

# Manual

## Extension for Shop System Magento 1.9

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# Manual – Extension for Shop System Magento 1.9

## 1. Introduction

Many online shops use one of the leading shop systems. For them, VR pay eCommerce offers ready-to-use extensions which make integration much easier. Unless special requirements have to be mapped, these extensions suffice to use the services of VR pay eCommerce.

The present extension for the shop system Magento Community Edition supports the following payment methods:

- Cards (Visa, VPAY, MasterCard, Maestro, AMEX, JCB, Diners)
- Direct Debit
- PayPal
- SOFORT Banking
- Klarna Invoice
- Klarna Installments

The extension is optimized for:

- Magento Community Edition 1.7.0.2 – 1.9.4.1

The following chapters explain:

- how to install the extension,
- which configuration possibilities exist,
- how to use the extension and
- which further items have to be observed.

## 2. Installation

The extension is installed via a zip file.

### 2.1. Installation via zip file provided by VR pay eCommerce

After successful download of the zip file, the extension is installed as follows:

- Decompress zip file (into a temporary directory).
- Adapt the decompressed files and directories according to the current status of the Magento installation group and user access rights.
- Copy content of the directory “src” into the Magento main directory, thus over-writing the previous files/directories.
- Delete complete Magento cache under menu “System” > “Cache Management”.
- Log out from the back office area of your Magento shop and log in again to update the rights management for the back-office user.

### 3. Configuration

#### 3.1. Basic configuration

The individual payment methods can be configured in the back-office area under “System” > “Configuration” > “VR pay eCommerce”. Each payment method is presented as a separate bar.

#### 3.2. Configuration of payment methods

In order to configure a payment method, the detail view must be opened at first by clicking the arrow symbol at the right edge. In the detail view, the following items can be configured:

- **Drop-down list “Enabled”:** determines whether the payment method is active or inactive.
- **Drop-down list “Server”:** determines whether trans-actions are processed via the TEST or LIVE server.
- **Field “Channel ID”:** serve to deposit the access data pro-vided by VR pay eCommerce.
- **Drop-down list “All Allowed Countries”:** determines whether transactions from all countries or only trans-actions from certain countries are admitted.
- **List “Specific Countries”:** defines which countries are admitted, if the option was chosen in the drop-down list; multiple selection of countries is possible by pressing and holding down the **Ctrl** key.
- **Field “Sort Order”:** determines the order in which the payment methods are shown in the order process; sequence is specified by numbering in ascending order beginning with “1”.

The information about „Login“, “Merchant Email”, “Merchant No”, “Shop URL” and “Password” can be set in advance in the detail view of the “general” tab. Thus, the information will be “inherited” to the respective payment methods, which makes the repeated entry of this information unnecessary.

#### 3.3. Additional configuration options for cards and SEPA

For cards, there is an additional configuration option. The drop-down list “Transaction Mode” determines whether trans-actions are to be debited or only pre-authorized at first.

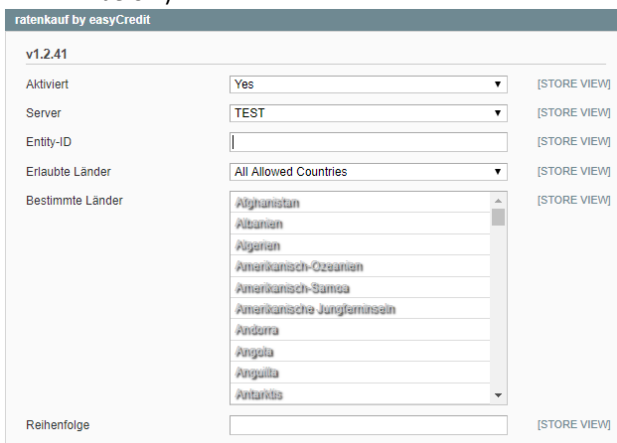
- **Pre-Authorization:** This mode means that the payment transaction is only reserved at first. After the merchant has confirmed the transaction manually, payment will be concluded successfully.
- **Debit:** In this mode, payment transactions are effected successfully at once and the transaction amount is debited against the customer’s card immediately.
- **How to configure Direct Debit (SEPA):** Find the Direct Debit (SEPA) configuration (see Figure below)

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1. Enabled field, set YES if you want to enable Direct Debit (SEPA) or set NO if you want to disable Direct Debit (SEPA).
2. Server field, if you use TEST, real money will not be charged, if you use LIVE, real money will be charged.
3. Transaction-mode field to set transaction mode that will be used.
4. Entity-ID field, Entity-ID used for your Direct Debit (SEPA) payment method.
5. Click Save Configuration button.

### 3.4. Additional configuration options for EasyCredit

1. Open VR pay eCommerce configuration tab in admin page of Magento.
2. Find EasyCredit configuration (see Figure below)



3. Enabled field, set YES if you want to enable easyCredit or set NO if you want to disable easyCredit.
4. Server field, if you use TEST, real money will not be charged, if you use LIVE, real money will be charged.
5. Entity-ID field, Entity-ID used for your easyCredit payment method
6. Click Save Configuration button.

Some notes you need to make sure before you pay using easyCredit:

- Amount of order must be greater than EUR200 and lower than EUR3000
- Duration between 6 and 36 months
- Currency used must be EURO
- It's mandatory to fill customer's date of birth
- Customer's billing address must be equal to customer's shipping address.
- It's mandatory to fill customer's gender

## 4. Usage

After payment methods have been installed and activated successfully, they are displayed in the order process of the Magento shop. Before using the module in live operation, detailed tests should be performed on a test system to ensure smooth processes.

### 4.1. Order status

The order status can be seen under "Sales" > "Orders". The following four status messages are the most frequent ones:

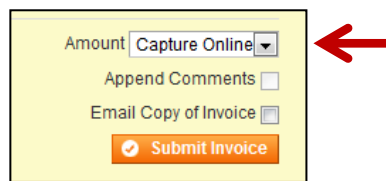
- **"Payment Accepted"**: Order and payment were executed properly.
- **"Pending Payment"**: Final confirmation of payment is pending.
- **"Canceled"**: Payment was not affected; therefore, the order was canceled automatically.
- **"Pre-Authorization of Payment"**: Final confirmation of the payment process is pending and must be triggered manually by the merchant.

### 4.2. Manual posting of pre-authorized amounts

If transactions are pre-authorized, the transaction amount is only reserved on the customer's credit or debit card at first. In order to conclude the payment process, the transaction amount must be posted. This is done automatically as soon as the particular invoice is opened in the detailed view. Afterwards, the invoice needs to be generated by clicking the "Invoice" button in the Magento back-end.



In order to complete the reservation the button "Submit Invoice" must be clicked. It should also be noted that the amount is set to "Capture Online" (as can be seen in the graph below).



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### 4.3. Cancellations and credits

If an order is credited or cancelled in the Magento back-end, the payment transaction is not credited or cancelled automatically. This must be done separately in the VR pay Backoffice.

- The merchant is able to carry out refunds and partial refunds via the “Sales” > “Invoices” tab. The respective invoice needs to be opened and the “credit memo” button needs to be pushed in order to trigger the refund or partial refund.



- Finally, the merchant operates the “Refund” button to create the credit.

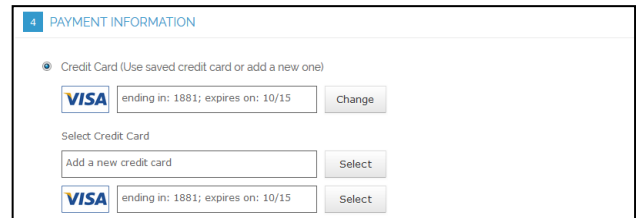
Subtotal	\$29.00
Refund Shipping	<input type="text" value="5"/>
Adjustment Refund	<input type="text" value="0"/>
Adjustment Fee	<input type="text" value="0"/>
<b>Grand Total</b>	<b>\$34.00</b>
Append Comments <input type="checkbox"/>	
Email Copy of Credit Memo <input type="checkbox"/>	
<input checked="" type="checkbox"/> Refund Offline <input checked="" type="checkbox"/> Refund	

- Please note, that adjustments won't be reflected in the total amount and must not be used.

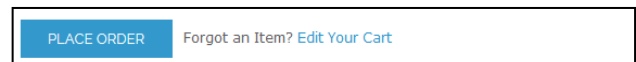
### 5. Plugin-Features

#### 5.1. Easy Checkout

- The shopper is able to store card information/ bank details and PayPal accounts in the checkout area for future shop visits



- Only after the order is placed, the user is prompted to store its data for further shop visits.



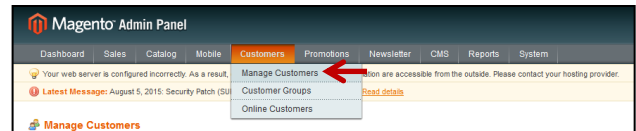
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- Stored payment information are displayed at the shoppers account under “My Account” > “My Payment Information” and can be managed and complemented even without checkout in this area.

- The shopper is able to determine via the „Default“-button in the „My Payment Information“-area a credit card as a standard-card. This credit card is displayed as default option during the checkout.
- Once created card information and bank details may be used for one-click checkouts (Recurring, no additional data entry required). For this purpose, the default payment methods are displayed in the checkout area – The shopper can view all stored payment options and select them for usage by pushing the „Change“ button. Furthermore, the shopper is also able to add new data.

## 5.2. Manual Recurring / Reorder

- The merchant has the option to trigger and handle reorders by using registered payment data of a customer in the backend area via the tab “Customers” > “Manage Customers”.



- The merchant selects at first the customer for whom an order shall be created, operates the “Edit” field and afterwards the “Create Order” button.



- At this point the merchant selects at first the language of the shop.

- By using the toolbar on the left hand side the merchant is able to add or remove items in the cart of the customer. The specifications will succeed via the “Update Changes” button.

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- After that, the stored credit card data will be displayed under “Payment Method” and can be used to submit the order.
- Before completing the ordering process, yet the delivery method needs to be selected.



- Via the field „Submit Order“, the order will be placed.

- Alternatively, the merchant is able to select an existing order from a shopper via the tab “Sales” > “Orders” and trigger the reorder by pushing the “Reorder” button and follow the steps mentioned before.

### 5.3. Visa Merchant location disclosure

Since the release of Visa's merchant location disclosure compliance.

Upon payment, the Merchant's shop location is now displayed under the Credit Card PayFrame.

Payee: VrPayment GmbH, Germany

The field under the PayFrame is configurable via the shop plugin backend settings

**Note: This field is mandatory and should always have a value**

The entry in the backend would also be displayed in the VR payment plugin administration interface for further monitoring.

- Note that the appearance of the field will differ per shop system.
- Field should be named as EN: “Merchant Location” or DE: “Firmensitz”
- Disclaimer EN: principal place of business (Company Name, Address including the Country)
- Disclaimer DE: Firmensitz lt. Handelsregister (Firmenname, Adresse inklusive Land)

VR payment will actively monitor the merchants who do not successfully comply with the changes implemented by Visa.

## 6. Miscellaneous

### 6.1. Error Analysis

Possibly, errors may occur when installing or configuring the module. The most common errors and their analyses are described in the following.

### 6.2. Installation

In the Magento back-end, the menu “System” > “Configuration” > “VR pay eCommerce” can be used to check whether the files were installed properly. Should not all payment methods be listed as shown below, the files must be reinstalled.

VR Pay Virtuell
General
Credit Card (Recurring)
Credit Card
Direct Debit (Recurring)
Direct Debit
Debit Card
eps
giropay
iDeal
PayPal (Recurring)
PayPal
SOFORT Banking
Skrill
Klarna Invoice
Masterpass
SwissPostFinance

Moreover, the “VR pay eCommerce” module must be listed under the tab “Advanced” > “Disable Modules Output”. The setting “enable” must be selected. If the module is not listed, the files must be reinstalled.



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Mage_Weee	Enable
Mage_Widget	Enable
Mage_Wishlist	Enable
Mage_XmlConnect	Enable
Phoenix_Moneybookers	Enable
Vrpayvirtuell	Enable

### 6.2.1 Database

In addition, it must be checked whether the Magento data-base shows the following tables and statuses:

- Tables: “sales\_order\_status” and “sales\_order\_status\_state”
- Statuses: “payment\_accepted” and “payment\_pa”.

If the tables or files are not there, the installation failed, and the files must be reinstalled. In order to reinstall the tables, the entry “PaymentOperator\_setup” must be deleted from the table “core\_ressource”. Subsequently Magento reinstalls the files.

```
mysql> select * from sales_order_status_state where status in ('payment_pa', 'payment_accepted');
+-----+-----+-----+
| status | state | is_default |
+-----+-----+-----+
| payment_accepted | processing | 1 |
| payment_pa | new | 1 |
+-----+-----+-----+
2 rows in set (0.00 sec)
```

### 6.2.2 Configuration

In the Magento back-end, the detailed configuration of the individual payment methods and payment settings can be checked via the menu “System” > “Configuration” > “VR pay eCommerce”.

Error	Solution approach
Customer transactions are not shown in the Online Administration Tool of VR pay eCommerce.	Check whether the data in the entry fields “Channel ID”, “Sender”, “Login” and “Password” are correct.
In the check-out of the online shop (front-end) no or not all payment methods are shown.	Check whether all payment methods are activated.
No purchases can be executed in the online shop although all payment methods are shown correctly in the checkout.	1. Check whether valid payment details (bank, cards, etc.) are used. 2. Check whether the server setting “LIVE” is activated. If the server is set to “TEST”, no transactions can be handled.
The sequence of the payment methods in the checkout is not correct.	Check whether the activated payment methods in the field “Display Sort Order” have a consecutive numbering in the desired order. This means, if there are seven active payment methods, the values “1” to “7” must be allocated under “Display Sort Order”.

## 7.0 Version Tracker

For providing the best service to you, to inform you about newer versions of the plugin and also about security issues, VR pay is gathering some basic and technical information from the shop system as listed below. The information will under no circumstances be used for marketing and/or advertising purposes. VR pay is also not gathering information underlying German Federal Data Protection Act regarding personal data (§ 3 Abs. 1 BDSG).

If you don't want to provide VR pay with this information you may deactivate the tracker when installing the plugin. Please do so under the general settings.

Once the plugin is installed, it regularly sends the following information to a secure and dedicated database of VR pay.

- Merchant id entered at the plugin
- E-mail-address entered at the plugin configuration
- URL of the shop system entered at the plugin configuration
- External IP-address of the shop system
- Shop system
- Shop version
- Plugin version
- Plugin mode (test/live)
- Date and time