

## MultiSafepay manual

Plugin osCommerce v2.0.0

This plugin has been tested with the following versions:

Package	Version	Tested
osCommerce	2.2rc2a	V
osCommerce	2.3.1	V
osCommerce	2.3.3	V

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

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## 1 Adding a website to your MultiSafepay account

### 1.1 Adding a website.

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

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

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

In chapter 5.1 of the backoffice manual you can find the instructions how to add a website

You can find the manual at:

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

## 2 Installing the MultiSafepay module

### 2.1 Installation requirements

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

### 2.2 Uninstalling module

We recommend uninstalling any previous versions of the OsCommerce module before proceeding with the installation.

### 2.3 Installing

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.

### 2.4 Fast Checkout

We suggest removing, or at least restricting, the checkout process in your webshop when 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.

### 2.5 Notification URL

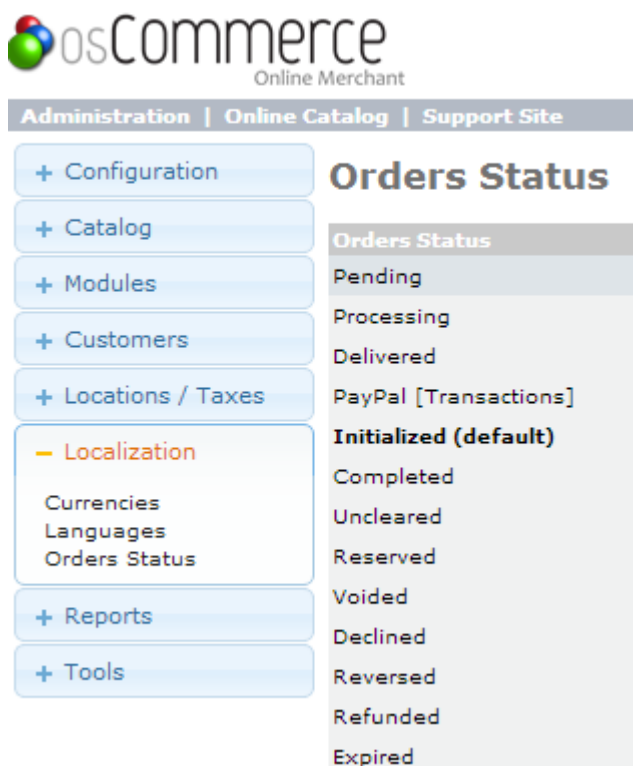
This will be the notification URL you'll enter into your MultiSafepay account. Replace "example.com" with the URL belonging to your webshop.

*[http://www.example.com/ext/modules/payment/multisafepay/notify\\_checkout.php](http://www.example.com/ext/modules/payment/multisafepay/notify_checkout.php)*

## 3 Configuration

### 3.1 Configuring the MultiSafepay module for osCommerce

If not yet available, the order status have to be added to your OsCommerce webshop.  
This can be achieved through navigating to 'Localization' -> 'Order Status' in the backoffice of your webshop.



For a complete status list, please see the following;

- Initialized : Initialized
- Completed : Completed
- Uncleared : Uncleared
- Reserved : Reserved
- Voided : Cancelled
- Declined : Declined
- Reversed : Reversed
- Refunded : Refunded
- Expired : Expired

## 3.2 Installing the Multisafepay paymentmethod.

You may choose how you offer MultiSafepay to your customers:

### 1.) The Connect method:

The customer is redirected to the MultiSafepay Payment Portal, where a paymentmethod may be selected.

### 2.) The Connect method (seperate Gateways).

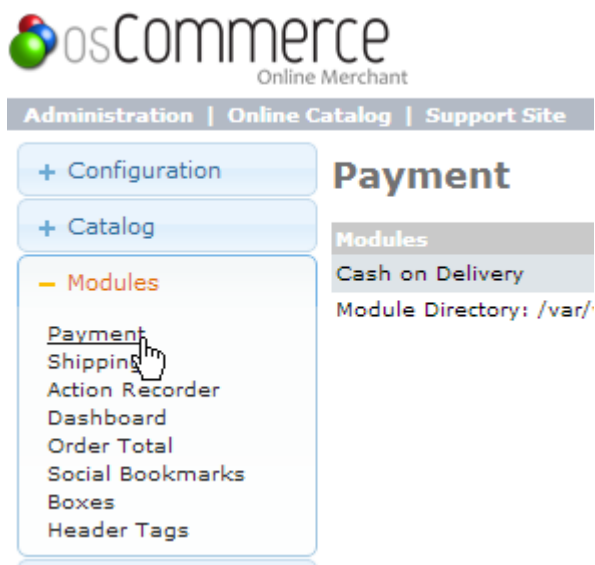
Paymentmethods of your choice are shown as seperate options (Gateways) in your webshop.

**Note:** You'll have to configure the default paymentmethod in order to use this method.

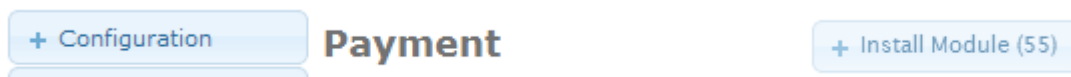
### 3.) Fast Checkout.

Fast Checkout can either be configured as the only MultiSafepay payment option available, or as an alternative to Connect.

To install the paymentmethods; Navigate to Modules -> Payment.



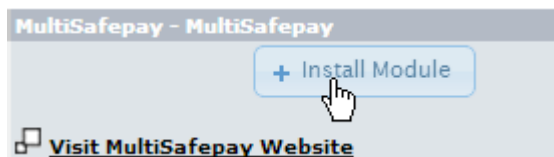
Click on 'Install Module'.



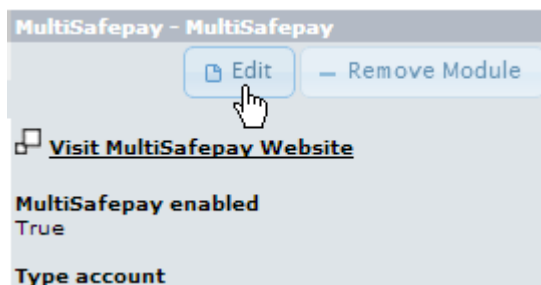
## 3.2.1 Configuring the Connect method.

First thing's first; the MultiSafepay module will have to be installed as well as configured.

This can be achieved by selecting 'MultiSafepay – MultiSafepay' and clicking 'Install Module':



proceed by clicking on 'Edit' as shown below:



Enable MultiSafepay payments for this website:

**True** : If you wish to make use of the default method.

**False** : If you wish to make use of separate Gateways.

Account type:

**Live** : When using a MultiSafepay Live-Account.

**Test**: When using a MultiSafepay Test-Account.

Account-ID, Site-ID and Site-Code:

That which is required below can be retrieved from your MultiSafepay Merchant 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.

Auto Redirect:

**True** : Automatically redirect customers back to your webshop after a successful payment.

**False**: Customers will NOT be redirected back to the webshop after a successful payment.

Instead they'll be greeted by the MultiSafepay 'payment was successful' page, along with the option to manually go back to the webshop.

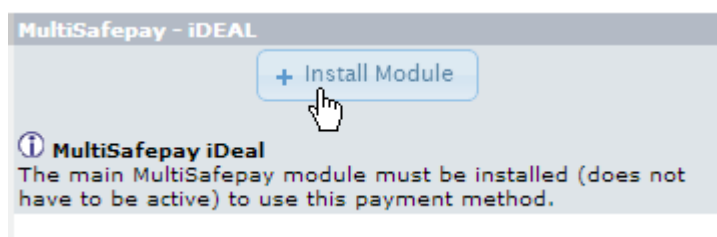
### 3.2.2 Configureren the Connect method (seperate Gateways)

We recommend going through step 3.2.1 before proceeding.

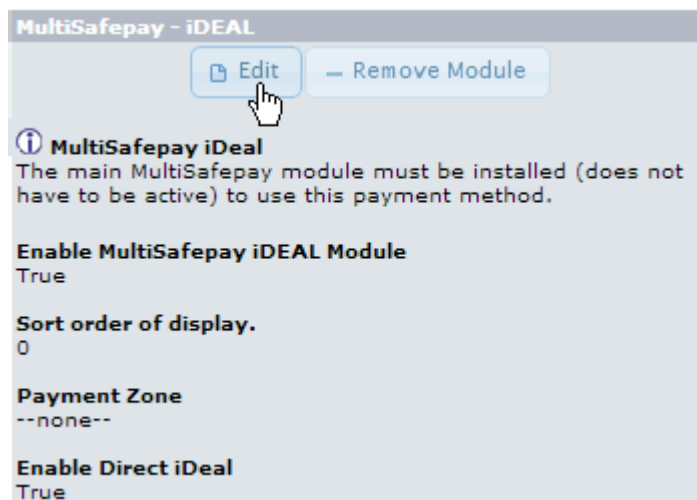
Please ensure that the option 'Enable MultiSafepay payments for this website' is disabled, and that the payment methods you wish to provide your customers with are enabled in your MultiSafepay Merchant Account.

We'll use iDEAL in the following example.

Click on 'Install Module'.



Next, click on 'edit' to configure the module once it has been added.



### 3.2.3 Configuring Fast Checkout

Select and install the module 'MultiSafepay – MultiSafepay Fast Checkout'.

You may use the Connect data to configure Fast Checkout.

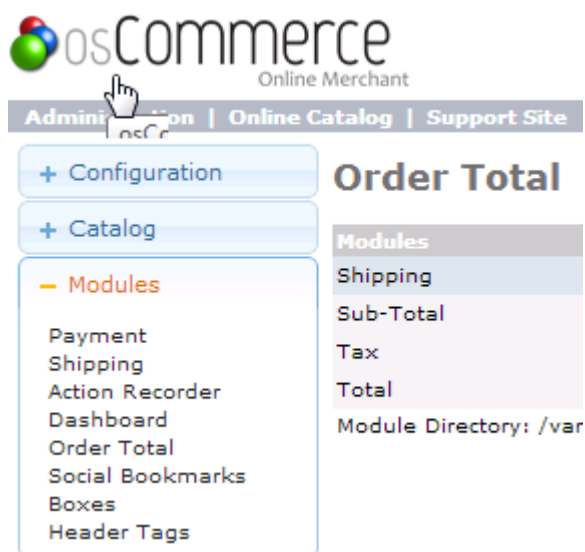


### 3.3 Tips

We've provided an extra 'third party' Open Source module along with this plug-in.

Using this module, which only functions with separate Gateways, will enable you to define and charge additional fees to your customers.

In order to enable this module; navigate to **Modules → Order Total**



Click on **Install Module**.

Select '*The cost of payment methodes*' and click on **Install Module** and click on **edit**.

**The cost of payment methods**

**Display fee**  
Display fee related to the payment type

☒ true  
☐ false

**Sort Order**  
Display sort order.

**Fee for payment type**  
Payment methods with minimal fee (any) and normal fee (0 to 1, 1 is 100%) all splitted by colons, enter like this:  
[cod:xx:0.yy,paypal\_ipn:xx:0.yy]

**Tax**  
Use the following tax class:

Optionally you may set a fixed fee for certain payment types:

Overview tables per paymentmethod:

<b>multisafepay_banktrans</b>	for Banktransfer
<b>multisafepay_dirdebit</b>	for Direct Debit
<b>multisafepay_giropay</b>	for Giropay
<b>multisafepay_ideal</b>	for iDEAL
<b>multisafepay_maestro</b>	for Maestro
<b>multisafepay_mastercard</b>	for Mastercard
<b>multisafepay_mistercash</b>	for Mistercash
<b>multisafepay_payafter</b>	for Pay After Delivery
<b>multisafepay_visa</b>	for Visacard

The data listed below has to be entered per 'fee'.

- 1.) Paymentmethod table, (see above overview)
- 2.) A fixed fee amount (Enter '0' if you plan to use a certain percentage over the Total amount)
- 3.) A percentage over the total amount (Enter '0' if you plan to use a fixed fee amount')

Note: separate the paymentmethods with a comma (,)

In the example below we've set the fees for 'Pay After Delivery' to €2,50 and assigned a percentage of 2% for VISA payments.

**The cost of payment methods**

**Display fee**  
Display fee related to the payment type

☒ true  
☐ false

**Sort Order**  
Display sort order.

3

**Fee for payment type**  
Payment methods with minimal fee (any) and normal fee (0 to 1, 1 is 100%) all splitted by colons, enter like this:  
[cod:xx:0.yy][paypal\_ipn:xx:0.yy]

multisafepay\_payafter:2.50:0,multisafepay\_visa:0:0.02

Use the following tax class:

--none--

## 4 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 backoffice.

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 and a 'Inloggen webwinkel' button. A main navigation bar contains links for 'Home', 'Betaaldiensten', 'Aanmelden', and 'Support & contact'. Below this is a secondary navigation bar with 'MultiSafepay zakelijk', 'Nieuws', and 'Inloggen webwinkel' (highlighted), along with a language dropdown set to 'Nederlands'. The main content area is titled 'Business toegang' and features a login form with fields for 'E-mailadres', 'Beveiligingscode', and 'Wachtwoord', followed by a 'Beveiligd inloggen' button. To the right of the form is a link for 'Uw accountgegevens vergeten?' and a bullet point for 'Nieuw wachtwoord opvragen' with a sub-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 a security badge for 'McAfee SECURE TESTED DAILY 30-0CT' with a 'thuiswinkel business partner' logo.

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

Huidige website

**Rekening**

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Home

---

Opwaarderen

---

Uitbetalen

---

Overboeking

---

Betaallink

---

Uitloggen

**Transacties**

---

Alle transacties

---

Transactierapportage

---

Financiële rapportage

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MT940 export

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Offline-acties

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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	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.

## 5 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)