



## **MultiSafepay manual**

Plug-in Magento v2.0.0

*MultiSafepay Payment plug-in for Magento  
<http://www.MultiSafepay.com>  
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## 1 Installing the MultiSafepay module

### 1.1 Installation requirements

It's best having Magento already installed before proceeding with the installation of the MultiSafepay module.

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

### 1.2 Upgrading the module

We recommend renaming the (old) config.xml file if you're upgrading the module from version 1.4.4 or lower, in order to avoid possible conflicts.

Rename the following file via FTP:

`./app/code/community/Mage/Msp/etc/config.xml` to `./app/code/community/Mage/Msp/etc/config.xml-old`

Afterwards unzip the content of the plug-in .zip archive into a local holder.

Next, copy the folders '**app**', '**lib**' and '**media**' to the root directory of your Magento webshop via FTP.

Approve the prompt pointing out that files may be overwritten.

### 1.3 A new installation

Both the FTP-upload method as well as the "Magento Connect Manager" method can be used when performing a new installation.

- Unzip the content of the plug-in .zip archive into a local folder.
- Log into the back-end 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-2.0.0.tgz' from the local folder and click on 'upload'.
- Next; click on 'Commit changes' below.

### 1.4 Fast Checkout

We strongly advice removing, or at least restricting, the checkout process in your webshop if you intend on offering Fast Checkout as the only available payment method in your webshop.

This should prevent possible confusion amongst your customers when registering on your website.

The power of Fast Checkout 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 the Fast Checkout account.

## 1.5 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.

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

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

## 2 Adding a website to your MultiSafepay account

### 2.1 Adding a website

We suggest adding the website to your MultiSafepay account once the plug-in installation has been completed.

Chapter 5.1 and 5.2 explain how to add a website to your MultiSafepay account, both manually as well as via the “Site Wizard”.

The MultiSafepay back-office manual can be located via the link below:

[https://www.multisafepay.com/downloads/handleidingen/Manual\\_backoffice\\_merchant.pdf](https://www.multisafepay.com/downloads/handleidingen/Manual_backoffice_merchant.pdf)

## 3 Configuring the module

### 3.1 Basic configuration

Using the basic configuration will have MultiSafepay shown as a single option. A payment method can then be specified in the MultiSafepay payment environment as the customer progresses to the next step.

The Basic configuration settings can be accessed via:

System → Configuration → Payment Methods → MultiSafepay

MultiSafepay		
Enabled	<input type="text" value="Yes"/>	[STORE VIEW]
Allowed Currency	<div> <div>EUR</div> <div>USD</div> <div>GBP</div> </div>	[STORE VIEW]
Allow convert currency to EUR	<input type="text" value="Yes"/> <small>▲ If store currency is not allowed by settings</small>	[STORE VIEW]
Title	<input type="text" value="MultiSafepay: iDeal, Visa, MasterCard, Mistercash,"/>	[STORE VIEW]
Type account	<input type="text" value="Live account"/> <small>▲ <a href="#">Maak gratis een testaccount aan</a></small>	[STORE VIEW]
Account ID	<input type="text"/>	[STORE VIEW]
Site ID	<input type="text"/>	[STORE VIEW]
Site Code	<input type="text"/>	[STORE VIEW]
API Key	<input type="text"/>	[STORE VIEW]
Credit Memo	<input type="text" value="No"/> <small>▲ Use for refund?</small>	[STORE VIEW]
Automatische redirect	<input type="text" value="No"/> <small>▲ Stuur de consument na betaling automatisch terug naar de webshop. (Slaat het 'Transaction Complete' scherm over)</small>	[STORE VIEW]
One Step Checkout	<input type="text" value="No"/> <small>▲ Are you using the One Step Checkout Module?</small>	[STORE VIEW]
Nieuw order mail	<input type="text" value="After order confirmation"/>	[STORE VIEW]
Instructions	<div></div>	[STORE VIEW]

Gateway selectie	<input type="text" value="Yes"/>	[STORE VIEW]
Maak factuur aan na betaling	<input type="text" value="No"/>	[STORE VIEW]
Mail factuur naar consument	<input type="text" value="No"/>	[STORE VIEW]
Send the order update e-mail to customer?	<input type="text" value="No"/>	[STORE VIEW]
Keep the cart	<input type="text" value="No"/> <small>▲ Cart is active when client goes back or cancels the order</small>	[STORE VIEW]
Status nieuwe bestelling	<input type="text" value="Pending"/>	[STORE VIEW]
Status betaalde bestelling	<input type="text" value="Processing"/>	[STORE VIEW]
Status: initialized	<input type="text" value="Pending"/>	[STORE VIEW]
Status: uncleared	<input type="text" value="Pending"/>	[STORE VIEW]
Status: reserved	<input type="text" value="Pending"/>	[STORE VIEW]
Status: void	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: declined	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: reversed	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: refunded	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: expired	<input type="text" value="Canceled"/>	[STORE VIEW]
Payment from applicable countries	<input type="text" value="All Allowed Countries"/>	[STORE VIEW]
Payment from Specific countries	<input type="text" value="Afghanistan"/> Alandeilanden Albanië Algerije Amerikaanse kleinere afgelegen eilanden Amerikaanse Maagdeneilanden Amerikaans Samoa Andorra Angola Anguilla	[STORE VIEW]
Sort order	<input type="text"/>	[STORE VIEW]
Debug	<input type="text" value="Yes"/>	[STORE VIEW]

Enabled	Enable, or disable, this payment method.
Allowed Currency	Select the currencies allowed for this payment method.
Allow Convert currency to EUR	Convert any store currency, other than the ones supported, to Euro.
Title	Provide a description for this payment method, which is to be shown on the checkout page.
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 (visible within your MultiSafepay back-office)
Site Code	Your MultiSafepay Site Code (visible within your MultiSafepay back-office)
API Key	The API Key is automatically generated when adding a website to your MultiSafepay account.  The API Key is only required if you intend on refunding via the Magento back-end.
Credit Memo	Enable, or disable, refunds via Magento.
Automatic redirection	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.
New order e-mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Instructions	Here you may optionally provide your customers with additional payment instructions
Gateway selection	
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 the order update e-mail to customer	Enable to automatically e-mail Magento order status changes.
Keep the cart	Saves the content of a Magento shoppingcart when cancelling a transaction.
Status new (unpaid) orders	Pending by default
Status paid orders	Processing by default
Status: initialized	Pending by default



Status: uncleared	Pending by default
Status: reserved	Pending by default
Status: void	Cancelled by default
Status: declined	Cancelled by default
Status: reversed	Cancelled by default
Status: refunded	Cancelled by default
Status: expired	Cancelled by default
Payment from applicable countries	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.
Payment from Specific countries	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries for which this payment method should be visible.
Sort order	Assign a specific sort order on the checkout page
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

## 3.2 Seperate Gateways

Using the Seperate Gateways configuration will have each payment method shown as a seperate (payment) option on the checkout page, and is most commonly used.

The Seperate Gateways configuration can be accessed via:  
System → Configuration → MultiSafepay Gateways

Current Configuration Scope:

Default Config

[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
  - Promotions
  - Persistent Shopping Cart
- SALES
  - Sales
  - Sales Emails
  - PDF Print-outs
  - Tax
  - Checkout
  - OneStepCheckout
  - Shipping Settings
  - Shipping Methods
  - Google API
  - Payment Methods
  - Payment Services
  - Moneybookers
- MultiSafepay - Gateways**
- MultiSafepay - Fast Checkout
- SERVICES
  - Magento Core API
  - OAuth

The configuration has been saved.

**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]
API Key		[STORE VIEW]
Credit Memo	Yes	[STORE VIEW]
	<small>Use for refund?</small>	
Allow convert currency to EUR	Yes	[STORE VIEW]
	<small>If store currency is not allowed by settings. Used for each gateways.</small>	
Automatische redirect	Yes	[STORE VIEW]
	<small>Stuurt de consument na betaling automatisch terug naar de webshop. (Slaat het 'Transaction Complete' scherm over)</small>	
One Step Checkout	Yes	[STORE VIEW]
	<small>Are you using the One Step Checkout Module?</small>	
Maak factuur aan na betaling	Yes	[STORE VIEW]
Mail factuur naar consument	Yes	[STORE VIEW]
Nieuw order mail	After order confirmation	[STORE VIEW]
Send the order update e-mail to customer?	No	[STORE VIEW]
Keep the cart?(Cart is active when client goes back or cancels the order)	Yes	[STORE VIEW]
Show the gateway image if it exists?	No	[STORE VIEW]
Show the gateway image if it exists in front of the title?	Yes	[STORE VIEW]
Status nieuwe bestelling	Pending	[STORE VIEW]
Status betaalde bestelling	Processing	[STORE VIEW]
Status: initialized	Pending	[STORE VIEW]
Status: uncleared	Pending	[STORE VIEW]
Status: reserved	Pending	[STORE VIEW]
Status: void	Canceled	[STORE VIEW]
Status: declined	Canceled	[STORE VIEW]
Status: reversed	Canceled	[STORE VIEW]
Status: refunded	Canceled	[STORE VIEW]
Status: expired	Canceled	[STORE VIEW]
Debug	No	[STORE VIEW]

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 (visible within your MultiSafepay back-office)
Site Code	Your MultiSafepay Site Code (visible within your MultiSafepay back-office)
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento back-end.</p>
Credit Memo	Enable, or disable, refunds via Magento.
Allow Convert currency to EUR	Convert any store currency, other than the ones supported, to Euro.
Automatic redirection	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.</p>
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.
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.
Keep the cart	Saves the content of a Magento shoppingcart when cancelling a transaction.
Show the gateway images	Enable, or disable, payment method logo's
Show the images in front of the title	Enable, or disable, payment method logo's in front of the payment method title.
Status new (unpaid) orders	Pending by default
Status paid orders	Processing by default
Status: initialized	Pending by default
Status: uncleared	Pending by default
Status: reserved	Pending by default

Status: void	Cancelled by default
Status: declined	Cancelled by default
Status: reversed	Cancelled by default
Status: refunded	Cancelled by default
Status: expired	Cancelled by default
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

Using the Seperate Gateways configuration means you will have to enable each payment method via the tabs below.

## 3.3 Pay After Delivery

MultiSafepay's Pay After Delivery can be located via:

System → Configuration → MultiSafepay Gateways

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
  - Promotions
  - Persistent Shopping Cart
- SALES
  - Sales
  - Sales Emails
  - PDF Print-outs
  - Tax
  - Checkout

### MultiSafepay - Gateways

Settings		
iDeal		
Betaal na Ontvangst		
Solve Fee Bug	<input type="text" value="No"/>	[STORE VIEW]
▲ Set to Yes if the Fee isn't added, set to NO when the Fee is added twice (Solves bug with some installations)		
Enabled	<input type="text" value="Yes"/>	[STORE VIEW]
Type account	<input type="text" value="Test account"/>	[STORE VIEW]
▲ <a href="#">Maak gratis een testaccount aan</a>		
Account ID	<input type="text"/>	[STORE VIEW]
Site ID	<input type="text"/>	[STORE VIEW]
Site Code	<input type="text"/>	[STORE VIEW]
Account ID (for Test Account)	<input type="text"/>	[STORE VIEW]
Site ID (for Test Account)	<input type="text"/>	[STORE VIEW]
Site Code (for Test Account)	<input type="text"/>	[STORE VIEW]
Title	<input type="text" value="Betaal na Ontvangst"/>	[STORE VIEW]
Enable fee (inc. Tax)	<input type="text" value="Yes"/>	[STORE VIEW]
Fee amount	<input type="text" value="2.95"/>	[STORE VIEW]
▲ Fee in EURO. Example 2.95 (2.95 is the maximum)		
Show incl tax during checkout	<input type="text" value="No"/>	[STORE VIEW]
Tax class for Payment Fee	<input type="text" value="Taxable Goods"/>	[STORE VIEW]
▲ Select which tax class should be used for the Payment Fee		
Fee description, visible in order totals	<input type="text" value="BNO Fee"/>	[STORE VIEW]
Minimum Order Total	<input type="text" value="15"/>	[WEBSITE]
Maximum Order Total	<input type="text" value="300"/>	[WEBSITE]
Enable the invoice email for this payment method?	<input type="text" value="Yes"/>	[STORE VIEW]

OneStepCheckout	Allowed Currency	<div> <div>EUR</div> <div>USD</div> <div>GBP</div> </div>	[STORE VIEW]
Shipping Settings	Payment from applicable countries	All Allowed Countries	[STORE VIEW]
Shipping Methods	Payment from Specific countries	<div> <div>Afghanistan</div> <div>Alandeilanden</div> <div>Albanie</div> <div>Algerije</div> <div>Amerikaanse kleinere afgelegen eilanden</div> <div>Amerikaanse Maagdeneilanden</div> <div>Amerikaans Samoa</div> <div>Andorra</div> <div>Angola</div> <div>Anguilla</div> </div>	[STORE VIEW]
Google API	Sort order		[STORE VIEW]
Payment Methods	Enable IP validation	No	[STORE VIEW]
Payment Services	Only visible for IP address		[STORE VIEW]
Moneybookers	Only visible for IP address (for Test Account)		[STORE VIEW]
MultiSafepay - Gateways	Enable Test Account for these IP(s) when enabled Live Account		[STORE VIEW]
MultiSafepay - Fast Checkout	Send request after complete order	No	[STORE VIEW]
SERVICES	Instructions		[STORE VIEW]
Magento Core API			
OAuth			
ADVANCED			
Admin			
System			
Advanced			
Developer			

Enabled	Enable, or disable, 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 (visible within your MultiSafepay back-office)
Site Code	Your MultiSafepay Site Code (visible within your MultiSafepay back-office)
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	Provide a description for this payment method, which is to be shown on the checkout page.
Enable fee (inc. Tax)	Enable, or disable, surcharge for this payment method.
Fee amount	Fee amount incl. tax
Show incl tax during checkout	Show (enabled), or hide (disabled) the surcharge incl. tax in the checkout process. Show (enabled), or hide (disabled) the surcharge incl. tax
Tax class for Payment Fee	Select a tax class for the payment fee.
Fee description	Enter a fee description.
Minimum order Total	Minimum order amount for Pay After Delivery.
Maximum order Total	Maximum order amount for Pay After Delivery.
Enable the invoice E-mail	Enable, or disable, the sending of invoices for this payment method.
Allowed Currency	Select the currencies allowed for this payment method.
Payment from applicable	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.
Payment from Specific	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries for which this payment
Sort order	Assign a specific sort order on the checkout page

Enable IP Validation	Show this payment method only for the ip-addresses below.
Only visible for IP address	Enter one or multiple IP-addresses, seperate by a semicolon.
Only visible for IP address(for testaccount)	Enter one or multiple IP-addresses, seperate by a semicolon
Enable testaccount for these IP's	Enter one or multiple IP-addresses, seperate by a semicolon
Send request after complete order	
Instructions	Here you may optionally provide your customers with additional payment instructions



## 3.4 Fast Checkout

The Fast Checkout configuration can be found via:

System → Configuration → MultiSafepay Fast Checkout

[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
  - Promotions
  - Persistent Shopping Cart
- SALES
  - Sales
  - Sales Emails
  - PDF Print-outs
  - Tax
  - Checkout
  - OneStepCheckout
  - Shipping Settings
  - Shipping Methods
  - Google API
  - Payment Methods
  - Payment Services
  - Moneybookers
  - MultiSafepay - Gateways

**MultiSafepay - Fast Checkout**

### MultiSafepay - Fast Checkout

Settings		
Enabled	No	[STORE VIEW]
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]
API Key		[STORE VIEW]
Credit Memo	No	[STORE VIEW]
	▲ Use for refund?	
Automatische redirect	No	[STORE VIEW]
	▲ Stuur de consument na betaling automatisch terug naar de webshop. (Slaat het 'Transaction Complete' scherm over)	
Send new account email	Yes	[STORE VIEW]
	▲ Send the new account email when a customer account is created after using Fast Checkout	
Automatic login	No	[STORE VIEW]
	▲ Login the customer after returning from Fast Checkout	
Let the customer redirect to their account page	No	[STORE VIEW]
Maak factuur aan na betaling	No	[STORE VIEW]
Mail factuur naar consument	No	[STORE VIEW]
Nieuw order mail	After order confirmation	[STORE VIEW]
Status nieuwe bestelling	Pending	[STORE VIEW]
Status betaalde bestelling	Processing	[STORE VIEW]
Status: initialized	Pending	[STORE VIEW]
Status: uncleared	Pending	[STORE VIEW]
Status: reserved	Pending	[STORE VIEW]
Status: void	Canceled	[STORE VIEW]
Status: declined	Canceled	[STORE VIEW]
Status: reversed	Canceled	[STORE VIEW]
Status: refunded	Canceled	[STORE VIEW]
Status: expired	Canceled	[STORE VIEW]
Debug	No	[STORE VIEW]

Enabled	Enable, or disable, 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 (visible within your MultiSafepay back-office)
Site Code	Your MultiSafepay Site Code (visible within your MultiSafepay back-office)
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento back-end.</p>
Credit Memo	Enable, or disable, refunds via Magento.
Automatische redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.</p>
Send new account e-mail	Send Fast Checkout account registration e-mails.
Automatic login	Automatically log customers in after returning from Fast Checkout
Redirect customers to their account page	Enable, or disable, automatic redirection to their Magento customer account.
Create invoices after payment	Enable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
New order mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Status new (unpaid) orders	Pending by default
Status paid orders	Processing by default
Status: initialized	Pending by default
Status: uncleared	Pending by default
Status: reserved	Pending by default
Status: void	Cancelled by default
Status: declined	Cancelled by default
Status: reversed	Cancelled by default
Status: refunded	Cancelled by default
Status: expired	Cancelled by default
Debug	Enable, or disable, the plug-in's debug mode (Developers only)



## 4 Troubleshooting

### 4.1 Payment methods aren't shown

We recommend checking all separate Gateway currency settings if you're performing an upgrade of our Magento plug-in, rather than a clean installation.

### 4.2 Error 404 while configuring the module

The following steps should resolve 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

### 4.3 The Fast Checkout button isn't shown

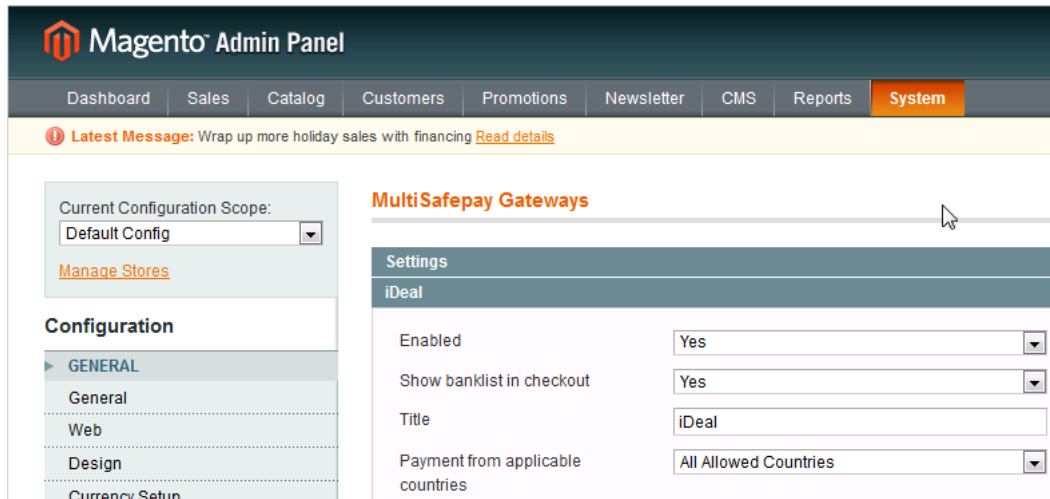
If the Fast Checkout button is not visible in the shoppingcart, despite having been configured, then we suggest emptying the Magent shop cache.

This can be done by going through 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.

### 4.4 The iDEAL banklist isn't shown

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'.



## 4.6 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.

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;

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

to

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

**example.com** should obviously be replaced by your own Base URL.

## 4.7 Service Temporarily Unavailable

Sometimes a pre-existing or underlying issue with a Magento site can cause the extension installation 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 resolve this; Login via FTP and remove the "maintenance.flag" file from the root directory.

## 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 webshop 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 back-office.

The screenshot shows the MultiSafepay website interface. At the top, the logo 'MultiSafepay The Payment Professionals' is on the left, and navigation links 'ZAKELIJK', 'CONSUMENT', and 'HET BEDRIJF' are on the right. Below the logo is a search bar with the text 'zoeken...'. A horizontal menu contains 'Home', 'Betaaldiensten', 'Aanmelden', and 'Support & contact'. Below this menu are links for 'MultiSafepay zakelijk', 'Nieuws', and 'Inloggen webwinkel'. A language dropdown menu is set to 'Nederlands'. On the left side of the main content area, there is a breadcrumb trail: 'Zakelijk > Home > Inloggen webwinkel'. The main heading is 'Business toegang'. Below it are three input fields: 'E-mailadres', 'Beveiligingscode', and 'Wachtwoord'. A blue button labeled 'Beveiligd inloggen' is positioned below the 'Wachtwoord' field. To the right of the input fields, there is a link 'Uw accountgegevens vergeten?' and a bullet point with the text 'Nieuw wachtwoord opvragen. U heeft uw e-mailadres nodig om een nieuw wachtwoord aan te maken.' On the far right, there is a 'LIVE SUPPORT' button with a chat icon, 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'

Huidige website

Rekening

Home

Opwaarderen

Uitbetalen

Overboeking

Betaallink

Uitloggen

Transacties

Alle transacties

Transactierapportage

Financiële rapportage

MT940 export

Offline-acties

Betaal Na Ontvangst

Offline-acties

Aangemaakt	Order ID	Actie	Status	Resultaat	Laatste poging	Succes	
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	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	
2012-10-16	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?

Having trouble with the integration of our plug-in? The link below provides you with an overview listing integration partners:

<https://www.multisafepay.com/en/Business-partners/>

Many questions, answers and tips regarding integration can be found in our knowledgebase:

<https://support.multisafepay.com/index.php?/Knowledgebase/List>

Any questions you may have that aren't in our knowledgebase, can be submitted by ticket via the link below:

<http://support.multiSafepay.com>

Our support team can be reached by phone via +31(0)20 8500 500  
(Mon till Thu from 08h00 till 17h30. And on Friday's from 08h00 till 17h00)