

## MultiSafepay manual

Plug-in Magento v1.3.0

Compatibility:

Package	Version	Shopmodule	Version	Tested
Magento	1.4.2.0			V
Magento	1.6.2.0			V
Magento	1.7.0.2			V

MultiSafepay Payment plug-in for Magento  
<http://www.MultiSafepay.com>  
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Thank you for downloading the MultiSafepay Magento plug-in.  
In this manual we'll explain how to install as well as configure the plug-in.

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## 1 Adding your website to the MultiSafepay backoffice

### 1.1 Logging into the MultiSafepay backoffice

Before getting started with the installation, it is necessary to add your website to your MultiSafepay backoffice.

In order to do so you'll have to log into the MultiSafepay backoffice.

Once logged in click on 'Sites' located under 'Settings' in the menu on the left.

MultiSafepay Payment 2.0

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

Deutsch Español Français English Nederlands

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

**Saldo**  
EUR  
Beschikbaar 496.30  
Inkomend 0.00  
Uitgaand 0.00

**Rekening**  
→ Rekeningoverzicht  
Storten  
Uitbetalen  
Overboeking  
E-mail betaallink  
Uitloggen

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

**Instellingen**  
Websites  
Template Betaalpagina  
Automatisch Uitbetalen  
Betaalmethoden  
E-mailadres  
Telefoonnummers  
Wachtwoord

**Rekeningoverzicht**  
Lopende Transacties

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

Gesloten transacties

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

Voorbeelde transacties

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

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## 1.2 Adding your website

### Add new site

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

### Customization

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

### Portal

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



Save

Category	Provide the category your website falls under.
Description	The name of your website. The description you enter here will reflect that which is visible during all transactions.
Base URL	Het Internet-adres van uw website/webshop.
Notification URL	The website's main URL preceded by the communication protocol. (HTTP/HTTPS).
Enable PrivatePay	This option allows your customers to pay anonymously on your website. With PrivatePay; MultiSafepay ensures that you do not receive any personal data. Only functions with non-physical products, such as downloads, online subscriptions.etc.
Enable Second Chance	When enabled an automatic e-mail, containing a payment link, will be sent in the case your customer doesn't or is unable to complete a payment for whatever reason.
Page Template (Connect)	Allows you to customize the entire payment environment to your own liking.  Please refer to the Implementation Manual Payment Templates in the 'API/Manual' Section listed under 'Support & Contact'.
Page Logo (Fast Checkout)	Allows you to insert your company logo.  Please refer to the Implementation Manual Payment Templates in the 'API/Manual' Section listed under 'Support & Contact'.
Portal Description	If you wish, you may enter a description which we shall display in your MultiSafepay-portal.  Checking this allows you to display your webshop in the MultiSafepay-portal.
QShops Keurmerk	Enable if the QShops Keurmerk has approved your website
Thuiswinkel Waarborg	Enable if the Thuiswinkel Waarborg has approved your website
AntiTrust Certificaat	Enable if the AntiTrust Certificate has approved your website

## 1.3 Generating the Site ID and Site Security Code

Click 'Save' once the required information have been entered to save your website to your account. As shown below, two codes will have been generated and displayed; the **Site ID** and the **Site Code**. Both the aforementioned codes as well as your Merchant Account ID are needed for the installation.

### Sites

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

## 2 Installatie MultiSafepay module

### 2.1 Installation requirements

You should have Magento installed before proceeding with the installation of the MultiSafepay payment module

Magento: <http://www.magentocommerce.com>

### 2.2 Installation

Unpacking the content of the .ZIP file to the main directory of your website is a must. This can be accomplished by making use of an FTP program.

### 2.3 Support

We do not offer support with the installation of WordPress and WP-eCommerce. If you happen to come across any issues during the installation, then we'd recommend having a look at the 'Business Partners' overview listed below

<http://www.MultiSafepay.com/en/business-partners/>

### 2.4 Notification URL

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

**<http://www.example.com/index.php/msp/standard/notification/>**

## 3 Configuration

### 3.1 MultiSafepay basis configuratie

Using the Basic Configuration will have MultiSafepay shown as a single option. A payment method can then be selected when progressing to the next step.

The Basic Configuration can be found listed under the following menu item:

System => Configuration => Paymentmethods => MultiSafepay

Current Configuration Scope:

[Manage Stores](#)

#### Configuration

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

#### Payment Methods

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

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

Enabled

Title

Type account

Account ID

Site ID

Site Code

Automatische redirect

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[STORE VIEW]

[▲ Maak gratis een testaccount aan](#)

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



Here you may enter that which is required. The aforementioned can be found in your MultiSafepay backoffice under 'Sites'

Account Type	Here you're required to specify what type of MultiSafepay Merchant account you intend on using. Test or Live account.
Account ID	Your MultiSafepay Account ID.
Site ID	The earlier mentioned Site ID from your MultiSafepay backoffice.
Site Secure Code	The earlier mentioned Site Secure Code from your MultiSafepay backoffice.

## 3.2 MultiSafepay configuration for seperate Gateways

Using the Advanced Configuration will have each payment method shown as a seperate option in the checkout process. (Most common)

The Advanced Configuration can be found listed under the following menu item:

System => Configuration => MultiSafepay Gateways

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

**Configuration**

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

**MultiSafepay Gateways**

**Settings**

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

Here you may enter that which is required. The aforementioned can be found in your MultiSafepay backoffice under 'Sites'

Account Type	Here you're required to specify what type of MultiSafepay Merchant account you intend on using. Test or Live account.
Account ID	Your MultiSafepay Account ID.
Site ID	The earlier mentioned Site ID from your MultiSafepay backoffice.
Site Secure Code	The earlier mentioned Site Secure Code from your MultiSafepay backoffice.

### 3.3 MultiSafepay configuration for Fast Checkout

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

System => Configuration => MultiSafepay FastCheckout

Current Configuration Scope:

Default Config

[Manage Stores](#)

**Configuration**

GENERAL

General

Web

Design

Currency Setup

Store Email Addresses

Contacts

Reports

Content Management

#### MultiSafepay fast checkout

##### Settings

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

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

## 4 Troubleshooting

### 4.1 Error 404 during the configuration.

We recommend the following steps in the event of an Error 404:

1. Navigate to System => Configuration => Paymentmethods
2. Click on 'Save Configuration'
3. Log out of the administrator account
4. Log back into the administrator account
5. Navigate back to System => Configuration

### 4.2 Fast Checkout button not shown,

If the Fast Checkout button is not visible in the shoppingcart, despite having been configured, then we suggest emptying the Magentshop cache.

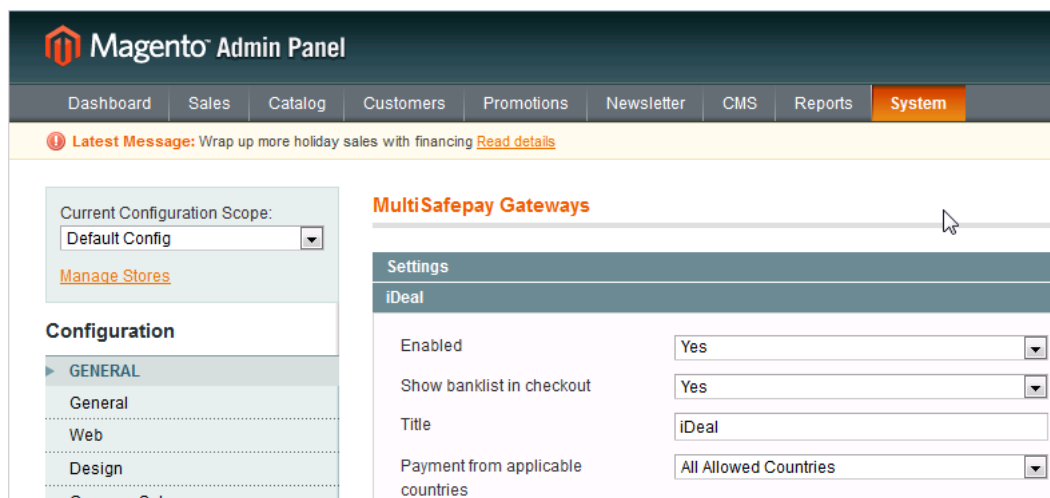
This can be achieved by performing the following steps;

Navigate to System -> Cache Management and refresh al Caches.

Doing the same for the Indexes would not be a bad idea at this point; System -> Index Management.

### 4.3 Banks are not shown when choosing iDEAL

In the event that banks aren't shown in the checkout process when choosing for iDEAL; then the feature is most likely not enabled under 'MultiSafepay Gateways'.



The screenshot displays the Magento Admin Panel interface. At the top, the 'System' tab is selected in the navigation bar. Below the navigation bar, a message banner reads: 'Latest Message: Wrap up more holiday sales with financing [Read details](#)'. The main content area is titled 'MultiSafepay Gateways'. On the left, there is a sidebar with 'Current Configuration Scope: Default Config' and a 'Manage Stores' link. Below this is a 'Configuration' section with a tree view showing 'GENERAL' selected. The main configuration area for 'iDeal' includes the following settings:

Settings	
iDeal	
Enabled	<input type="text" value="Yes"/>
Show banklist in checkout	<input type="text" value="Yes"/>
Title	<input type="text" value="iDeal"/>
Payment from applicable countries	<input type="text" value="All Allowed Countries"/>

#### **4.4 Result 301 in Offline Actions.**

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' is enabled in Magento.

In that case removing 'index.php' from the URL should solve this issue.

#### **4.5 Other possible issues**

Please refer to and perform the steps as described in 4.2

## 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 lack of feedback sent from MultiSafepay to your webstore intended to update the status of an order.

The above usually points out to an incorrect Notification URL.

This can be verified by having a customer place an order, or by placing a test order yourself, on your website.

It is also highly recommended to perform a test order when using the Fast Checkout package.

Afterwards proceed by logging into your MultiSafepay backoffice.

The screenshot shows the MultiSafepay website interface. At the top, the MultiSafepay logo and tagline 'The Payment Professionals' are on the left, and navigation links 'ZAKELIJK', 'CONSUMENT', and 'HET BEDRIJF' are on the right. Below the logo is a search bar and a 'zoeken...' button. A secondary navigation bar contains 'Home', 'Betaaldiensten', 'Aanmelden', and 'Support & contact'. Below this is a row of links: 'MultiSafepay zakelijk', 'Nieuws', 'Inloggen webwinkel', and a language dropdown set to 'Nederlands'. The main content area has a breadcrumb trail: 'Zakelijk > Home > Inloggen webwinkel'. The 'Business toegang' section contains three input fields for 'E-mailadres', 'Beveiligingscode', and 'Wachtwoord', followed by a 'Beveiligd inloggen' button. To the right of the login fields is a link for 'Uw accountgegevens vergeten?' with a sub-link 'Nieuw wachtwoord opvragen.' and a note: 'U heeft uw e-mailadres nodig om een nieuw wachtwoord aan te maken.' On the far right, there is a 'LIVE SUPPORT' button and two security logos: 'McAfee SECURE TESTED DAILY 30-0CT' and 'thuiswinkel business partner'.

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

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

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

## 6 Questions?

Below you'll find an overview of Business Partners who are experienced and available might you come across any issues during the installation. Furthermore we offer information on our support center in the form of a knowledgebase, troubleshooter and we offer the option to create tickets, you can access our support center via <http://support.multisafepay.com>

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

Our Implementation Support helpdesk is reachable in case you may have any further Technical related questions on weekdays from 08h30 till 17h00 by phone; +31 (0)20 8500 500 or by Live Chat on our website.