

USER GUIDE

SAFERPAY PLUGIN

FOR

WOOCOMMERCE

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ABOUT DOCUMENT

Version No.	Prepared by	Version Changes	Date
V1.0.0	Sherin Mathew&Aswathy PG , PIT Solutions Pvt Ltd	Prepared initial document version	18.08.2020
V1.0.1	Hakkim P Ahammed,PIT Solutions Pvt Ltd	Reviewed and updated	19-08-2020
V1.0.2	Preethi S, Hakkim PAhammed & Aswathy PG , PIT Solutions Pvt Ltd	Updated with new features 3DS popup for iFrame and hosted fields, iDeal Pre- selection for bank account, My Account Add card section modification, CVC modification for saved cards.	28-10-2020

V1.0.3	Hakkim P Ahammed &Aswathy PG , PIT Solutions Pvt Ltd	WordPress compatible version updated	14-12-2020
V1.0.4	Preethi S, Hakkim P Ahammed & Aswathy PG , PIT Solutions Pvt Ltd	Added Klarna payment method.Ideal pre-select bank listing on checkout page.Save card in checkout using saferpay fields.	11-01-2021

ABOUT SAFERPAY

Saferpay is the easy, flexible, secure and the comprehensive e-payment solution from SIX Payment Services for easier and more secure payment in your online shop.

Worldline is European market leader in payment technology. More than 11,000 payment experts ensure future-oriented innovations and services in over 30 countries. With 45 years of experience, Worldline is an innovative pan-European company that covers the entire value chain of cashless payment transactions with its highly secure payment and transaction services.

SIX Payment Services has been part of Worldline since the end of 2018, making it Europe's largest technology partner for banks and merchants. The tailor-made solutions from SIX Payment Services include a broad portfolio of payment terminals and the acceptance and processing of national and international payments with credit, debit and prepaid cards as well as the smartphone.

ABOUT WORDPRESSPLUGIN

This plugin is implemented to integrate Saferpay Payment methods in Woocommerce. It supports the following payment methods of Saferpay to work with WooCommerce plugin.

1. VISA
2. MASTERCARD
3. MAESTRO
4. AMERICAN EXPRESS
5. BANCONTACT
6. DINERS/DISCOVER
7. JCB
8. BONUS CARD
9. SEPA ELV
10. MYONE
11. MASTERPASS
12. UNIONPAY
13. PAYPAL
14. TWINT
15. PAYDIREKT
16. IDEAL
17. EPRZELEWY
18. POSTFINANCECARD
19. POSTFINANCE EFINANCE
20. APPLEPAY
21. CREDITCARD (SAFERPAY FIELDS)
22. KLARNA

This plugin supports all the features of online payment methods like payment capturing, refunding & cancellation. All these payment operations are done in the WooCommerce backend & will be synced to Saferpay account also.

REQUIRMENTS

To install and configure Saferpay plugin in WordPress, the following is required:


- WordPress (5.0 to 5.5.3) and WooCommerce (tested 3.9 to 4.5.1) plugin.
- License for the Saferpay.
- A valid Saferpay account with at least one active Saferpay terminal through which payments can be carried out.
- API credentials like Terminal ID, Customer ID, JSON Username and JSON Password for the Saferpay Live- and/or Test environment.
- Valid acceptance agreement for payment methods.

INSTALLATION

To install Saferpay Plugin, follow the steps below.

Step 1: Download Saferpay plugin ZIP package.

Step 2: Go to WordPress admin dashboard and visit Plugins » Add New. After that, click on the 'Upload Plugin' button on top of the page.

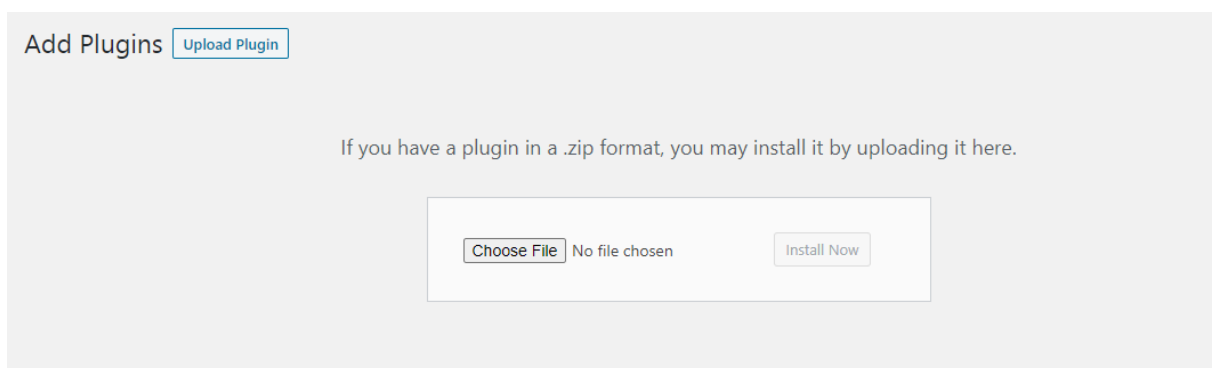


Step 3: Then a plugin upload form will appear. Here you need to click on the ‘Choose File’ button and select the plugin file you downloaded earlier.

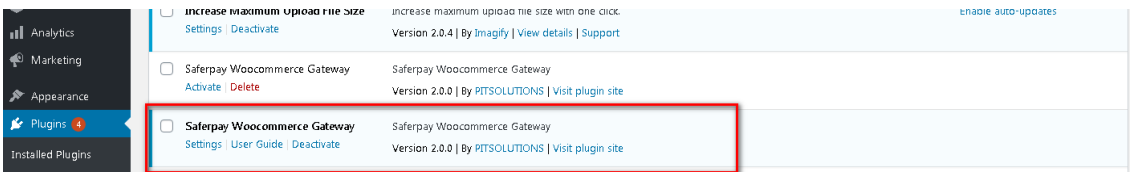
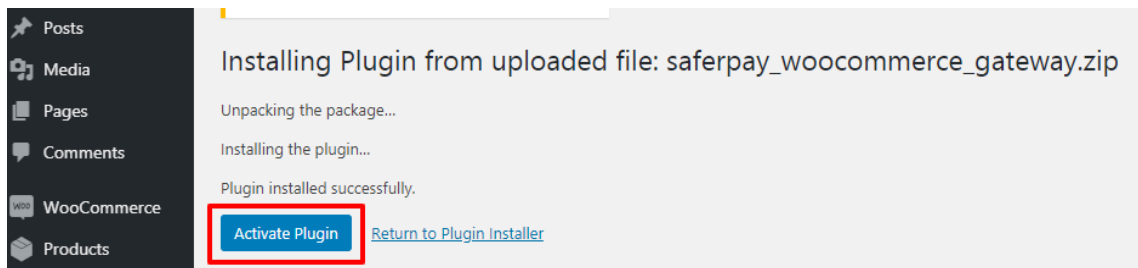
Step 4: After you have selected the file, you need to click on the ‘Install Now’ button.

WordPress will now upload the plugin file from your computer and install it for you.

You will see a success message after the installation is finished.



Step 5: Once installed, you need to click on the Activate Plugin link to start using the plugin.

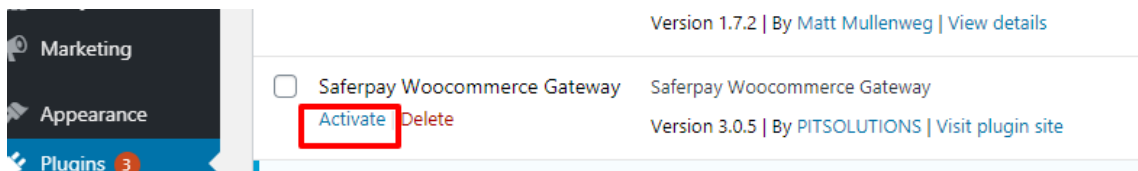


Manual installation via FTP

In rare cases, your wordpress hosting provider may have file restrictions that could prevent you to install a plugin from the admin area. In this situation, best way is to install the plugin manually using FTP.

First you will need to download the plugin's source as zip file. Next, you need to extract the zip file on your computer. Open the FTP client on your computer and connect to your website using the login credentials provided by your web host. Once connected, you need to go to the /wp-content/plugins/ folder on your website, and then upload the extracted plugin folder to that path.

After uploading the files, you need to visit the WordPress admin area and click on the Plugins link in the admin menu. You'll see saferpay plugin successfully installed on the plugins page. You need to click on the Activate link below the plugin to start using it.



After successfully installing the plugin, you can either enable test mode or live mode

SAFERPAY TEST ACCOUNT

Saferpay offers the possibility to test all interfaces especially for your created test account.

The Saferpay test account allows you to implement Saferpay into your system and make test transactions over several payment simulators before going live.

<https://www.six-payment-services.com/en/site/e-commerce-developer/testaccount.html>

Test mode configuration

Saferpay Basics

Enable Test mode Test Mode
Place the payment gateway in test mode to using test API keys.

Saferpay License
Choose your license.

Test API Base URL
The test API base url given by the Saferpay.

Test Customer ID
Get your test customer id as given by the Saferpay.

Test Terminal ID
The test terminal id as given by the Saferpay.

Test JSON Username
The test JSON username given by the Saferpay.

Test JSON API Password
The test JSON API password as given by Saferpay.

We need to enter the provided test credentials into Saferpay settings:

Menu → Settings → Saferpay Settings

Initially, enable test mode and we need to enter the provided test credentials into Saferpay settings:

Required Data:

- Test-Customer ID

- Test-Terminal ID (eCommerce Terminal).
- Test JSON API username.
- Test JSON API password.

Live mode configuration

1. Change operation mode to "Live mode"

Live API Base URL	<input type="text" value="https://www.saferpay.co"/>	<i>The live API base url given by the Saferpay.</i>
Live Customer ID	<input type="text" value="24xxxx"/>	<i>Get your live customer id from Saferpay backend.</i>
Live Terminal ID	<input type="text" value="17xxxxxx"/>	<i>Get your terminal id from Saferpay backend. Transactions > Payment.</i>
Live JSON Username	<input type="text" value="API_24xxxx_127xxxx"/>	<i>Get your live JSON username from Saferpay backend. Administration > JSON API.</i>
Live JSON API password	<input type="text"/>	<i>Get your live JSON API password in Saferpay. Administration > JSON API.</i>

Switch to Saferpay Operation mode to live & we need to enter the provided live credentials into Saferpay settings:

The following data is required

- Live-Customer ID
- Live-Terminal ID
- Live JSON API username
- Live JSON API password

Note: If you are using WPML, you need to create "Saferpay Checkout" page in all supporting languages in order to make translation works properly. Refer screenshot below

Saferpay Checkout

⚠ Please do not refresh or close the window.

Pay with a card

Card number *

This input is required.

Valid until *

Owner name *

Card verification code



Cancel

BUY

CONFIGURATION

Saferpay Plugin configuration includes two section

- 1.Saferpay general settings
2. Payment method specific settings

SAFERPAY GENERAL SETTINGS

Saferpay Settings

WPML All Import requires WP All Import [Pro](#) or [Free](#) and [WPML Multilingual CMS](#).

Saferpay Basics

Enable Test mode Test Mode
Place the payment gateway in test mode to using test API keys.

Saferpay License
Choose your license.

Test API Base URL
The test API base url given by the Saferpay.

Test Customer ID
Get your test customer id as given by the Saferpay.

Test Terminal ID
he test terminal id as given by the Saferpay.

Test JSON Username
The test JSON username given by the Saferpay.

Test JSON API Password
The test JSON API password as given by Saferpay.

E-Mails
Saferpay will send an email to this address. You can add multiple emails separated by a comma.

Configure general Saferpay settings from Menu → Settings → Saferpay Settings

The following configurations are available in Saferpay basic settings

1. **Enable Test Mode:** It defines the Saferpay Operation mode. If it is enabled, it allows the payment gateway to work in test mode by using test API keys otherwise it will work as live mode. By default, test mode is enabled.

2. **Saferpay Licence:** Choose the Saferpay licence you own. Saferpay has two licenses:

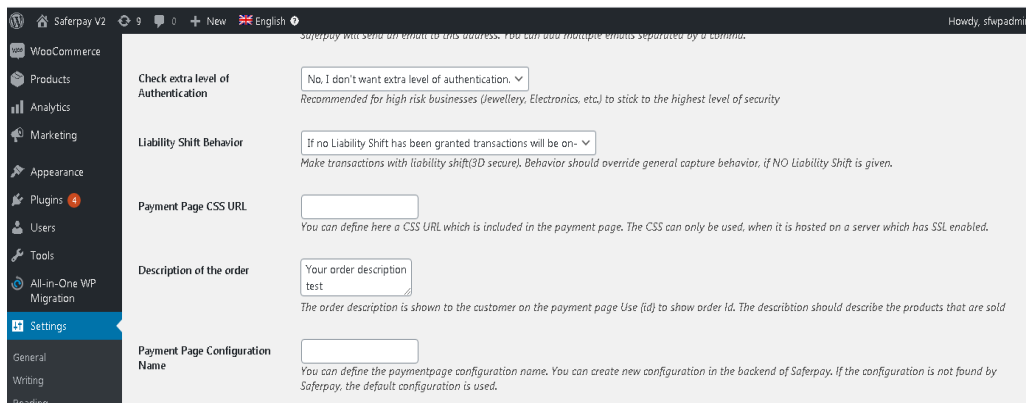
- Saferpay eCommerce
- Saferpay Business

In case you have Saferpay Business without the corresponding license, the API will throw an error.

3. **Test API Base URL:** These fields already have default values of API base URL .

Eg: <https://test.saferpay.com/api>. **Note:** Recommended not to change it in ideal case. Changes applicable only if there is an update in base test url from Saferpay side.

4. Test Customer ID: Enter your test customer id given by Saferpay while creating a partner account in Saferpay.
5. Test Terminal ID: Enter your test terminal id given by the Saferpay.
6. Test JSON Username: Enter test JSON username given by the Saferpay
7. Test JSON API Password: Enter test JSON API password given by Saferpay. To get JSON API username and password you have to login to Saferpay management interface and go to Settings -> JSON API basic authentication. Please refer <https://www.six-payment-services.com/en/site/e-commerce-developer/integration.html> for more information.
8. E-Mails: Saferpay will send an email to the address specified in this field. You can add multiple emails separated by a comma. It is not a mandatory field.



The screenshot shows the Saferpay V2 settings page. The left sidebar contains a navigation menu with items: WebCommerce, Products, Analytics, Marketing, Appearance, Plugins (4), Users, Tools, All-in-One WP Migration, Settings (highlighted), General, Writing, and Reading. The main content area is titled 'Saferpay will send an email to this address. You can add multiple emails separated by a comma.' and contains the following settings:

- Check extra level of Authentication:** A dropdown menu with the selected option 'No, I don't want extra level of authentication.' Below it, a note reads: 'Recommended for high risk businesses (Jewellery, Electronics, etc.) to stick to the highest level of security'.
- Liability Shift Behavior:** A dropdown menu with the selected option 'If no Liability Shift has been granted transactions will be on-'. Below it, a note reads: 'Make transactions with liability shift(3D secure). Behavior should override general capture behavior, if NO Liability Shift is given.'
- Payment Page CSS URL:** An empty text input field. Below it, a note reads: 'You can define here a CSS URL which is included in the payment page. The CSS can only be used, when it is hosted on a server which has SSL enabled.'
- Description of the order:** A text input field containing 'Your order description test'. Below it, a note reads: 'The order description is shown to the customer on the payment page Use (id) to show order id. The description should describe the products that are sold'.
- Payment Page Configuration Name:** An empty text input field. Below it, a note reads: 'You can define the paymentpage configuration name. You can create new configuration in the backend of Saferpay. If the configuration is not found by Saferpay, the default configuration is used.'

9. Check Extra Level of Authentication: Recommended for high risk businesses (Jewellery, Electronics, etc.) to stick to the highest level of security. Else you can have it as “No, I don’t want extra level of authentication.”

10. Liability Shift Behavior: This field determines how to handle the transactions if a fraudulent card is used on the website. When we use this functionality, the liability shifts to the authorizing bank and the store owner receives no claim for any chargeback. It has two options:

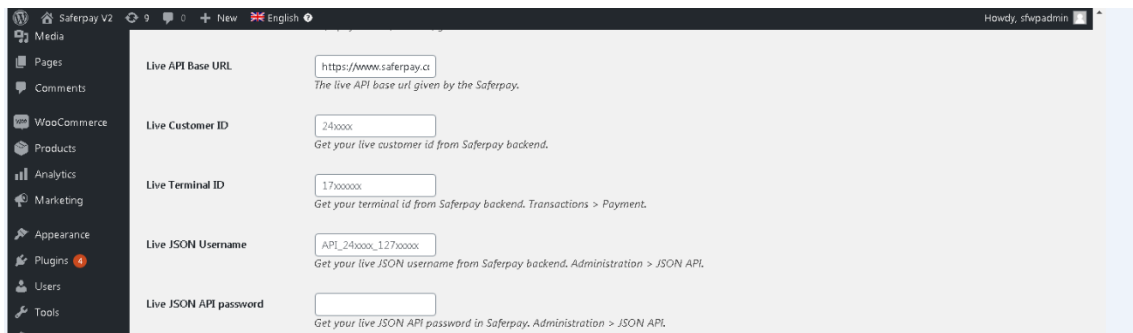
- Option A:” If no liability shift has been granted transaction will be on-hold, merchant can capture or cancel transaction”. Here order placed via fraudulent card will be on-hold and merchant can capture or cancel transaction accordingly.
- Option B: If no liability shift has been granted transactions will be auto cancelled. Here order placed via fraudulent card will be cancelled.

11. Payment Page CSS URL: Enter a valid CSS URL which is included in the payment page. This file must be hosted on an SSL/TLS secured web server (the URL must start with https://) Example: https://merchanthost/merchant.css.

Refer <https://saferpay.github.io/sndbx/CssiFrame.html> for more details.

12. Description of the order: A human readable description provided by the merchant that will be displayed in Payment Page.

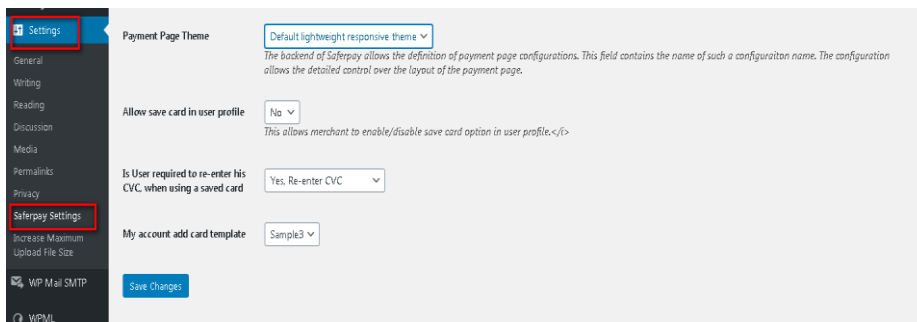
13. Payment Page Configuration Name: Here you can define the payment page configuration name. The configuration can be created from Saferpay Back office ('Settings > PaymentPage Configuration'). If the configuration is not found by in Saferpay (setting / backoffice)?; the default configuration will be used.



The screenshot shows a web browser window with the URL 'Saferpay v2'. The page displays a configuration form with the following fields and values:

Field Name	Value	Instruction
Live API Base URL	https://www.saferpay.cz	The live API base url given by the Saferpay.
Live Customer ID	24xxxx	Get your live customer id from Saferpay backend.
Live Terminal ID	17xxxxxx	Get your terminal id from Saferpay backend. Transactions > Payment.
Live JSON Username	API_24xxxx_127xxxx	Get your live JSON username from Saferpay backend. Administration > JSON API.
Live JSON API password		Get your live JSON API password in Saferpay. Administration > JSON API.

14. If you are using live mode enter Live Customer ID, Live Terminal ID, Live JSON Username and Live JSON API password given by Saferpay while creating a partner account in Saferpay. To get access information for live environment you have to [request](#) an offer here. To get access information to live account please follow this [link](#).



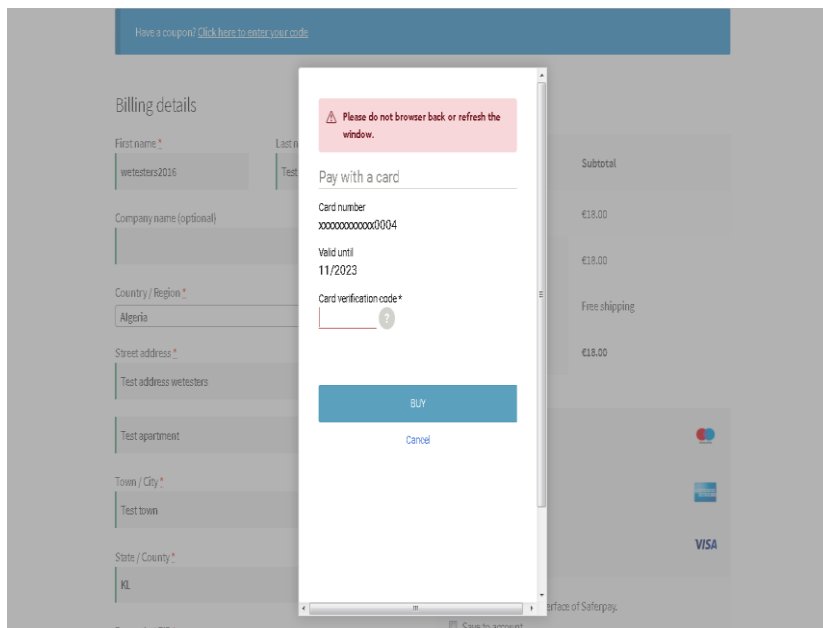
15. Payment Page Theme: Choose the theme to customize the appearance of Saferpay payment pages. As per default a lightweight responsive styling will be applied. Three type of settings are available:

- a. Default lightweight responsive theme
- b. Six
- c. No Theme

16. Allow save card in user profile: This allows merchant to enable/disable save card option in user profile. If it is enabled, allows your customer to save the credit card information in ‘My account ‘and to reuse the saved information for future payments.

17. Is User required to re-enter his CVC, when using a saved card: If we choose “Yes, Re-enter CVC “user will be prompted to enter CVC again during checkout while using saved card for their transaction.

If “No need to re-enter CVC” chosen user will not be prompted to enter CVC during checkout while using saved card for their transaction.



Screenshot: User prompted to enter CVC again during checkout when “Yes, Re-enter CVC” option selected in Saferpay Settings

18. My account add card template: Here we can choose templates for adding card details in my account Saved Cards section for users. Four sample templates are available.

Once you have configured Saferpay general settings, review all the settings carefully. If everything is fine, click Save Changes button.

PAYMENT METHOD SPECIFIC CONFIGURATION

Individual payment methods which comes under Saferpay plugin can be configured from

WordPress back-end under Menu WooCommerce → Settings → Payments.

Not all payment will be in your contract so be careful while enabling payment methods.

WooCommerce / Settings / Payments

General Products Shipping **Payments** Accounts & Privacy Emails Advanced

Payment methods

Installed payment methods are listed below and can be sorted to control their display order on the frontend.

Method	Enabled	Description	
Direct bank transfer	<input type="checkbox"/>	Take payments in person via BACS. More commonly known as direct bank/wire transfer	Set up
Check payments	<input type="checkbox"/>	Take payments in person via checks. This offline gateway can also be useful to test purchases.	Set up
Cash on delivery	<input type="checkbox"/>	Have your customers pay with cash (or by other means) upon delivery.	Set up
PayPal	<input type="checkbox"/>	PayPal Standard redirects customers to PayPal to enter their payment information.	Set up
Saferpay Maestro – Maestro	<input checked="" type="checkbox"/>	Pay with Maestro over the interface of Saferpay.!!!eerrr	Manage
Saferpay American Express – American Express English	<input checked="" type="checkbox"/>	Pay with over the interface of Saferpay.	Manage
Saferpay VISA – VISA test	<input checked="" type="checkbox"/>	Pay with VISA over the interface of Saferpay. 1	Manage

LIST OF PAYMENT METHODS

Settings of each installed payment methods can be easily configured by clicking Manage button.

WooCommerce / Settings / Payments

General Products Shipping **Payments** Accounts & Privacy Emails Advanced

Payment methods

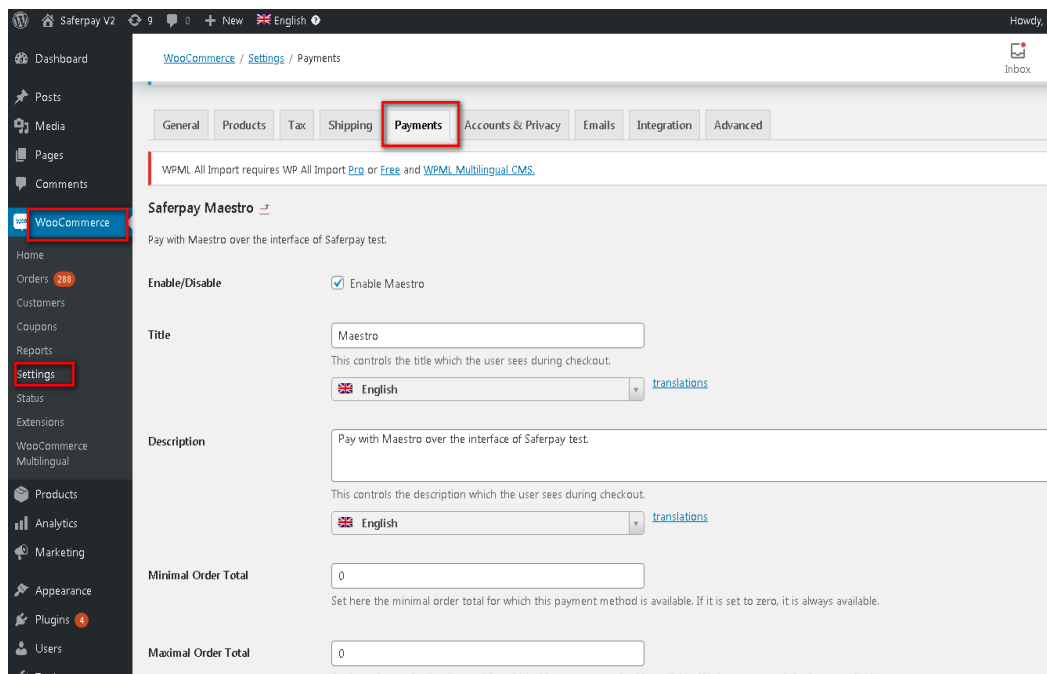
Installed payment methods are listed below and can be sorted to control their display order on the frontend.

Method	Enabled	Description	
Direct bank transfer	<input type="checkbox"/>	Take payments in person via BACS. More commonly known as direct bank/wire transfer	Set up
Check payments	<input type="checkbox"/>	Take payments in person via checks. This offline gateway can also be useful to test purchases.	Set up
Cash on delivery	<input type="checkbox"/>	Have your customers pay with cash (or by other means) upon delivery.	Set up
PayPal	<input type="checkbox"/>	PayPal Standard redirects customers to PayPal to enter their payment information.	Set up
Saferpay Maestro – Maestro	<input checked="" type="checkbox"/>	Pay with Maestro over the interface of Saferpay.!!!eerrr	Manage
Saferpay American Express – American Express English	<input checked="" type="checkbox"/>	Pay with over the interface of Saferpay.	Manage
Saferpay VISA – VISA test	<input checked="" type="checkbox"/>	Pay with VISA over the interface of Saferpay. 1	Manage

PAYMENT SETTINGS

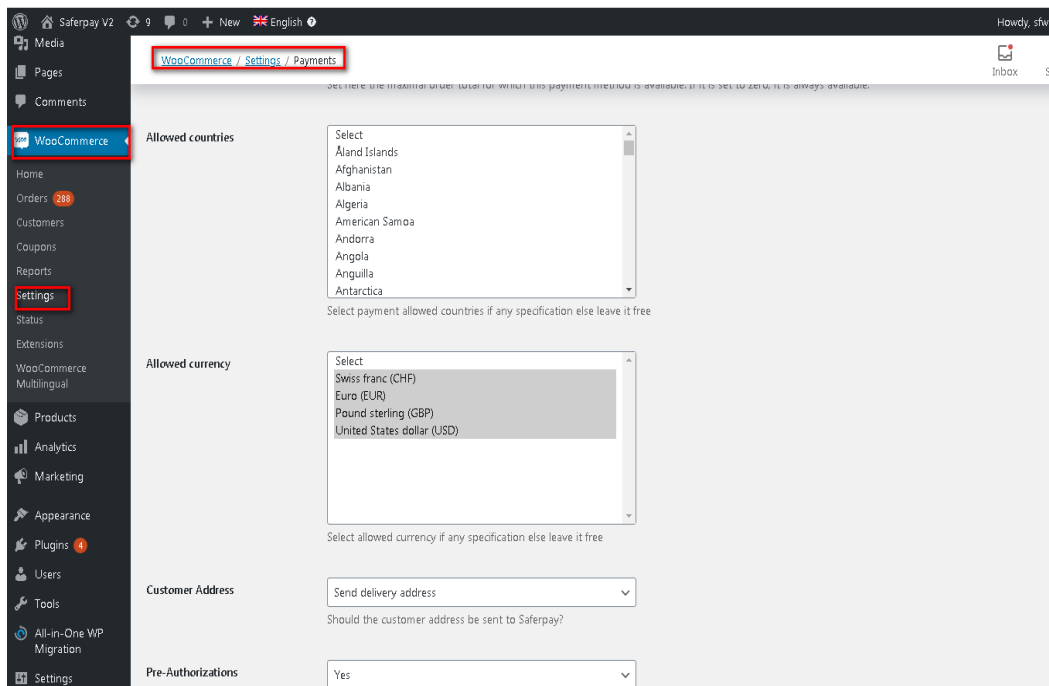
Saferpay payment method specific configuration are explained in detail below:

1. **Enable/Disable:** Here you can set the visibility of installed payment method during checkout.
2. **Title:** Here you can set title of payment method which is displayed in shop during checkout.
3. **Description:** Here you can set a description of payment method which is displayed in shop during checkout.
4. **Minimal Order Total:** Here you can set availability of payment method according to minimal order total. If it is set to zero payment method will be always available during checkout irrespective of order total.
5. **Maximal Order Total:** Here you can set availability of payment method according to maximal order total. If it is set to zero payment method will be always available during checkout.



6. **Allowed Countries:** If you wish to accept payment from specific countries, you can select the countries. Multiple countries can be selected by Press Ctrl key. If there is no specification leave it.

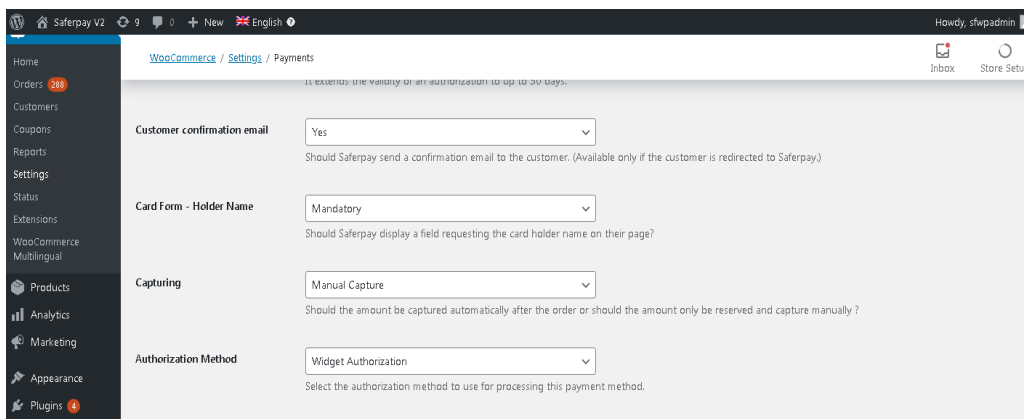
7. Allowed currency: Choose the currencies that can be processed with this payment. Select allowed currency if any specification else leave it.
8. Customer Address: Here you can set customer address sent to Saferpay
If it is set to **No**, Customer address won't be sent to Saferpay. If it is set to **Send delivery address**, Customer delivery address would be sent to Saferpay. If it is set to **Send billing address**, Customer billing address would be sent to Saferpay. If it is set to **Send both shipping and billing address**, Customer's both billing and shipping address would be sent to Saferpay.
9. Pre-Authorizations: It extends the validity of an authorization up to 30 days. If it is set to **YES**, *Only Manual Capture option will be possible under Capturing settings.*



10. Customer Confirmation Email: Here you can set whether Saferpay send confirmation email to customer. It is only applicable if the customer is redirected to Saferpay.
11. Card Form – Holder Name: If it is set to None, Saferpay should not display a field requesting the card holder name in payment interface. If it is set to

mandatory, Saferpay should display a field requesting the card holder name in payment interface.

12. Capturing: Here you can set capturing mode. If it is set as Manual Capture amount is only reserved and you should capture it manually through WordPress back-end. If it is set as Auto Capture amount is captured automatically.

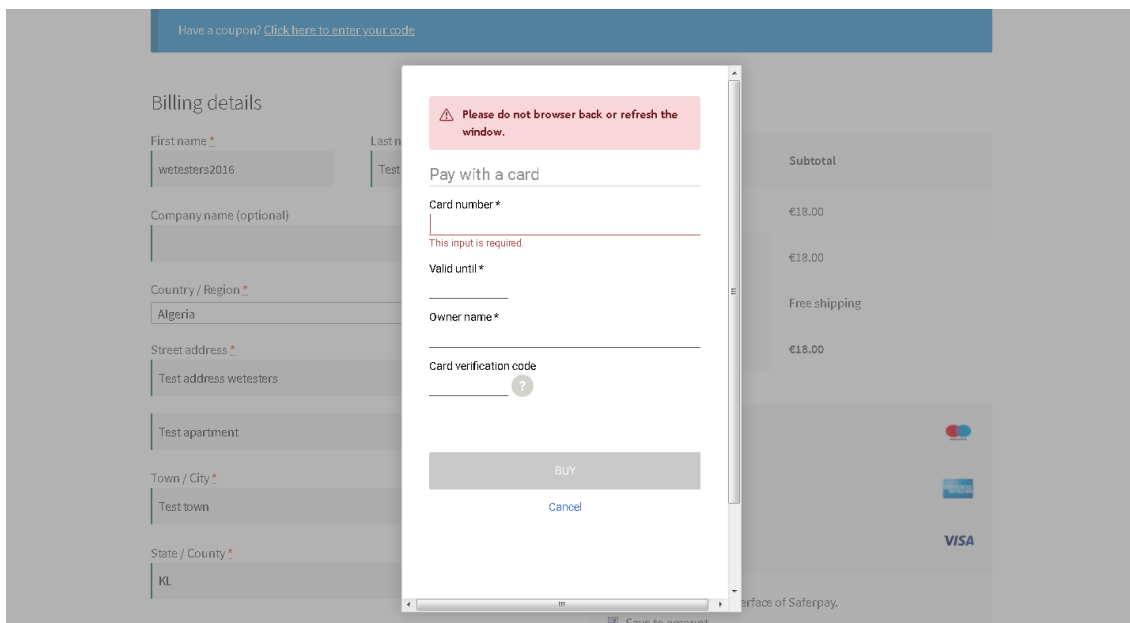


13. Authorization Method: Here you can set authorization method used for payment processing. Two options are available under these settings.

- a. Payment page – During the order processing the user will be redirected from the WooCommerce shop to the Saferpay payment gateway interface to process the payment. On successful completion of the payment the user will be redirected back to the WooCommerce shop. The Saferpay Payment Page Interface is intended for a simplified and universal integration of the payment process by using the PaymentPage form. The Saferpay PaymentPage can be used both with a Saferpay eCommerce license and with a Saferpay business license. All Saferpay supported payment methods can be processed with the Payment Page Interface.

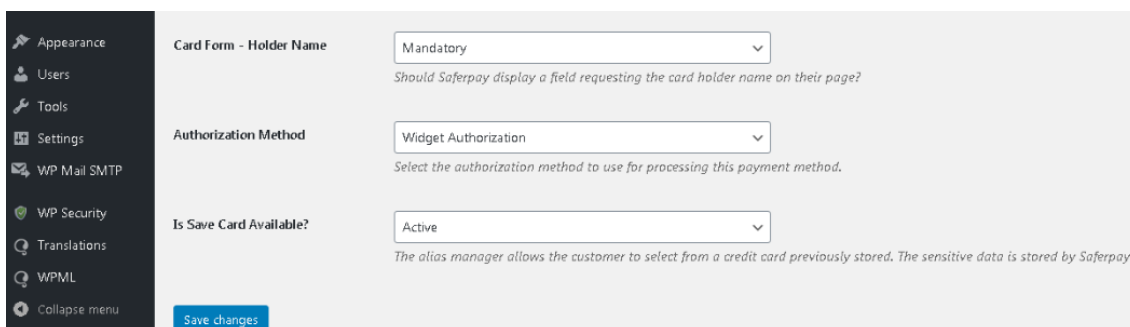
- b. Transaction Interface (Widget Authorization) - During the order processing the user is served with Saferpay payment forms in a pop up within the WooCommerce shop. The Transaction Interface is an extension to PaymentPage Interface. It offers the Hosted Entry Form (HEF) to process card payments seamlessly. This interface can also be

used in combination with Secure Card Data to store/tokenize payment data during the payment process. The Transaction Interface is only for holders of a business licence on the live system.



3DS pop up displayed during Checkout

14. Is Save Card Available? Here admin can set **Active** or **Inactive** status. By enabling this, the customer can register cards and use it for future payments. Card details will be stored in Saferpay. This option is available only for Widget Authorisation method. Once you have configured Saferpay payment method, review all the settings carefully. If everything is fine, click Save changes button.



Hosted Field Settings (Saferpay Credit Card)

Other than general settings some additional settings need to be configured to use Saferpay credit card/Saferpay fields:

1. Saferpay Fields Access Token: Enter API Key generated from Saferpay back office.
2. Source URL(s)

You can get 1 and 2 from Saferpay Back office. After login navigate to Settings > Saferpay Fields Access Tokens.

The screenshot shows the Saferpay Admin Settings interface. The 'Settings' tab is highlighted in the top navigation bar. The left sidebar shows 'Saferpay Fields Access Tokens' selected. The main content area displays the 'Saferpay Fields Access Tokens' configuration page. A note indicates that up to 10 Saferpay Fields Access Tokens can be created. A table lists the tokens, with columns for API key, Terminal, Created by, and Creation Date. Two tokens are listed: 'testing hosted fields' and 'wp-test-hosted-fields'. The 'testing hosted fields' token is selected, and its details are shown below, including the API key, Source URL(s), and a code snippet for setup and integration.

API key	Terminal	Created by	Creation Date
<input type="checkbox"/>			
<input checked="" type="checkbox"/>	17955047	e247112002	20.02.2020 12:41
<input type="checkbox"/>			

API key: 8ec82cc1-aadc-48e9-a3dd-be8b280182c6
Source URL(s): https://sfwp.displayme.net/notify/

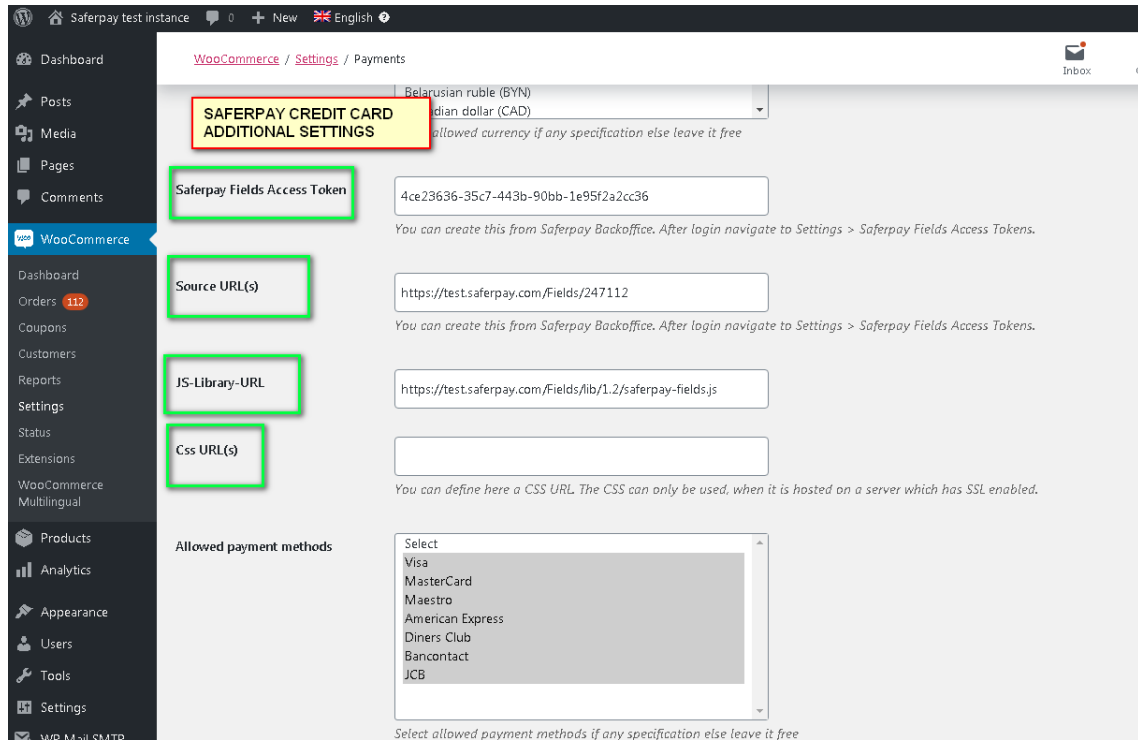
```
SaferpayFields.init({
  apiKey: "8ec82cc1-aadc-48e9-a3dd-be8b280182c6",
  url: "https://test.saferpay.com/Fields/247112",
  // www.worldline-solutions.com
});

// store payment means data
SaferpayFields.submit({
  onSuccess: function(evt) {
    // trigger Server2Server call with evt.token
  }
});
```

JS-Library-URL: Here enter JS library URL.

Css URL(s): You can define here a CSS URL. The CSS can only be used, when it is hosted on a server which has SSL enabled. Refer

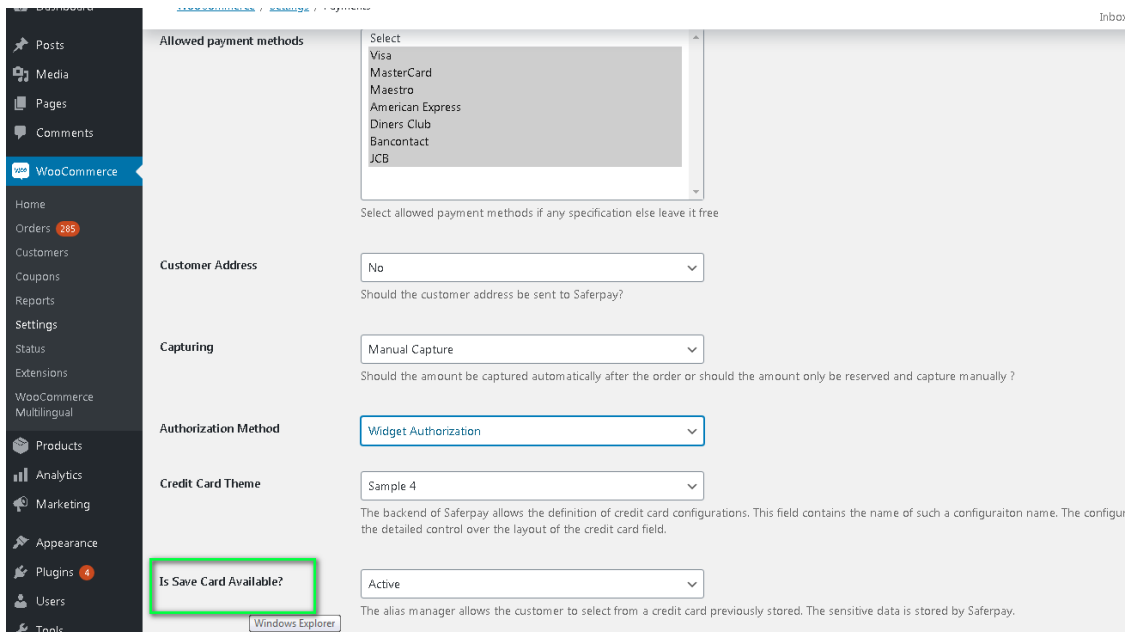
<https://saferpay.github.io/sndbx/CssiFrame.html#css-usecss> for detailed information



Credit Card Theme: Here user can able to choose four sample template for credit card payment.

During the order processing the user is served with Saferpay payment forms in a pop up within the WooCommerce shop.

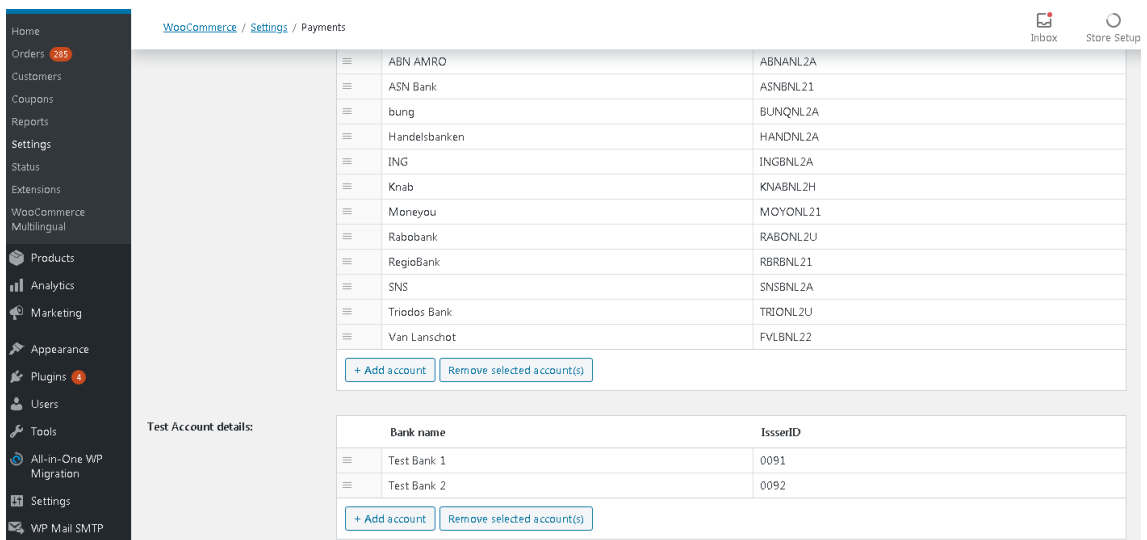
Is Save Card Available? Here admin can set **Active** or **Inactive** status. By enabling this, the customer can register cards and use it for future payments. Card details will be stored in Saferpay. Saved cards which are enabled in allowed payment methods for credit card settings are displayed during checkout.



Safepay iDeal

Other than general settings, additional settings such as account details are available for Safepay iDeal payment method. Here admin able to add /remove bank account.

Customer able to select added bank account by admin during checkout.



Safepay iDeal additional settings.

Saferpay Klarna

Other than general settings, some additional settings need to be configured to use Klarna payment method.

In Saferpay Back office under Settings > Terminals. Please select the terminal you want Klarna activated on and scroll down to Self Service. Please refer the link below

<https://saferpay.github.io/sndbx/KlarnaPayments.html>

This service handles differently, depending on the Saferpay environment (test/live) you are on, so please pay close attention.

You'll have two options Klarna and additionally, on the Saferpay test-environment, Klarna Simulator. For Live mode configure Klarna. For test mode configure Klarna Simulator

Self service

Provider		Payment Page	
	Apple Pay	<input checked="" type="checkbox"/>	Enabled
	Klarna	<input type="checkbox"/>	Disabled Configure
	Klarna Simulator	<input type="checkbox"/>	Disabled Configure

Important: We need to activate the country in both Saferpay backoffice & in plugin settings in order to list Klarna payment in checkout section.

Klarna: Configure ✕

Pay now. Pay later. Financing.

User

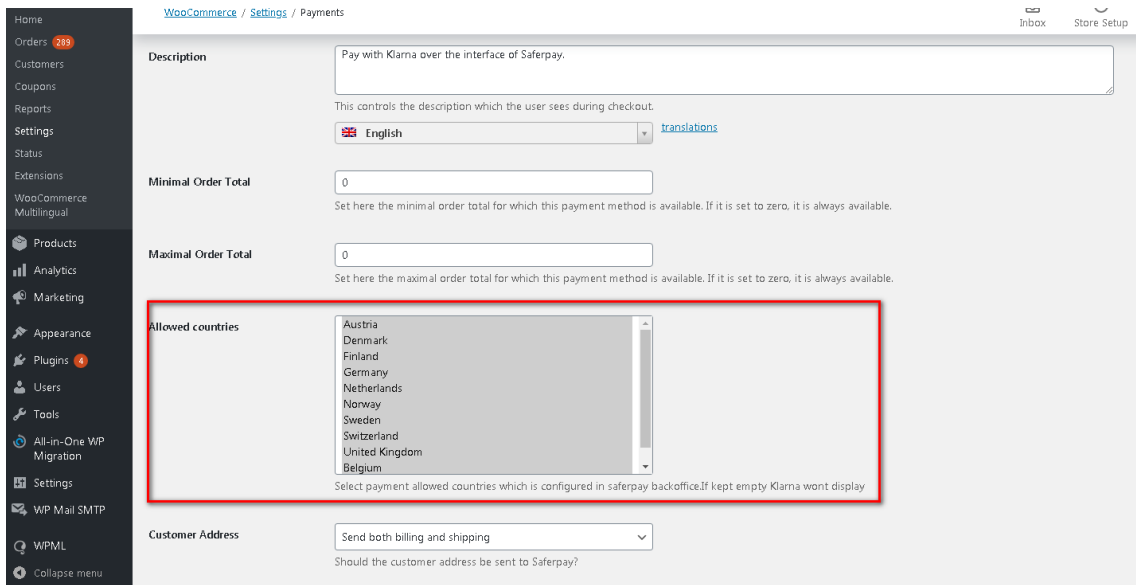
Password

Environment Testing

Countries

- Austria
- Belgium
- Denmark
- Finland
- Germany
- Netherlands
- Norway
- Spain
- Sweden
- Switzerland
- United Kingdom

[Saferpay Integration Guide Klarna](#)



Klarna back end settings for allowed countries

Additionally, Klarna will be displayed on the country-currency combination pair.

For e.g.: Submitting "CHF" for Switzerland as your Country Code, but selecting EUR as your currency, will cause Klarna to not be displayed!

SAFERPAY FEATURES

DESIGN CUSTOMIZATION

If you want to customize the default design of Saferpay interface, Saferpay provides the following options:

1. CSS-Styling: The CSS styling-options can be used over following methods.

- Payment page
- Transaction Interface
- Alias Insert

Note: The CSS file that is referenced by the CssUrl parameter must be stored on a web server that supports HTTPS.

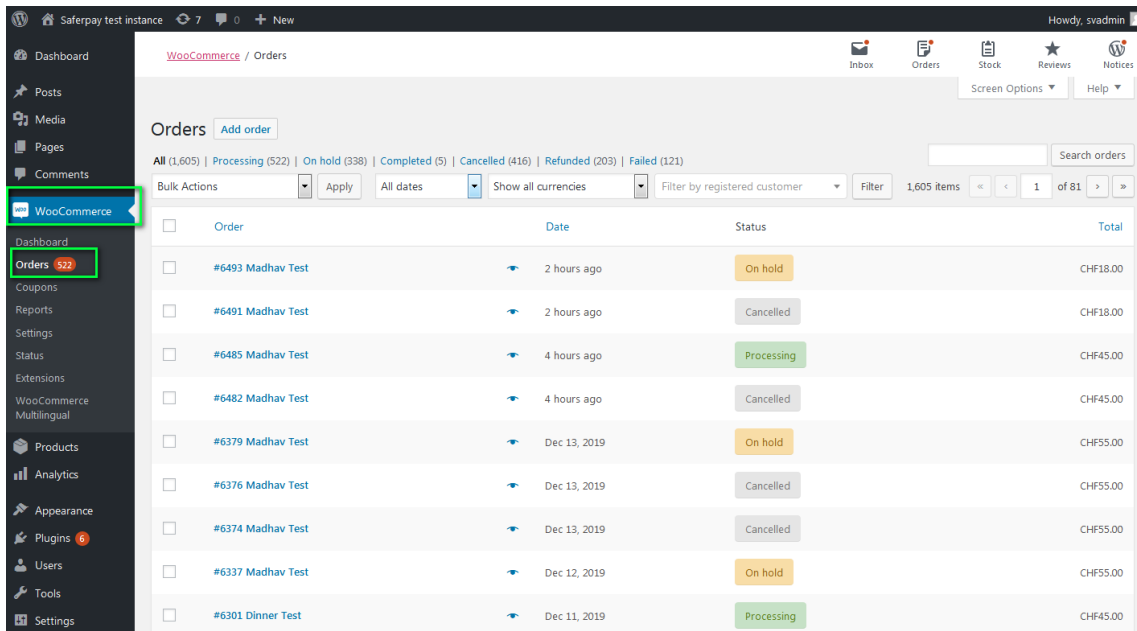
Refer <https://saferpay.github.io/sndbx/CssiFrame.html#css-usecss> for detailed information.

2. Theme: This parameter let you customize the appearance of the displayed payment pages. By default a lightweight responsive styling will be enabled. If you don't want any styling please choose 'NONE'.
3. Payment Page Configuration: You can create different PP configurations to be applied over Transaction initialize and PaymentPage Initialize. The configuration itself can be created inside the Saferpay Backend under “Settings > Payment Page Configuration”.

Note: If a custom CSS is provided, any design related settings set in the payment page configuration will be overwritten and the default design will be used.

ORDER MANAGEMENT

Orders done by customers are displayed under WooCommerce → Orders. Here you can view the list of all orders available.

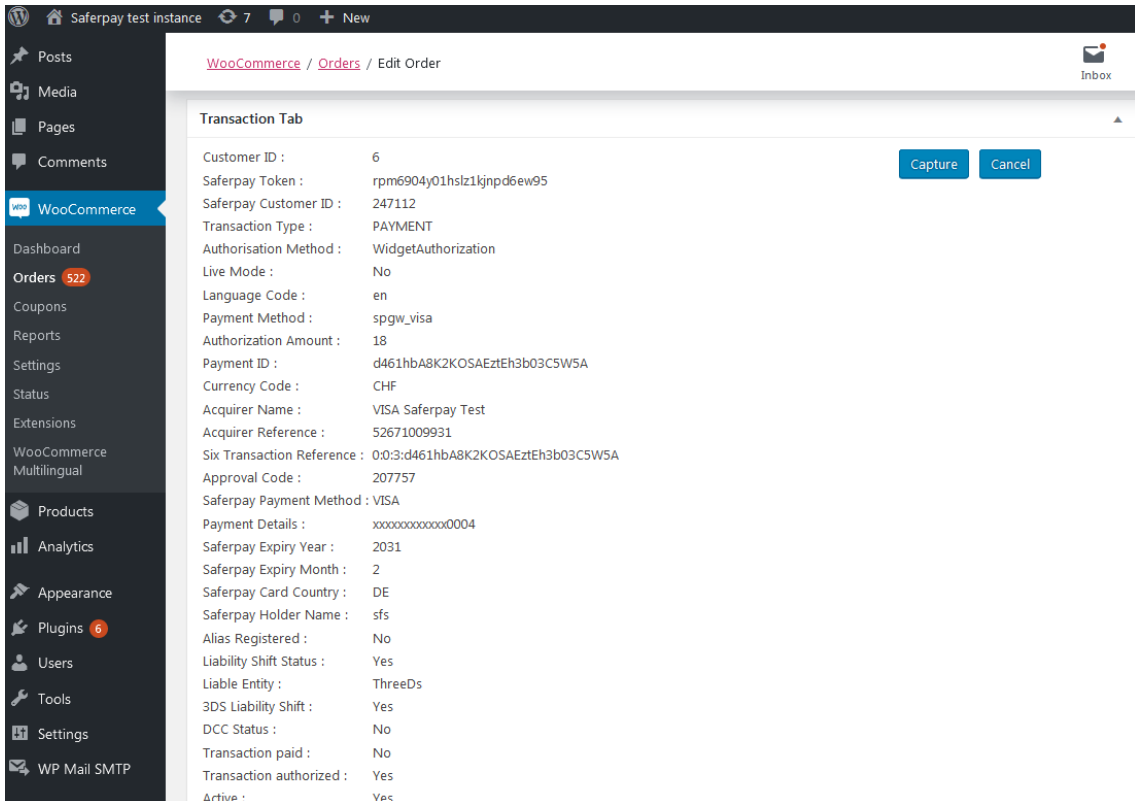


Order	Date	Status	Total
#6493 Madhav Test	2 hours ago	On hold	CHF18.00
#6491 Madhav Test	2 hours ago	Cancelled	CHF18.00
#6485 Madhav Test	4 hours ago	Processing	CHF45.00
#6482 Madhav Test	4 hours ago	Cancelled	CHF45.00
#6379 Madhav Test	Dec 13, 2019	On hold	CHF55.00
#6376 Madhav Test	Dec 13, 2019	Cancelled	CHF55.00
#6374 Madhav Test	Dec 13, 2019	Cancelled	CHF55.00
#6337 Madhav Test	Dec 12, 2019	On hold	CHF55.00
#6301 Dinner Test	Dec 11, 2019	Processing	CHF45.00

LIST OF ORDERS

Each order details can be viewed by clicking on Order. Here you can see order details

Under each order, transaction details are displayed in transaction tab



The screenshot shows the WordPress admin interface for a WooCommerce order. The left sidebar contains navigation menus for Posts, Media, Pages, Comments, and the active menu for WooCommerce, which includes Dashboard, Orders (522), Coupons, Reports, Settings, Status, Extensions, WooCommerce Multilingual, Products, Analytics, Appearance, Plugins (6), Users, Tools, Settings, and WP Mail SMTP. The main content area is titled 'WooCommerce / Orders / Edit Order' and features an 'Inbox' icon in the top right. The 'Transaction Tab' is active, displaying the following details:

Customer ID :	6	Capture Cancel
Saferpay Token :	rpm6904y01hslz1kjpgd6ew95	
Saferpay Customer ID :	247112	
Transaction Type :	PAYMENT	
Authorisation Method :	WidgetAuthorization	
Live Mode :	No	
Language Code :	en	
Payment Method :	spgw_visa	
Authorization Amount :	18	
Payment ID :	d461hbA8K2KOSA EztEh3b03C5W5A	
Currency Code :	CHF	
Acquirer Name :	VISA Saferpay Test	
Acquirer Reference :	52671009931	
Six Transaction Reference :	0:0:3:d461hbA8K2KOSA EztEh3b03C5W5A	
Approval Code :	207757	
Saferpay Payment Method :	VISA	
Payment Details :	xxxxxxxxxxxx0004	
Saferpay Expiry Year :	2031	
Saferpay Expiry Month :	2	
Saferpay Card Country :	DE	
Saferpay Holder Name :	sfs	
Alias Registered :	No	
Liability Shift Status :	Yes	
Liabile Entity :	ThreeDs	
3DS Liability Shift :	Yes	
DCC Status :	No	
Transaction paid :	No	
Transaction authorized :	Yes	
Active :	Yes	

TRANSACTION DETAILS

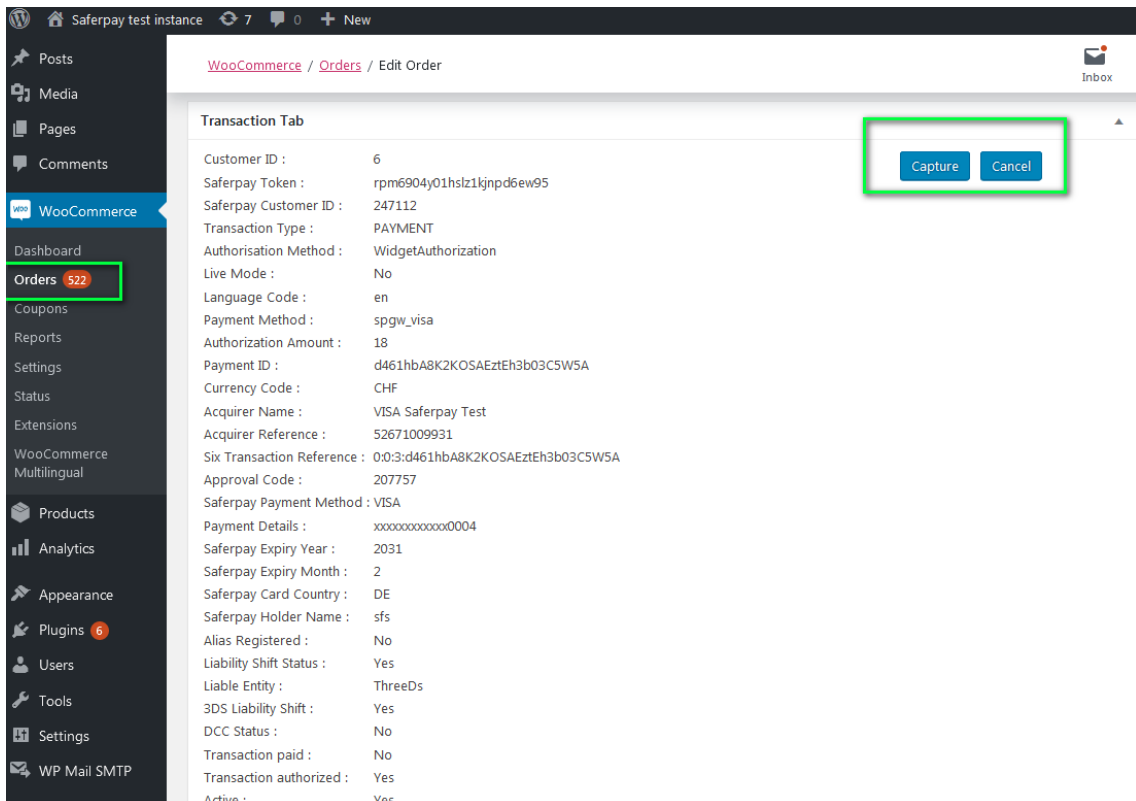
CAPTURE PAYMENT

In the payment configuration, if “Capturing” is set to “Auto Capture”, merchant don’t need to do anything from WordPress backend. Payments will be captured automatically by the system.

When the “Capturing” is set to “Manual Capture”, merchant will have the option to Capture or Cancel transactions. If we click Capture, transaction will be captured.

CANCEL PAYMENT

Only authorized, but not captured orders can be cancelled. Cancellation of an order prevents any future change from being made to it. If we click CANCEL, transaction will be cancelled.



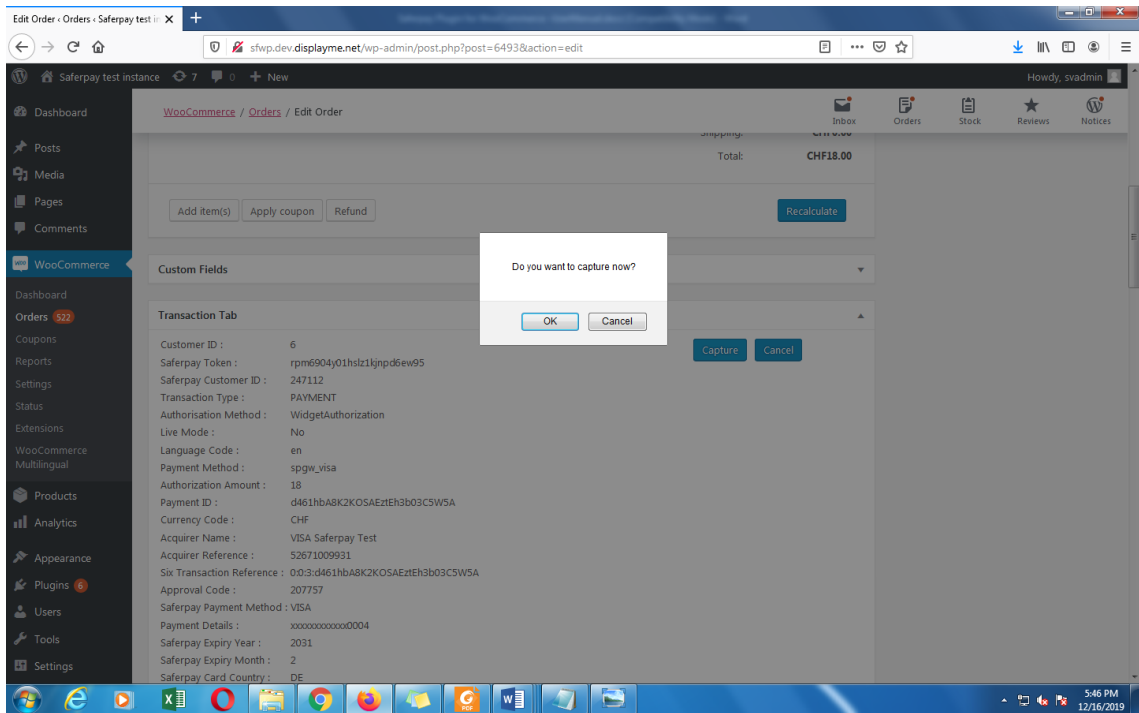
The screenshot shows the WooCommerce 'Edit Order' page. The left sidebar contains navigation menus for Posts, Media, Pages, Comments, WooCommerce, and various settings. The 'Orders' menu item is highlighted with a red box and shows '522' orders. The main content area displays the 'Transaction Tab' with the following details:

Customer ID :	6
Saferpay Token :	rpm6904y01hslz1kjpgd6ew95
Saferpay Customer ID :	247112
Transaction Type :	PAYMENT
Authorisation Method :	WidgetAuthorization
Live Mode :	No
Language Code :	en
Payment Method :	spgw_visa
Authorization Amount :	18
Payment ID :	d461hbA8K2KOSA EztEh3b03C5W5A
Currency Code :	CHF
Acquirer Name :	VISA Saferpay Test
Acquirer Reference :	52671009931
Six Transaction Reference :	0:0:3:d461hbA8K2KOSA EztEh3b03C5W5A
Approval Code :	207757
Saferpay Payment Method :	VISA
Payment Details :	xxxxxxxxxxxx0004
Saferpay Expiry Year :	2031
Saferpay Expiry Month :	2
Saferpay Card Country :	DE
Saferpay Holder Name :	sfs
Alias Registered :	No
Liability Shift Status :	Yes
Liabile Entity :	ThreeDs
3DS Liability Shift :	Yes
DCC Status :	No
Transaction paid :	No
Transaction authorized :	Yes
Active :	Yes

At the top right of the Transaction Tab, there are two buttons: 'Capture' and 'Cancel'. Both buttons are highlighted with a green rectangular box.

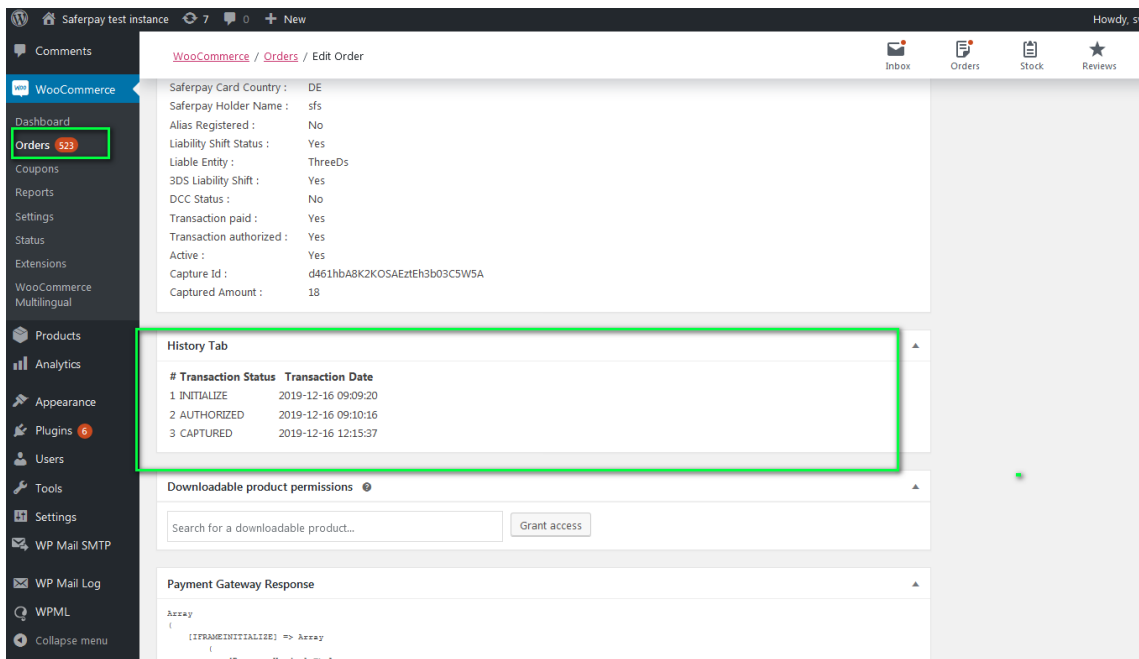
Order Details Transaction Tab with Capture/CANCEL button

While clicking Capture button, capture confirmation pop up will be displayed. If we click OK button, amount will be successfully captured and order status will be changed to Processing.



TRANSACTION CAPTURE

You can see transaction status and date under history tab mentioned in order detail page.



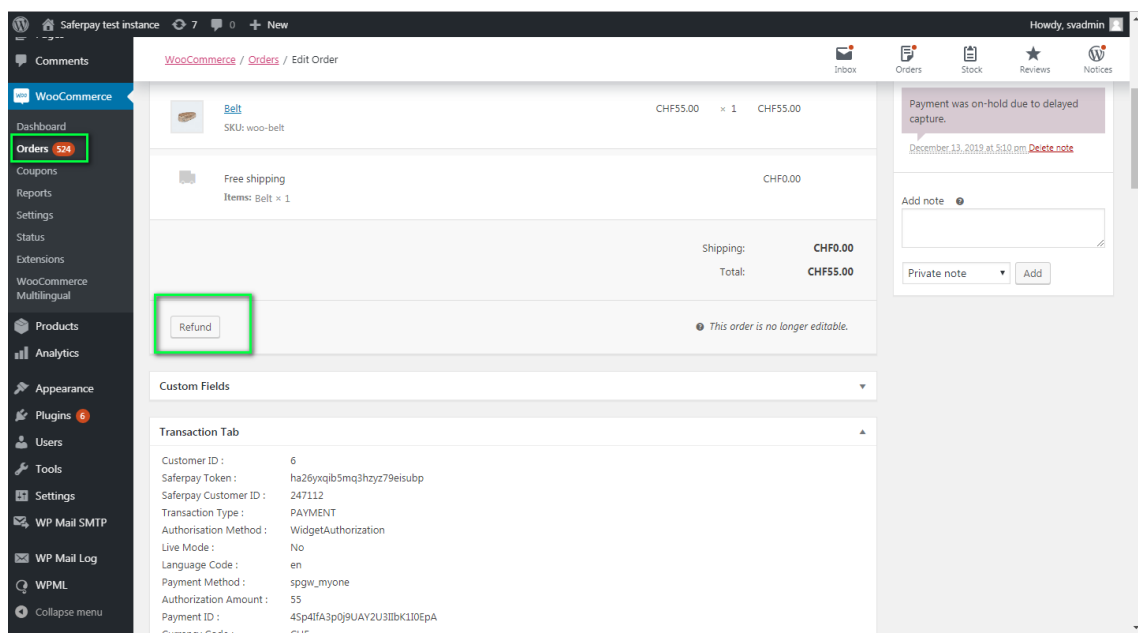
TRANSACTION STATUS UNDER HISTORY TAB

REFUND PAYMENT

Just like Saferpay transactions, you can also manage the Saferpay refund transactions. Saferpay refund will only be available if transactions are captured properly. If transactions are not captured click 'Capture' button available in transaction tab, then only Saferpay refund button will be enabled. Manual refund buttons are available all the time. Admin should have to do manual refund and update details in Saferpay back office manually.

For Saferpay Refund do the steps mentioned below

1. Capture order from backend
2. Then click Refund button



The screenshot shows the WooCommerce admin interface for editing an order. The order details include:

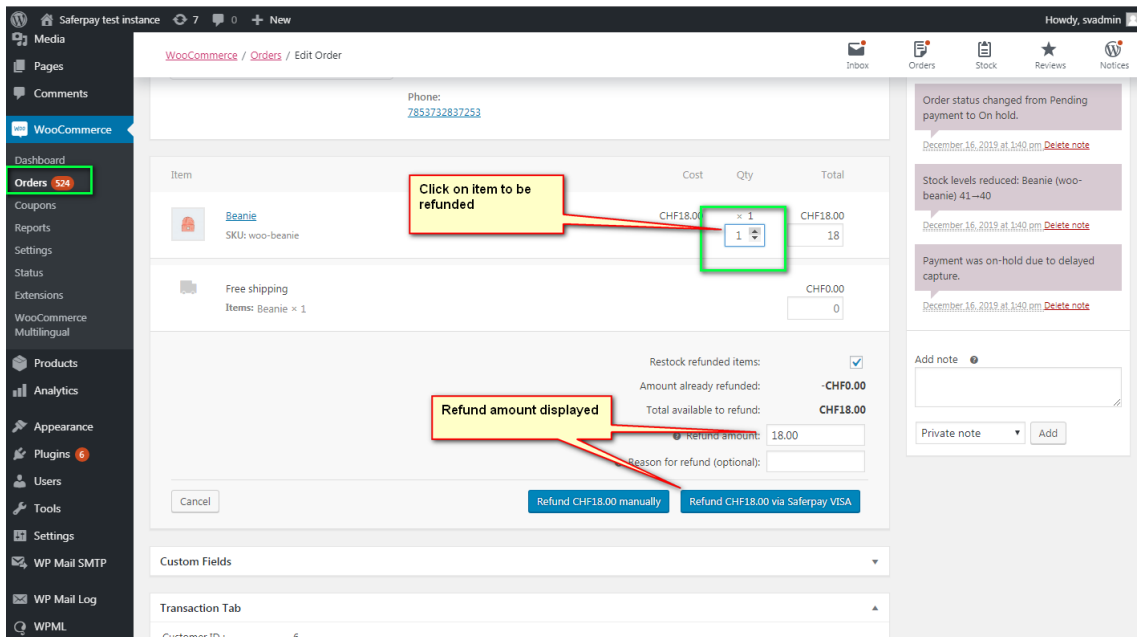
- Item: Belt (SKU: woo-belt) x 1, Price: CHF55.00
- Free shipping (Items: Belt x 1), Price: CHF0.00
- Shipping: CHF0.00
- Total: CHF55.00

A 'Refund' button is highlighted with a green box. Below the order details, the 'Transaction Tab' is visible, showing the following information:

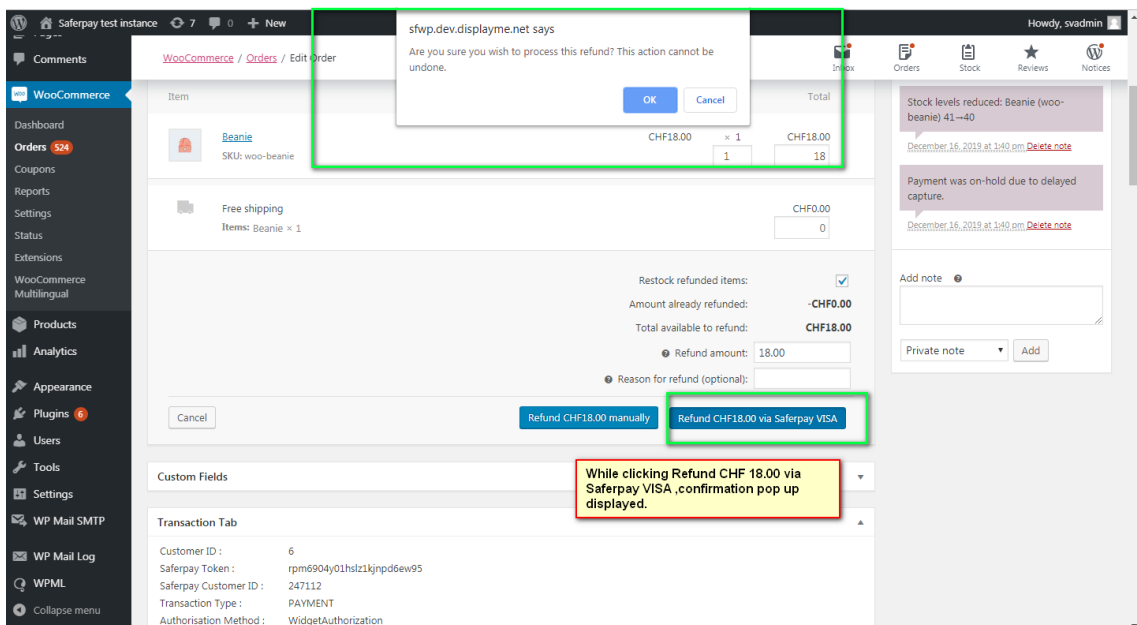
Customer ID :	6
Saferpay Token :	ha26yxqib5mq3hzyz79eisubp
Saferpay Customer ID :	247112
Transaction Type :	PAYMENT
Authorisation Method :	WidgetAuthorization
Live Mode :	No
Language Code :	en
Payment Method :	spgw_myone
Authorization Amount :	55
Payment ID :	45p4fA3p09UAY2U3IbK1J0EpA

SAFERPAY REFUND

3. Click on items to be refunded. Refunded amount will be displayed.



4. After that Click on button available for Refund via Saferpay. Confirmation pop up will be displayed.



5. If we click OK amount will be successfully refunded and order status will be changed to Refunded.

WooCommerce / Orders / Edit Order

Date created: 2019-12-16 13:39

Status: **Refunded**

Customer: madhav (#6 - madhav@yopmail.com)

Item table:

Item	Cost	Qty	Total
Beanie (SKU: woo-beanie)	CHF18.00	1	CHF18.00
Free shipping (Items: Beanie x 1)			CHF0.00
Refund #6581 - December 18, 2019, 11:09 am by svadmin			-CHF18.00
Shipping:			CHF0.00
Total:			CHF18.00
Refunded:			-CHF18.00

Order notes:

- Order status changed from Processing to Refunded. (December 18, 2019 at 11:09 am)
- Item #17 stock increased from 40 to 41. (December 18, 2019 at 11:09 am)
- Safepay Refund ID 831r5fa678u4u10u13fa6d5awqb - Refunded: 18 CHF Reason for refund: (December 18, 2019 at 11:09 am)
- Payment received from safepay. Order status changed from On hold to Processing. (December 16, 2019 at 4:45 am)
- Order status changed from Pending payment to On hold. (December 16, 2019 at 1:40 am)
- Stock levels reduced: Beanie (woo-beanie) 41-40

Order notes are available on right side for each order. From here admin can track order details.

Order notes

Order status changed from Processing to Refunded. (January 16, 2020 at 9:30 am)

Safepay Refund ID Gv03CSA4610AE6AM2AbjUnvUA - Refunded: 360 CHF Reason for refund: (January 16, 2020 at 9:30 am)

Payment received from safepay. Order status changed from On hold to Processing. (January 16, 2020 at 9:30 am)

Payment was on-hold due to delayed capture. (January 16, 2020 at 3:36 am)

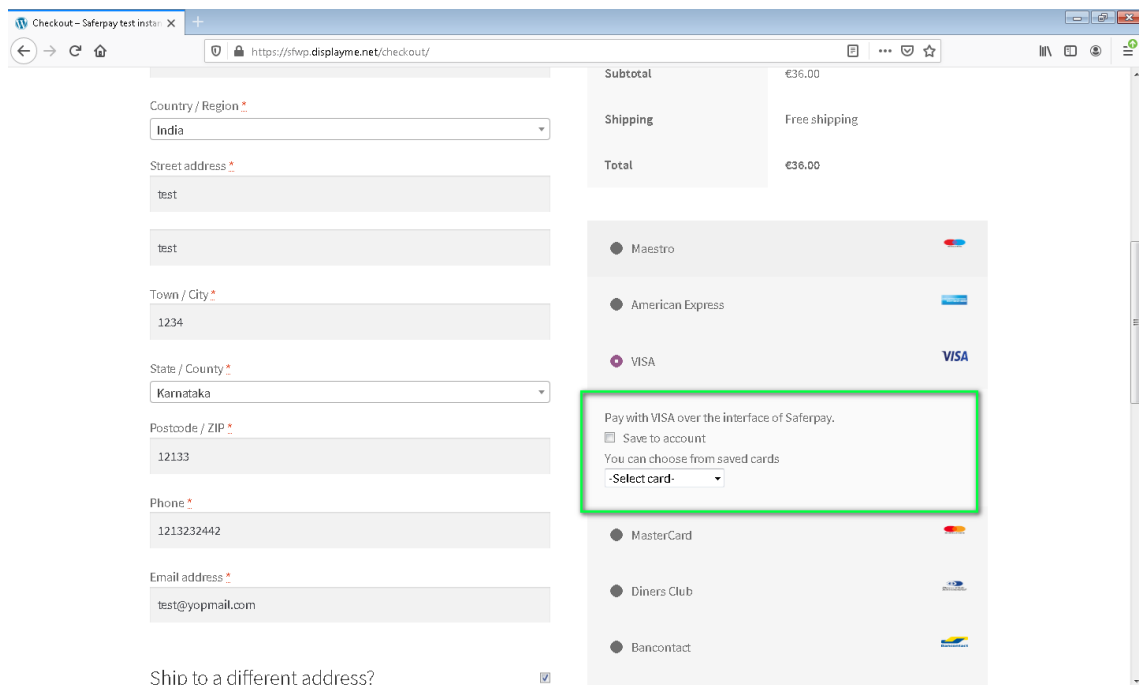
Payment authorization rejected by safepay. Order status changed from Pending payment to On hold. (January 16, 2020 at 2:50 am)

ALIAS MANAGER

Alias Manager allows your customer to save the credit card information in his account and to use for the future payments.

Saferpay Secure Card Data or SCD in short, is a service for saving sensitive payment means information in the certified Saferpay data centre. By using SCD, the payment data is separated from the merchant application and no longer comes in contact with it. The stored Secure Card Data can be referred from future payments initiated via Transaction” interface.

This feature is available for payment methods that supports secure card data. Sensitive payment data is stored only in certified Saferpay data centre. If the settings ‘**Is Save Card Available?**’ is Active in Payment method configuration page, then logged in customers can save and use their card for future transactions.



Checkout – Saferpay test instar X

https://sfwp.displayme.net/checkout/

Country / Region *
India

Street address *
test

test

Town / City *
1234

State / County *
Karnataka

Postcode / ZIP *
12133

Phone *
1213232442

Email address *
test@yopmail.com

Ship to a different address?

Subtotal €36.00
Shipping Free shipping
Total €36.00

Maestro
American Express
VISA
MasterCard
Diners Club
Bancontact

Pay with VISA over the interface of Saferpay.
 Save to account
You can choose from saved cards
Select card

In addition to this, customer can manage the saved cards from his customer account in My account section. A new tab “Saved Cards” is added in my account page from which customers can add, update and delete cards from his account.

The screenshot shows the 'My account' page. On the left is a navigation menu with items: Dashboard, Orders, Downloads, Addresses, Account details, Saved Cards (highlighted with a green box), and Logout. The main content area is titled 'Add Card' and contains a form with the following fields: Card Number (masked as 0000 0000 0000 0000), Holder Name (Cardholders), Expiration (MM/YYYY), and Cvc (000). Below the form is an 'Add Card' button. Underneath is a 'Saved Cards' section with a table:

Card Number	Card Type	Actions
xxxx.xxxx.xxxx.0004	VISA	Delete Edit

On the right side of the page, there is a language dropdown set to 'English', a search bar, and a list of recent posts and comments.

Note: ADD CARD option will only be available for customers if “Allow save card in user profile” set to **Yes** in Saferpay general settings.

Card Number – Displays the masked credit card number provided by Saferpay.

Customers have the option to update the expiry date of the card that is already saved by clicking Edit button.

ERROR LOGS

Error Log section provides information about transactions performed by Saferpay that could not be completed successfully.

Error details provided by payment gateway will be logged and displayed in order details under 'Error Response Tab'.

The screenshot shows the WooCommerce admin interface for an order. The 'Error Response Tab' is highlighted with a green box. The error details are as follows:

#	Transaction Status	Transaction Date
1	INITIALIZE	2020-08-14 11:28:21
2	FAILED	2020-08-14 11:28:49

Error Response Tab

Error Code: 1051
Saferpay Response error code: 402
error message: Payment Required
API Error Response: 3DS_AUTHENTICATION_FAILED
API Error Message: 3D-Secure authentication failed

Payment Gateway Response

```
Array
(
    [IPV:02:INITIALIZE] => Array
        (
            [ResponseHeader] => Array
                (
                    [Specification] => 1.16
                    [RequestId] => 6e07b4fe-ed48-42cd-927e-2e0172250a2a
                )
            [Token] => euek7ee2jyouqpkp0j01e9u5u
            [Expiration] => 2020-08-14T14:34:46.267+02:00
        )
)
```