MultiSafepay Integration manual

Magento plug-in v2.4.1

MultiSafepay Payment plug-in for Magento
https://www.multisafepay.com
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1 Integrating the MultiSafepay plug-in

1.1 Integration requirements

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

Magento download link:

1.2 Upgrading an existing integration

You'll first have to remove the plug-in manually via FTP when using version 2.0.1 or lower of our plug-in. We also recommend creating a backup before proceeding with the removal of the folders and files.

Checking the plug-in version.

The plug-in version currently in use can be found in the configuration files:

/app/code/community/Mage/Msp/etc/config.xml

Or

/app/code/community/MultiSafepay/Msp/etc/config.xml

Removing plug-in version 2.0.0 - 2.2.2

Delete the following directories and files to remove the plug-in:

/app/code/community/MultiSafepay/Msp/Block/PaymentFee
/app/code/community/MultiSafepay/Msp/Model/PaymentFee
/app/code/community/MultiSafepay/Msp/Model/Observer
/app/design/adminhtml/default/default/layout/msp_fee.xml
/app/design/adminhtml/default/default/template/msp/fee.html
/app/design/adminhtml/default/default/template/msp/paymentfee
/app/design/frontend/base/default/layout/msp.xml
/app/design/frontend/base/default/template/msp/paymentFee

1.3 A new integration via FTP

- Unzip the content of the plug-in .zip archive to a local folder.
- Place the three folders (app, media and lib) in the root directory via FTP.

1.4 A new integration via Magento Connect

- Unzip the content of the plug-in .zip archive to a local folder.
- Log into the backend of your Magento webshop.
- Go to System → Magento Connect → Magento Connect Manager.
- Choose 'Direct package' file upload.
- Click 'Browse file' and select the file 'MultiSafepay-2.2.X.tgz' from the local folder and click on 'upload'.
- Next; click 'Upload'.

1.5 FastCheckout

We strongly advice removing, or at least restricting, the checkout process in your webshop if you intend on offering FastCheckout as the only available payment method in your webshop.
This should prevent possible confusion and inconvenience among your customers when registering on your website.

The advantage of offering FastCheckout lies in that customers only have to register via MultiSafepay, and that all information is sent back to the shop once the payment has been made.
During future visits to your website, a customer can simply log into their FastCheckout account.

1.6 Notification URL

This will be the notification URL you'll enter into your MultiSafepay account. Replace "example.com" with the Base URL belonging to your webshop.

/index.php/msp/standard/notification/

Note: Leave out "index.php/" if you have some form of rewrite(s) enabled on your server.

2 Configuring the plug-in

2.1 Connect Settings

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

System->Configuration->MultiSafepay 2.3.3->Connect Settings

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Connect Settings

Connect Settings

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

Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code.
API key	Your MultiSafepay API key
Credit Memo	Enable, or disable, refunds via Magento during credit memo creation.
Days active before requests expire.	Set the number of days after which an initialized, yet unfinished, payment should expire.
Allow currency conversion to Euro	Convert any store currency, other than the ones supported, to Euro.
Auto. redirect	Enable, or disable, automatic redirection. Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.
One Step Checkout	Enable if you're using the official OneStepCheckout module, otherwise disable.
Create invoices after payment	Enable or disable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
Send invoice id to MultiSafepay	Forward the invoice ID to MultiSafepay. The forwarded invoice ID will be visible in the financial exports.
New order e-mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Send the order update e-mail to customer	Enable to automatically e-mail Magento order status changes.
Reset Gateway	Enable this option to allow the payment selection to take place in the MultiSafepay payment environment when creating payment links for orders created in the Magento Backend.
Cart remains active when the customer returns to the webshop or cancels an order	Saves the content of a Magento shopping cart when cancelling a payment.
Show the gateway image if it exists	Enable, or disable, payment method logo's in front of the payment method title.
New order status	Default (Pending)
Payment completed status	Default (Processing)
Status: initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)

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

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Smart Payment Services

2.2 Connect Gateways

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

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Connect Gateways

iDEAL	iDEAL
e-Invoicing	E-Invoice
Klarna	Klarna Factuur
	Pay after Delivery
American Express	American Express
MisterCash	MisterCash
dotpay	Dotpay
VISA	Visa
Mastercard	Mastercard
over Boeking	Banktransfer
PayPal	PayPal
Maestro	Maestro
giropay	GiroPay
MultiSafepay	MultiSafepay wallet
SOFORT Banking	SOFORT Banking
inCasso	Direct Debit

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

2.4 Connect Giftcards

The Connect Giftcard configuration and giftcards can be access via

System->Configuration->MultiSafepay 2.3.3->Connect GiftCards

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	Giveacard
	Erotiekbon
	Baby giftcard
	Gezondheidsbon
	Sport en Fit Giftcard
	VVV Giftcard
	Beauty and Wellness Giftcard
	Podium Giftcard
	Fashion Cheque
	Parfum Cadeaukaart
	Fashion Giftcard
	Your Gift coupon
	Wijncadeau

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

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

2.4 Pay After Delivery / Klarna / E-Invoice

The Pay After Delivery, Klarna and E-Invoice payment methods have their own configurations which have to be configured before using the payment method.
The Pay After Delivery, Klarna and E-Invoice settings are listed under "Connect Gateways" and be accessed via

System->Configuration->MultiSafepay 2.3.3->Connect Settings->Pay After Delivery / Klarna / E-Invoice

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	E-Invoice
	Klarna Factuur
	Pay after Delivery

Enabled	No ▼
Account type	Test account ▼
Account ID	
Site ID	
Site Code	
API Key	
Account ID (for Test Accounts)	
Site ID (for Test Accounts)	
Site Code (for Test Accounts)	
API Key (for Test Accounts)	
Title	Betaal na Ontvangst
Days active before requests expires?	
Enable fee (inc. Tax)	No ▼
Payment fee amount	

▲ Payment fee add like 0:5 this means a fixed fee of 0 euro and 5%

Show payment fee incl. tax during checkout	No ▼
Tax class for payment fee	None ▼

▲ Select which tax class should be used for the payment fee

Payment fee description, visible in order totals	

Payment for Specific Customer Groups

-- Please Select --
NOT LOGGED IN
General
Wholesale
Retailer

Enabled	Enable or disable the payment method
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code.
API key	Your MultiSafepay API key
Account ID (for Test account)	Your MultiSafepay Test Account ID (optional).
Site ID (for Test account)	Your MultiSafepay Test Site ID (optional)
Site Code (for Test account)	Your MultiSafepay Test Site Code (optional)
Title	The payment method title
Days active before request expires	Set the number of days after which an initialized, yet unfinished, payment should expire.
Enable fee (inc. Tax)	Enable fees for this payment method
Payment fee amount	Payment fee amount to charge
Show payment fee incl tax during checkout	Show the payment fee including VAT in the checkout
Tax class for payment fee	Use a specific tax class for the payment fee
Payment fee description, visible in order totals	Allows you to provide your own payment fee description for the payment method.
Payment for specific Customer Groups	Control the visibility of the payment method for specific Magento customer groups.
Minimum Order Total	Minimum order amount the payment method
Maximum Order Total	Maximum order amount the payment method
Enable the invoice e-mail for this payment method?	Enable, or disable, the sending of invoices for this payment method.

Allowed Currency	Select the currencies allowed for this payment method.
Receive payments from applicable countries	Enable the payment method for all allowed countries, or Specific countries
Receive payments from specific countries	Select the countries for this payment method
Sort order	Assign the payment method a specific order in the payment method overview
Enable IP validation	Hide this payment method for all IPs excluding the ones listed below below.
Only visible for the following IP address	Enter one or multiple IPs, seperated by a semicolon.
Only visible for the following IP address (for Test Account)	Enter one or multiple IPs, seperated by a semicolon.
Enable Test Account for these IP(s) when enabled Live Account	Enter one or multiple IPs, seperated by a semicolon.
Send shipped status after complete order	Set transactions in the MultiSafepay Control Panel to 'Shipped' once the order has been paid using Pay After Delivery / Klarna.
Instructions	Optionally provide your customers with additional (payment) instructions

2.4 FastCheckout

The FastCheckout payment solution has its own configuration which can be accessed via

System->Configuration->MultiSafepay 2.3.3->FastCheckout

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Settings

Enabled	No ▼
Disable normal checkout	No ▼
	▲ When you only offer Fastcheckout you can use this option to disable the normal checkout (hides the buttons to go to the checkout)
Type account	Live account ▼
Account ID	
Site ID	
Site Code	
API Key	
Allow FastCheckout Product Feed	No ▼
	▲ With this option enabled, FastCheckout can request your productfeed if configured at FastCheckout
Credit Memo	No ▼
	▲ Use for refund?
Auto redirect	No ▼
	▲ Automatically redirects the customer back to the webshop after payment. (Skips the 'Transaction Complete' screen)
Send new account email	Yes ▼
	▲ Send the new account email when a customer account is created after using Fast Checkout
Automatic login	No ▼
	▲ Login the customer after returning from Fast Checkout
Let the customer redirect to their account page	No ▼
Create invoice after payment	No ▼
Mail invoice to customer	No ▼
New order mail	After order confirmation ▼
Send invoice ID to MultiSafepay	No ▼
New order status	Pending ▼
Payment complete status	Processing ▼
Status: initialized	Pending ▼
Status: uncleared	Pending ▼
Status: reserved	Pending ▼
Status: void	Canceled ▼
Status: initialized banktransfer	Pending ▼
Status: declined	Canceled ▼
Status: reversed	Canceled ▼

Enabled	Enable or disable the payment method
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID
Site ID	Your MultiSafepay Site ID
Site Code	Your MultiSafepay Site Code
API key	Your MultiSafepay API key
Allow FastCheckout Product Feed	FastCheckout.com can request your productfeed if configured.
Credit Memo	Enable, or disable, refunds via Magento during credit memo creation.
Auto. redirect	Enable, or disable, automatic redirection.
Send new account e-mail	Send Magento account registration e-mails.
Automatic login	Automatically log customers into Magento after returning from FastCheckout
Redirect customer to their account page	Enable, or disable, automatic redirection to their Magento customer account.
Create invoices after payment	Enable to create invoices after payments.
Mail invoice to customer	Enable to automatically e-mail invoices to customers.
New order mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Send invoice ID to MultiSafepay	Forward the invoice ID to MultiSafepay. The forwarded invoice ID will be visible in the financial exports.
New order status	Default (Pending)
Payment complete status	Default (Processing)
Status: initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)
Status: initialized banktransfer	Default (Pending)
Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Status: partial refunded	Default (Cancelled)
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

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

3 Refunding from the Magento back-end using the refund API

This plug-in supports the MultiSafepay Refund API, and therefore MultiSafepay payments in your MultiSafepay account can be refunded from the Magento back-end.
Both partial and full refunds are supported.

Note: Please ensure an API key has been provided under "System"->"Configuration"->"Connect Settings" and that the option "Credit Memo" has been enabled.

The steps below will explain how to refund a payment in your MultiSafepay account from the Magento back-end;

1. Go to the order in the Magento back-end for which you'd like to create a refund.
2. Click the "Invoices" tab on the left of the Order Overview.
3. Open the invoice, and click on "Credit memo" located at the top right of the overview.
4. Once the desired refunds/adjustments have been provided and made, click on the "Refund" or "Refund Online".

4 Troubleshooting

4.1 Payment methods aren't shown.

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

4.2 Error 404 while configuring the plug-in.

The following steps should resolve error 404:

      1. Navigate to System->Configuration->Connect Settings
      2. Click on 'Save Configuration' regardless of whether or not changes have been made to the settings.
      3. Log out of the Magento backend.
      4. Log back into the Magento backend

4.3 The FastCheckout button isn't shown.

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

4.4 The iDEAL banklist isn't shown.

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

Settings->Configuration->Connect Gateways->iDEAL

4.5 Error 301 in the Offline Actions overview

If orderstatus aren't updated (correctly) within Magento, then this usually refers to a problem receiving feedback from MultiSafepay.
In the event that (HTTP)301 presents itself as a result in the overview; then it's very likely 'Rewrite URL' has been enabled in Magento or on the server.
In that case removing 'index.php' from the URL should solve this issue.
For your convenience you may copy the Notification URL as shown below by;

to:

4.6 Service Temporarily Unavailable

Sometimes a pre-existing or underlying issue with a Magento site can cause the plug-in integration to fail mid-way.
When this happens, your Magento site may appear to be in maintenance mode causing the message: "503 – Service is unavailable" to show up in the frontend.

To resolve this; Login via FTP and remove or rename the "maintenance.flag" file in the root directory.

4.7 Incorrect taxes are shown in the order when using discount coupons

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

5 Verifying

We recommend verifying the functionality once the plug-in has been installed and configured, which can be achieved quite easily.

The most commonly occurring issue would be the absence of feedback sent from MultiSafepay to your webshop intended to update the status of an order.
The above usually points out to an incorrect Notification URL provided.

This can be verified by having a customer place an order, or by placing a test order yourself, on your website.
It is also highly recommended to perform a test order when using the FastCheckout package.

Log into your MultiSafepay Control Panel:

Once logged in, navigate to the 'Transactions' located in the menu on the left and click on 'Transaction overview'.

Click on the concerning transaction and scroll down to the bottom to see the Offline Actions:

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

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

5 Questions?

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

Any remaining questions you may have can be sent by e-mail to: techsupport@multisafepay.com

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

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