

Manual

Extension for Shop System XtCommerce 4

Version 1.1.16 | 25. April 2019

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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 xt:Commerce 4.2 Community Edition supports the following payment methods:

- Cards (Visa, MasterCard, AMEX, JCB, Diners)
- Direct Debit (SEPA)
- PayPal
- SOFORT Banking
- Giropay
- Paydirekt
- EasyCredit

The extension is optimized for:

- Xt:Commerce 4.2.0 Community Edition

The following chapters explain:

- How to install the extension.
- Which configuration possibilities exist.
- How to use the extension.
- 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 xt:Commerce installation group and user access rights.

- Copy content of the directory "src" into the xt:Commerce main directory, thus overwriting the previous files/directories.
- Delete complete xt:Commerce cache under menu "System" → "Cache" → "Cache empty".
- Log out from the back office area of your xt:Commerce shop and log in again to update the rights management for the back-office user.

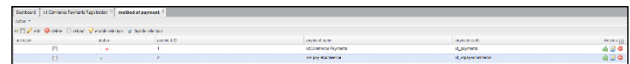
3 Configuration

3.1 Basic configuration

The individual payment methods can be configured in the back-office area under

"Configuration" → "Method of payment" → "Edit".

Each payment method is presented as a separate bar.



The information about "User-ID", "Password", "Recurring", "Merchant Email", "Merchant No" and "Shop URL" can be set in the detail view of the "VR pay eCommerce" tab. Thus, the information will be "inherited" to the respective payment methods, which makes the repeated entry of this information unnecessary.

| Main Store | |
|------------------------|-------------------------------------|
| User-ID: | <input type="text"/> |
| Password: | <input type="password"/> |
| Recurring: | <input checked="" type="checkbox"/> |
| Merchant Email: | <input type="text"/> |
| Merchant No. (VR Pay): | <input type="text"/> |
| Shop URL: | <input type="text"/> |

3.2 Configuration of payment methods

In order to configure each payment method, the detail view of the “VR pay eCommerce” tab must be opened via the “Edit” button. In the detail view, the following items can be configured:

- **Checkbox “Enabled [payment method]”:** determines whether the payment method is active or inactive.
- **Checkbox “Server”:** determines whether transactions are processed via the TEST or LIVE server.
- **List “Enabled Credit Card”:** determines which cards types are available.
- **Field “Register Amount”:** If a stand-alone registration is performed, a minimum amount must be captured, so that the payment data for recurring is available. The amount will be credited immediately after execution. The merchant is able to set this amount in the recurring channels. We recommend 0.05 EUR.
- **Checkbox “Credit Card (Recurring) Multichannel”:** if activated, repeated recurring payment are handled by the alternative channel.
- **Field “Entity-ID”:** determines the Entity-ID.
- **Dropdown menu “Transaction Mode”:** determine if the transaction is a debit or a pre-authorization.
- **Drop-down list “Set Order Status for Accepted payment”:** defines which order status should be used for Accepted Payments.
- **Drop-down list “Order Status –in Review”:** defines which order status should be used for payments in review.
- **Drop-down list “Order Status - Pre-Authorization”:** defines which order status should be used for Pre-Authorized Payments.
- **Drop-down list “Order Status - Accepted”:** defines which order status should be used for accepted payments.
- **Drop-down list “Order Status - Refund”:** defines which order status should be used for Refund.
- **Drop-down list “New order status”:** defines which order status should be used for open orders.
- **Field “[payment method] sort”:** 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”.

3.3 Additional configuration options for cards, Paydirekt and SEPA

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

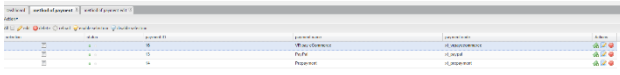
- **Pre-Authorization:** This mode means that the payment transaction is only reserved at first. After the merchant has confirmed the transaction manually, payment will be concluded successfully.
- **Debit:** In this mode, payment transactions are effected successfully at once and the transaction amount is debited against the customer’s card immediately.

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3.4. Direct Debit (SEPA)

3.4.1 How to configure Direct Debit (SEPA)

1. Open **Configuration** > **Method of Payment**.
2. Find VR pay eCommerce payment method on the list and click **Edit** (see Figure below)



3. Please fill the inquiry for VR pay eCommerce payment method (see Figure below)

3. User-ID field, User-ID used for your Direct Debit (SEPA) payment method.
4. Password field, Password used for your Direct Debit (SEPA) payment method.
5. After that, on the same page please fill the inquiry for the Direct Debit (SEPA) payment method (see Figure below)

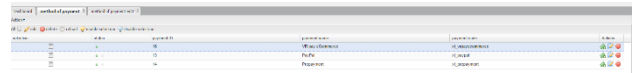
6. Enabled field, **CHECK** if you want to enable Direct Debit (SEPA) or **UNCHECK** if you want to disable Direct Debit (SEPA).
7. Server field, if you use **TEST** no real money will be charged, if you use **LIVE** real money will be charged.
8. Transaction-mode field to set transaction mode that will be used.
9. Entity-ID field, Entity-ID used for your Direct Debit (SEPA) payment method.
10. Click **Save** button.

3.4.2 How to configure Direct Debit (SEPA) Recurring

Recurring is used for storing a user card information. If recurring is activated/enabled, the user/customer will no longer need to re-type all the card details that was entered for the first transaction. The user/customer can now just select on which of the stored user/customer card details will be used for the next transactions.

The following are the steps to configure Direct Debit (SEPA) Recurring:

1. Open **Configuration** > **Method of Payment**.
2. Find VR pay eCommerce payment method on the list and click **Edit** (see Figure below)



3. Please fill the inquiry for VR pay eCommerce payment method (see Figure below)

3. User-ID field, User-ID used for your Direct Debit (SEPA) payment method.
4. Password field, Password used for your Direct Debit (SEPA) payment method.
5. After that, on the same page please fill the inquiry for the Direct Debit (SEPA) payment method (see Figure below)

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- 6. Enabled field, **CHECK** if you want to enable Direct Debit (SEPA) or **UNCHECK** if you want to disable Direct Debit (SEPA).
- 7. Server field, if you use **TEST** no real money will be charged, if you use **LIVE** real money will be charged.
- 8. Transaction-mode field to set transaction mode that will be used.
- 9. Entity-ID field, Entity-ID used for your Direct Debit (SEPA) payment method.
- 10. Click **Save** button.

3.4.3 How to pay using Direct Debit (SEPA)

- 1. Select Direct Debit (SEPA) on payment options by clicking Direct Debit (SEPA) logo (see Figure below). After that click **Confirm Purchase** button.



- 2. You will see Direct Debit (SEPA) payment widget (see Figure below)

THIS IS A TEST. NO REAL MONEY WILL BE TRANSFERED

Country: Deutschland

Account holder: Account holder

IBAN or account number: IBAN or account number

BIC or bank code: BIC or bank code

Buttons: Cancel, Pay now

- 3. Account holder field, Account holder used for your Direct Debit (SEPA) payment method.
- 4. IBAN or account number field, IBAN or account number used for your Direct Debit (SEPA) payment method.
- 5. BIC or bank code field, BIC or bank code field used for your Direct Debit (SEPA) payment method.
- 6. Click **Pay Now** button then you will be redirected to Direct Debit (SEPA) page (see Figure below)

Merchant Information

Name and Address: CardProcess Test GmbH
Creditor-ID: DE98ZZ099999999999
Mandate Reference: MARKDEF1100-20170322-015906146

SEPA Direct Debit Mandate (with reduced direct debit pre-notification period)

By signing this mandate form, I authorize CardProcess Test GmbH to send an instruction to my bank to debit my account and my bank to debit my account in accordance with the instruction from CardProcess Test GmbH.

As part of my rights, I am entitled to a refund from my bank under the terms and conditions of my agreement with my bank. A refund must be claimed within 8 weeks starting from the date on which my account was debited.

I further agree to the reduced direct debit pre-notification period of 1 calendar day.

Name of debtor: Plugin sales

Street name and number: Kellnersbergstraße 8

Country, Postal code and City: DE 99438 Bad Berka

Bank: [empty]

IBAN: DE2310000001234567890

Date, City in which you are signing: 2017-03-22 Bad Berka

Checkboxes (highlighted with red rectangle):
 I confirm to be authorized for the aforementioned account to sign a mandate.
 I agree to the reduced direct debit pre-notification period of 1 calendar day.
 I certify that the mandate information provided is complete and accurate.

Buttons: Cancel, Sign mandate and pay

- 7. Bank field should be set name of Bank that used.
- 8. Check the three statements which marked by red rectangle (see Figure above) if you agree.
- 9. Click **Sign mandate and pay** button then you will be redirected to the next page (see Figure below).

Pre-Notification

The amount of 30.94 EUR will be collected from the following bank account on 2017-03-23

Bank: TEST
IBAN: DE2310000001234567890
Creditor-ID: DE98ZZ099999999999
Mandate Reference: MARKDEF1100-20170322-015906146

Receipt

Name and Address: CardProcess Test GmbH
Creditor-ID: DE98ZZ099999999999
Name and Address (Customer): Plugin sales, Kellnersbergstraße 8
Bank: TEST
IBAN: DE2310000001234567890
Your Reference: 170322164
Amount: 30.94 EUR

Buttons: Download Mandate, Download Pre-Notification, Continue





- 10. Click **Continue** button then Direct Debit (SEPA) payment is finish.

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3.5. easyCredit

3.5.1 How to configure easyCredit

1. On XtCommerce open Configuration > **Method of payment**
2. Find the VR pay eCommerce and choose edit button (see Figure below)

| payment name | payment code | Actions |
|---------------------|------------------|---|
| VR pay eCommerce | xt_vpayecommerce |  |
| XtCommerce Payments | xt_payments |  |
| PayPal | xt_paypal |  |
| Prepayment | xt_prepayment |  |

3. User-ID field, User-ID used for your easyCredit payment method.

easyCredit Sort:

Orders status - Pre-Authorization:

Orders status - In Review:

easyCredit Entity-ID:

easyCredit Server:

Enabled easyCredit:

7. Enabled field, **CHECK** if you want to enable easyCredit or **UNCHECK** if you want to disable easyCredit.
8. Server field, if you use **TEST** no real money will be charged, if you use **LIVE** real money will be charged.
9. Entity-ID field, Entity-ID used for your easyCredit payment method.
11. Click **Save** button.

3.5.2 How to pay using easyCredit

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

1. Select easyCredit payment method by clicking easyCredit logo like Figure below. After that click **Place Order** button.



2. You will be redirected to the first of Ratenkauf payment pages (see Figure below)

Zustimmung zur Datenübermittlung

Hiermit erteile ich die Einwilligung in die Erhebung und Verarbeitung meiner personenbezogenen Daten durch die Teambank AG (Partner der Genossenschaftlichen FinanzGruppe Volksbanken Raiffeisenbanken) und deren Kooperationspartner Risk.Ident GmbH. Die Erhebung und Verarbeitung erfolgt zum Zweck der Bonitäts- und Identitätsprüfung sowie Betrugsprävention. Näheres siehe unter den [Erläuterungen](#)

Ok

Schließen

3. Check easyCredit **Terms and Conditions** then click **Ok** button then you will be redirected to the next page.
4. You must fill the mandatory fields (see Figure below).
5. Check two statements in the **Zustimmung** agreement.
6. Then click Ok button then you will be redirected to the next page of **Ratenkauf** payment pages. If want to cancel a payment, then click **Schließen** button.

Ihre Daten

Herr
plugin sales
Beuthener Straße 25
90471 Bayern
Geburtsdatum: 1970-03-11
E-mail: demoshop@payreto.eu

Ihre Eingaben

Beschäftigt als:

Monatliches Nettoeinkommen:

Mobilfunknummer:

Kontonummer oder IBAN:

Bankleitzahl:

Anzahl Raten:

| | |
|---|------------|
| Bestellwert | 246.31 EUR |
| + Zinsen | 6.03 EUR |
| = Gesamtbetrag | 252.34 EUR |
| Ihre monatliche Rate | 43.00 EUR |
| letzte Rate | 37.34 EUR |
| Sollzinssatz p.a. fest für die gesamte Laufzeit | 8.48% |
| effektiver Jahreszins | 8.80% |
| Repräsentatives Beispiel | |

Zustimmung

- Hiermit bestätige ich die Erteilung des SEPA-Lastschriftmandats für den Einzug der monatlichen Raten von meinem genannten Konto.
- Ich bin damit einverstanden, dass die Teambank AG oder ein von ihr beauftragtes Unternehmen, zu Finanzprodukten der Bank oder ihrer Kooperationspartner mit mir per E-Mail in Verbindung treten darf.

Ok

Schließen

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7. Click **Bestätigen** button (see Figure below) then you will be redirected to the confirmation page. If you want to cancel the payment then click **Stornieren** button.

Ihr Ratenwunsch
Die Prüfung Ihrer Daten war erfolgreich. Sie können Ihren Ratenwunsch jetzt als Zahlungsart übernehmen

Herr
plugin sales
Beuthener Straße 25
90471 Nürnberg

Geburtsdatum: 1970-03-11
Mobilfunknummer: +491701234567
E-mail: demoshop@payreto.eu
Beschäftigt als: ARBEITER
Monatliches Nettoeinkommen: 10000
Kontonummer oder IBAN: DE89370400440532013000
Anzahl Raten: 6 Raten x 43.00 EUR

| | |
|---|------------|
| Bestellwert | 246.31 EUR |
| + Zinsen | 6.03 EUR |
| = Gesamtbetrag | 252.34 EUR |
| Ihre monatliche Rate | 43.00 EUR |
| letzte Rate | 37.34 EUR |
| Sollzinssatz p.a. fest für die gesamte Laufzeit | 8.48% |
| effektiver Jahreszins | 8.80% |

Bestätigen **Stornieren**

8. Click **Confirmation** button then easyCredit payment is finish.

4 Usage

After payment methods have been installed and activated successfully, they are displayed in the order process of the xt:Commerce 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 **"Orders/customers" → "Orders"**. The following two status messages are the most frequent ones:

- **"Payment received"**: Order and payment were executed properly.
- **"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 by selecting the invoice and setting the invoice status to **"Payment received"** in the **"order status"** field.

In order to complete the reservation button **"Save"** must be clicked.

4.3 Cancellations and credits

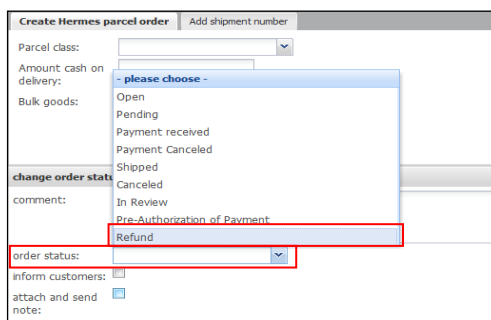
- If an order is credited or cancelled in the xt:Commerce back-end, the payment transaction is not credited or cancelled automatically. This must be done separately in the VR pay backoffice area.
- The merchant is able to carry out refunds via the **"Orders/customers" → "Orders"** tab. The respective invoice needs to be opened and the status needs to be changed to **"Refund"** in order to trigger the refund.

In order to complete the reservation button **"Save"** must be clicked.

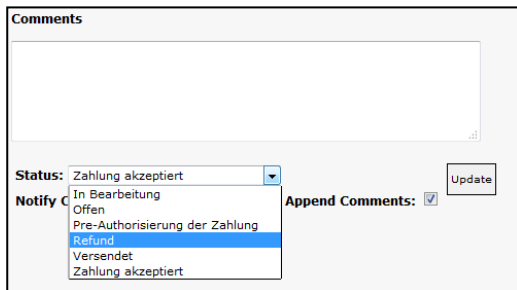
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4.3 Cancellations and credits

- If an order is credited or cancelled in the xt:Commerce back-end, the payment transaction is not credited or cancelled automatically. This must be done separately in the VR pay backoffice area.
- The merchant is able to carry out refunds via the “Orders/customers” → “Orders” tab. The respective invoice needs to be opened and the status needs to be changed to “Refund” in order to trigger the refund.



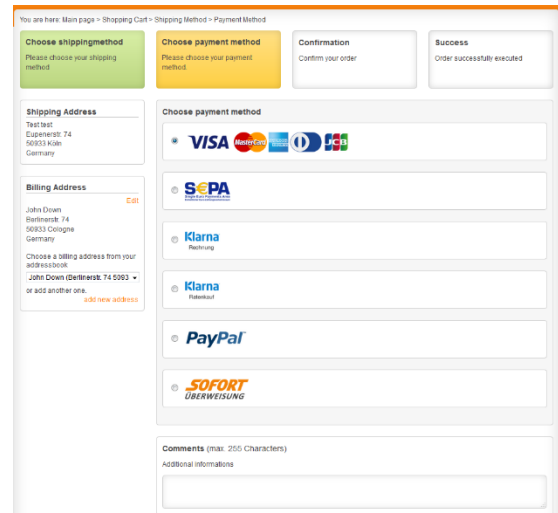
Finally, the merchant operates the “Save” button to create the credit.



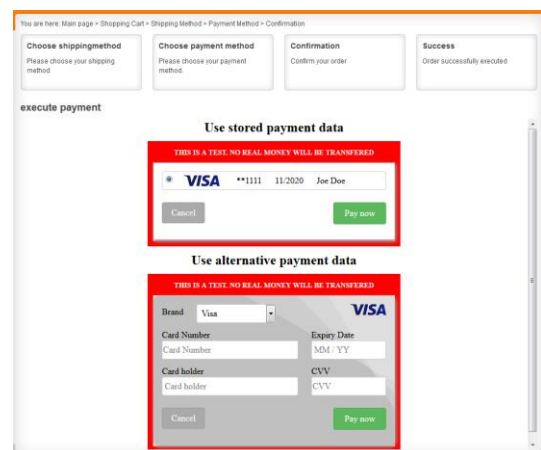
5 Plugin-Features

5.1 Easy Checkout

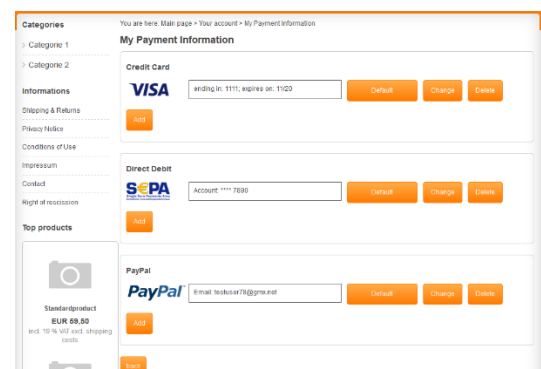
- The shopper is able to store card information/ bank details and PayPal accounts in the checkout area for future shop visits



- At his next visit, the shopper will present with the option to use its saved payment data or enter new payment information.



Stored payment informations are displayed at the shoppers account under “Your Account”→ “My Payment Information” and can be managed and complemented even without checking out in this area.



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- 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.

5.2 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.



Zahlungsempfänger: Vrpay, Germany

The field under the payframe is configurable via the shop plugin backend setting.



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

The entry in the backend would also be displayed in the CardProcess 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, Adress including the Country)
- Disclaimer DE: Firmensitz lt. Handelsregister (Firmenname, Adresse inklusive Land)

Cardprocess 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 xt:Commerce back-end, the menu “Configuration” → “Method of payment” 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.



6.3 Database

In addition, it must be checked whether the xt:Commerce database 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 xt:Commerce reinstalls the files.

```
mysql> select * from xt_system_status_description where status_name in ('Pre-Authorization of Payment', 'Pre-Authorisierung der Zahlung');
+-----+-----+-----+-----+
| status_id | language_code | status_name | status_image |
+-----+-----+-----+-----+
| 39 | en | Pre-Authorization of Payment | NULL |
| 39 | de | Pre-Authorisierung der Zahlung | NULL |
+-----+-----+-----+-----+
2 rows in set (0.00 sec)
```

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```
mysql> select s.* from xt_config_payment c join xt_system_status_description s on c.config_value = s.status_id where c.config_key = 'XT_EVO_STATUS_ACCEPT';
+-----+-----+-----+-----+
| status_id | language_code | status_name | status_image |
+-----+-----+-----+-----+
| 23 | en | Payment received | NULL |
+-----+-----+-----+-----+
1 row in set (0.00 sec)
```

6.4 Configuration

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

| 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 “User-ID”, “Password”, “Recurring”, “Merchant Email”, “Merchant No” and “Shop URL” 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 “[payment method] sort” 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 “[payment method] sort”. |

7 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