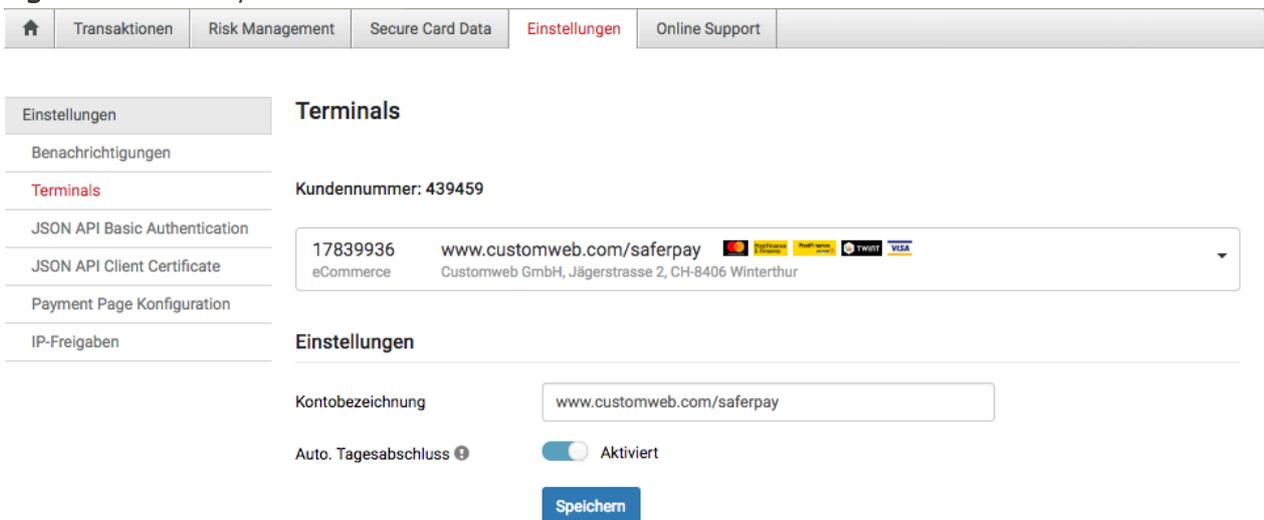
Figure 2.1: The Terminal ID can be found via Transaction > Payment.

2.4 Configuration of the Module

Navigate to the main module in your shop. Please fill in the following data into the corresponding sections:

- Enter the JSON USername and Password
- Terminal ID: Go to Transactions > Payment. There you will find a bar at the top right with an eight digit number. This is your Live Terminal ID.
- Customer ID: You will find this at the top right. Next to your username is a number in brackets. It should look like this: (e402487002). Your Live Customer ID consists of this number. You simply need to leave away the e and the last three digits. In the example above your Live Customer ID would be **402487**. Optional: You only need to set a password if you have the Professional Version. If you have not received a password you can leave this field blank.

The rest of the settings in the main module concern specific fraud settings to highlight transactions without 3D Secure. The default settings are correct for the most part.

2.5 Activating the Payment Methods and Testing

Now you can activate the payment methods in your shop. (More information regarding the configuration possibilities of the payment methods can be found here). You no longer need to use the Saferpay test card for the tests. You can now directly activate the desired payment method.

Saferpay Testing

You no longer need to run tests with the Saferpay test card. For testing you simply need to activate the payment method MasterCard or Visa and use the published in the appendix for tests.

For Billpay there is a specific test procedure. To test Billpay, activate the payment method and switch to Live. In the configurations of the payment method Billpay activate the purchase mode and run the test purchases together with Billpay.

If the tests were successful, you can activate the module by setting the operating mode to **live**. Starting from now you can receive payments in your shop.

3   Module Installation and Update in the xt: Commerce Shop

3.1   Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the sellxed shop (Menu "My Downloads Downloads"). In order to install the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shop version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If that is the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

3.2   Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module.

More information regarding the subscription of this RSS feed can be found under: http://www. sellxed.com/en/updates_upgrades.

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:

1. Always do a backup for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our complementary support.

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers.

3.2.2 Update Instructions

Please always read the update instruction. Those instructions can be found in the changelog. If there are no special remarks, you can proceed by just overwriting the files in your system.

4   Module Configuration in the xt:Commerce Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. Configuration of the Main Module). During the second step you can then carry out individual configurations for each payment method . This allows for full flexibility and perfect adaptation to your processes.

> ## Create backups!
>
> Please create a backup of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.
>
> We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

4.1   Base Module Configuration

The settings for the Base Module can be found in **"Content > Plugin > deinstalled plugins > Saferpay Base Module"** . To install the module, click 'install'. A new window should open now. Next, cklick F5 in your browser in order to reload all Java Script data of the modules and then return to the location of the installed plugins.

The settings of the module can be opened by clicking on the pen. Enter the options that you set in the administration surface of Saferpay. If an option is unclear, a click on the question mark will show more information. The central settings will be explained.

4.1.1 Sending e-Mails for status updates

Mark every status that you want to trigger an e-Mail to the customer if his order was set to this status.

> ### Saferpay API Password
>
> If you are using the **standard version** of the module, then please do not enter anything into the **Saferpay API Password**; except if Saferpay has explicitly told you so.
>
> If you are using the **professional version** of the module, then you require the password. Should you not yet have received it from Saferpay, then please contact the Saferpay support directly.

4.2 Payment Method Configuration

After the Basic Module was configured successfully, the payment method settings for your shop can be found under Settings >. Every method is listed seperately. Activate the desired payment methods by selecting them and clicking **Activate Selection**.

With a click on the pen, a new window for the settings will open. Most settings are self-explanatory. A click on the question mark shows additional information.

4.2.1 Choosing the Authorization Method

You can choose between several display options for the authorization of card payments. The option Authorization Method determines, which payment methods you would like to process.

For further information on the differen authorization methods, visit our sellxed Website.

4.2.2 Payment Form Position

If you have the corresponding package of Saferpay, the payment information can be entered directly in your shop. The setting **Page for Payment Form** adjusts the position of the payment form

> ## Payment Processing
>
> Please bear in mind that additional options with Saferpay have to be enabled in order to use some of the payment processing methods.
>
> Some authorization methods might not be available for every payment method.

4.2.3 Capturing Orders Directly

The option "Capturing" determines wether payments should be captured directly or if they should be authorized before. If you only want to authorize as a first step, ensure that the payments are issued later.

Depending on your Acquiring Contract, a reservation is guaranteed for a limited time only. If you are not capturing within this time, the authorization might not be guaranteed. Further information on the process of capturing is provided below.

> ## Varying Settings between Saferpay - backend and module
>
> The settings in the payment method module might overwrite your settings in the Saferpay backend.

4.2.4 Uncertain Status

You can mark orders without a 3D Secure Verification or other security mechanism failures. This allows you to examine the order manually before the shipment.

4.2.5 Setting the Order Status

You can determine which status the order should have for every payment method. This refers to the initial order status.

4.3 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and then debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific period of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

Different settings between Saferpay and the module

It may be that settings saved in the payment modules overwrite settings saved in Saferpay.

4.4 Uncertain Status

You can specifically label orders for which the money is not guaranteed to be received. This allows you to manually control the order before shipment.

4.4.1 Setting the order state

For each payment method you may select in which state the order should be set to depending on the booking state. This is the initial state of the order.

4.5 Stock Management in xt:Commerce 4 / 5

Since the 19.05.2017 we changed the way we handle the stock implementation in xt:Commerce 4 / 5. Products will now automatically be restocked when the status of the order is changed to failed. The status of the order is automatically changed to failed if the customer does click on the cancel button on the payment page. However if he uses the back button in the browser we can not determine the status of the order. In this case you have to manually cancel the order to restock the items.

Please note the stock will automatically be increased if you switch an order into the failed state.

4.6 Optional: Validation

Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. In order for the credit check or address validation to also work with European characters, the charset of the "Blowfish mode" must be set to "UTF-8" for certain PSP settings.

You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If the customer does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by Saferpay during the authorisation process. The payment method is displayed in any case

5 Settings / Configuration of Payment Methods

5.1 General Information About the Payment Methods

The plugin contains the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with Saferpay as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

> ### Important info regarding Order Status
>
> Never set the status to **Pending Saferpay** or any similar pending status which is implemented by the module.

5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending Saferpay' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to Saferpay are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Saferpay.

5.2.2 Order status "cancelled"

Orders with the status "cancelled" have either been set to that status automatically due to a timeout, as described above, or have been cancelled directly by the customer.

5.3 Billpay by Saferpay

In order to be able to use the payment method BillPay correctly, it is important to carry out the steps below in the correct order.

1. Make sure that the payment method has been in your customer account with Saferpay
2. Before using BillPay you must complete certain integration tests. In order to do so, switch the Saferpay module to live-mode
3. Activate the payment method "Saferpay OpenInvoice" and go to Integration Tests in BillPay and set the BillPay Approval to "Approval Mode". BillPay's employees will then test your shop. Once these tests are complete, switch off the "Approval Mode". The payment method can now be used

6 The Module in Action

Below you will find an overview of the most important features in the daily usage of the Saferpay module.

Transaction Information

Transaction ID	33
Transaction External ID	17_33
Authorization Status	successful
Order ID	17
Created On	2014-05-17T15:09:25+02:00
Updated On	2014-05-17T15:09:37+02:00
Customer ID	2
Zahlungsid	31411549
Autorisierungsbetrag	100
Währung	CHF
Zahlungsmethode	MasterCard
Zahlungsid	31411549
Verbuchter Betrag	100
Transaktion autorisiert	Ja
Transaktion ist unsicher ⓘ	Nein
Transaktion verbucht	Ja
Transaktion bezahlt	Ja
Alias	XXXXXXXXXXXX0007 (05/17)
Alias Token	_xtc_4_17_330007
Akzeptanz	
Kartennummer	XXXXXXXXXXXX0007
Kartenablaufdatum	05/17
Händler Referenz	demo_sx_ps_xtc_4_17_33

Figure 6.1: Transaction Information.

6.1 Order Transaction Information

In each order processed by our module, you can view all important information on the transaction. For instance, this feature allows you to match the orders to the transactions visible in the Saferpay backend.

To view this information, open the orders. At the bottom of the order you will find the paragraph **Saferpay Transactions**. This shows all details on all former actions related to this order. Click on the key in the column "Action" to see the transaction information (c.f. image "Transaction Information").

Transactions

Transaction ID	Datum	Status	Amount	Action
32	2014-05-17T15:06:08+02:00	pending	100.00	
33	2014-05-17T15:09:25+02:00	successful	100.00	

Add Moto Transaction

Figure 6.1: Transaction Overview

Figure 6.1: Transaction Information

6.2 Transaction Table

In addition to information on the order, the transaction table shows information on the transactions in your shop. Among other things, it allows you to match the Saferpay transaction number to the order in your shop.

Transaction ID	Externe ID	Order ID	Zahlungsmet...	Änderungsda...	Zahlungsid	Autorisierung...	Autorisierung...	Bezahlt	V	Actions
33	17_33	17	mastercard	05/17/2014	31411549	100.00000	successful	y	C	📝
32	17_32	17	mastercard	05/17/2014		100.00000	pending	n	C	📝
31	16_31	16	postfinanceef...	05/11/2014		50.00000	pending	n	C	📝
30	16_30	16	postfinanceef...	05/12/2014		50.00000	failed	n	C	📝
29	15_29	15	creditcard	04/22/2014	30860419	150.00000	successful	y	C	📝
28	14_28	14	postfinanceef...	04/22/2014	30860413	100.00000	successful	y	C	📝
27	13_27	13	creditcard	04/22/2014	30860400	330.00000	successful	y	C	📝
26	12_26	12	postfinanceef...	04/17/2014	30785914	70.00000	successful	y	C	📝
25	11_25	11	creditcard	04/17/2014	30785907	50.00000	successful	y	C	📝
24	11_24	11	creditcard	04/17/2014		50.00000	pending	n	C	📝
23	10_23	10	creditcard	04/17/2014	30785876	250.00000	successful	y	C	📝
22	10_22	10		04/17/2014				y		📝
21	10_21	10	creditcard	04/17/2014		250.00000	failed	n	C	📝
20	10_20	10		04/17/2014				y		📝
19	10_19	10	creditcard	04/17/2014		250.00000	failed	n	C	📝
18	10_18	10		04/17/2014				y		📝
17	10_17	10	creditcard	04/17/2014		250.00000	failed	n	C	📝
16	9_16	9	postfinanceef...	04/16/2014	30766475	50.00000	successful	y	C	📝
15	9_15	9	postfinanceef...	04/16/2014		50.00000	pending	n	C	📝
14	9_14	9	postfinanceef...	04/16/2014	30766459	50.00000	failed	n	C	📝
13	8_13	8	postfinancec...	04/16/2014	30766433	70.00000	successful	y	C	📝
12	7_12	7	postfinanceef...	04/16/2014	30766421	50.00000	successful	y	C	📝
11	6_11	6	creditcard	04/16/2014	30766406	50.00000	successful	y	C	📝
10	5_10	5	creditcard	04/16/2014	30766403	100.00000	successful	y	C	📝
9	4_9	4	postfinanceef...	04/16/2014	30765947	50.00000	successful	y	C	📝

Figure 6.1: Transaction Information.

6.3   Using Invoice Details of a Processor

In the following context you can view or embed the "payment details" of for example an "Open Invoice" transaction:

6.3.1   xt:Commerce Order Confirmation (E-Mail)

The "payment information" will be visible in the default "order confirmation e-mail" of xt: Commerce.

6.3.2   xt:Commerce Invoice (PDF)

Due to technical limitations, it is currently not possible to display the "payment information" here.

6.3.3   xt:Commerce-Backend (Transaction details)

You can view the transaction details in xt:Commerce under **Administer Orders > Saferpay Transactions**.

Figure 6.1: Transaction details within xt:Commerce.

6.3.4   xt:Commerce Success-Page

Figure 6.1: Payment information on the xt:Commerce "Success-Page".

6.4 Initiating payments in the xt:Commerce backend

The xt:Commerce payment module allows you to initiate a payment directly from the shop, the so called Mail Order / Telephone Order (MOTO). This feature requires an additional module. After installing the plugin, you can set up four orders in the Saferpay administration surface. When opening the order now, you can add a transaction to this order by clicking on **Add Moto Transaction** on the bottom right. The transaction will be forwarded to Saferpay directly.

6.4.1 Refunding Orders

In order to issue a refund, open the transaction information (c.f. above). This shows all information on the transaction. With a click on "Refund", an input mask for credit notes will open. By clicking **Refund** , the refund request is transmitted to Saferpay.

Figure 6.1: refund button

Executing a refund will not change the status of the order.

6.5 Capturing / Cancelling Orders

> **Please note:**
>
> The transaction management between Saferpay and your shop is not synchronised. When you register payments with Saferpay, the status in the shop is not adjusted and the order cannot be captured in the shop again.

6.5.1 Capturing / Cancelling Orders

To capture orders, open the transaction information (c.f. above). This will show you all information on the transaction. With a click on "Capture" (top right), the order is forwarded to Saferpay. You do not have to log in to the Saferpay backend. You can enter the products you would like to capture in the input mask.

By clicking "Cancel" the transaction is cancelled and the reserved amount is cleared on the customer's card immediately.

Figure 6.1: Capturing Transactions

![sellxed logo]

6.6 Using the Alias Manager / Token Solution

The Alias Manager feature allows you to securely save your customers' credit card data at Saferpay for future orders. You can enable this by activating the option "Alias Manager" in the configuration of the Payment Method. Now the customer can choose between already saved credit cards when ordering again, without having to enter all card information.
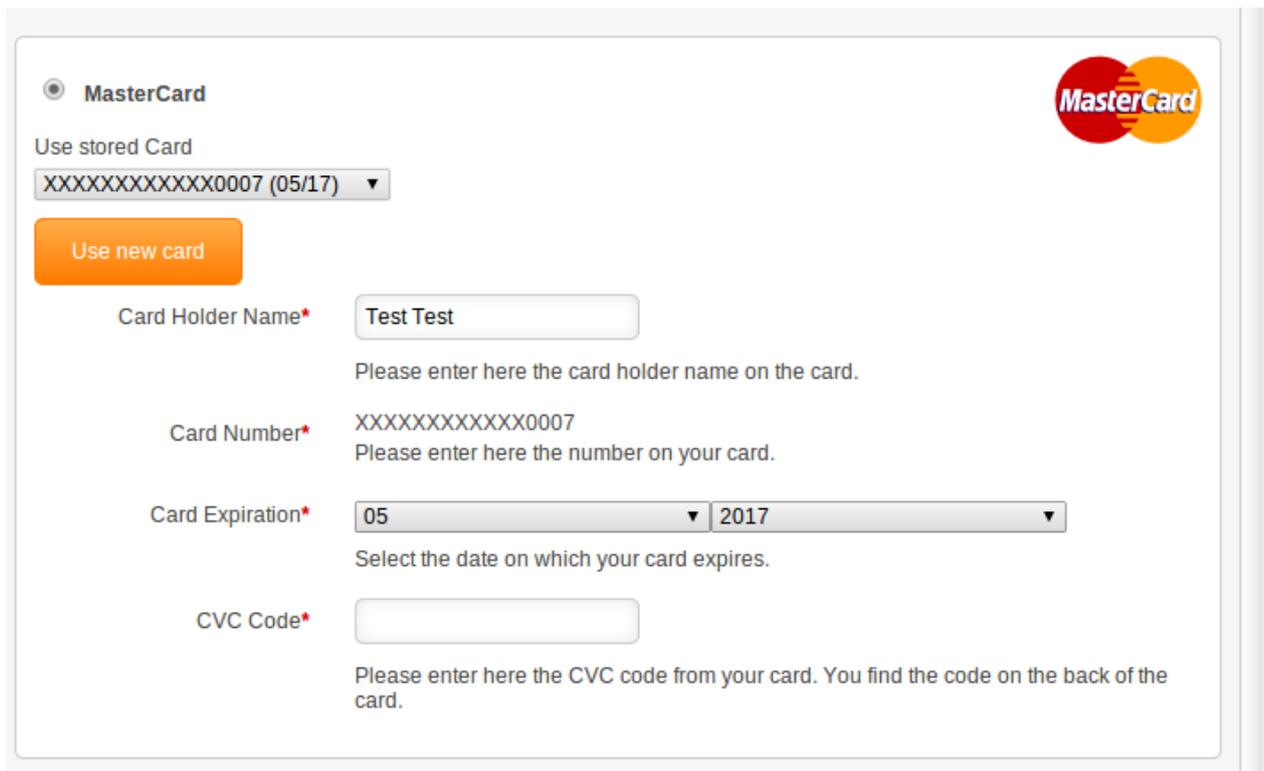
Figure 6.1: Alias Manager

> ### Please remember:
>
> It is necessary to enable the respective option with Saferpay to use the Alias Manager. To do this, please contact the support team.

6.7 Setting up Cron Job

To activate the time-controlled plug-in functions (e.g. Update Service, deleting pendant orders, etc.), follow the Saferpay instructions for the set up of Cron Job.

7 Testing

Before switching from test to live mode it is important that you test the module extensively.

> **Testing**
>
> Do not forget to switch the operating mode from test to live after having successfully tested the module.

7.1 Test Data

In the following section you can find the test data for the various payment methods:

Credit / Debit Card

Card number	9010 1000 5200 0004	Visa - Liability shift: Yes
Expiry Date	12/2020	
CVC	123	
Card number	9010 1010 5210 1008	Visa - Liability shift: No
Expiry Date	12/2020	
CVC	123	
Card number	9030 1000 5200 0000	MasterCard - Liability shift: Yes
Expiry Date	12/2020	
CVC	123	
Card number	9030 1010 5210 1004	MasterCard - Liability shift: No
Expiry Date	12/2020	
CVC	123	

MasterCard

Card number	9030 1000 5200 0000	MasterCard - Liability shift: Yes
Expiry Date	12/2020	
CVC	123	
Card number	9030 1010 5210 1004	MasterCard - Liability shift: No
Expiry Date	12/2020	
CVC	123	

Visa

Card number	9010 1000 5200 0004	Visa - Liability shift: Yes
Expiry Date	12/2020	
CVC	123	
Card number	9010 1010 5210 1008	Visa - Liability shift: No
Expiry Date	12/2020	
CVC	123	

American Express

Card number	9070 1000 5200 0001	AmericanExpress - Liability shift:
Expiry Date	12/2020	Yes
CVC	123	

Diners Club

Card number	9050 1000 5200 0005	Diners - Liability shift: Yes
Expiry Date	12/2020	
CVC	123	

JCB

Card number	9060 1000 5200 0003	JCB
Expiry Date	12/2020	
CVC	123	

Bonus Card

Card number	9090 1000 5200 0007	BonusCard
Expiry Date	12/2020	
CVC	123	

Maestro

Card number	9040 1000 5200 0008	Maestro - Liability shift: Yes
Expiry Date	12/2020	
CVC	123	

myONE

Card number	9080 1000 5200 0009	MyOne
Expiry Date	12/2020	
CVC	123	

Direct Debits

IBAN	DE17970000011234567890	SEPA

8 Errors and their Solutions

You can find detailed information under http://www.sellxed.com/en/faq. Should you not be able to solve your problem with the provided information, please contact us directly under: http://www.sellxed.com/en/support

8.1 Orders are not stored in the shop

In case the order is not stored in your shop in spite of you successfully entering the credit card information at ____ paymentServiceProviderName____ , please perform the following steps:

1. Make sure that you have tested with the payment method called Saferpay Test Card.
2. Make sure that your shop is reachable from an external server without IP restrictions or password prompt.
3. It may be that the URL is too long and therefore can not be processed by PHP. In this case, increase the suhosin.get.max_value_length in your PHP configuration.

Shouldn't you be able to solve the problem by performing the above mentioned step, do not hesitate to contact our support team.

8.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Saferpay Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: under bullet point 4.

9 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

9.1 Log Levels

You can configure the log level in the Saferpay settings.

- Error: Logs unexpected errors only. (Default)
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

9.2 Log Location

The log file is stored in the xt:Commerce log directory. Please make sure the path exists and it is writable by the webserver. (Default Path: {shopRootDirectory}/xtLogs/)

10 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

10.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. you require more information of the transaction for further processing an order in your ERP system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

Have xt:Commerce initialized in your script, this is required for the database connection.

```
$root_dir = dirname(__FILE__).'/';
define('_VALID_CALL','true');
define('_SRV_WEBROOT',$root_dir);

include _SRV_WEBROOT.'conf/debug.php';
include _SRV_WEBROOT.'conf/config.php';

include _SRV_WEBROOT.'conf/database.php';
include _SRV_WEBROOT.'conf/paths.php';
include _SRV_WEBROOT._SRV_WEB_FRAMEWORK.'function_handler.php';
include _SRV_WEBROOT._SRV_WEB_FRAMEWORK.'database_handler.php';
```

Include the module main file and module classes.

```
require_once 'plugins/saferpaycw/init.php';
require_once 'plugins/saferpaycw/lib/SaferpayCw/Util.php';
```

Now you can load the transaction and then extract the transactionObject.
Load the transaction by Id:

```
$transactionById = SaferpayCw_Entity_Util::loadTransaction
($transactionId);
$transactionObject = $transactionById->getTransactionObject();
```