

Installation Manual for Computop xt:Commerce

This manual describes the installation and usage of the Computop extension for xt:Commerce.

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1 Introduction

This manual explains the installation, configuration and usage of the payment module for xt:Commerce and Computop.

Before beginning with the installation, please make sure that you are in possession of all necessary data:

- You should have received a Merchant ID from Computop for the test account. Furthermore, you have received the corresponding user name and password
- Encryption password and HMAC-Key
- An Analytics Password which you require for logging into Computop Analytics
- xt:Commerce payment module by sellxed.com/shop
- Access data to your server and shop

In case you don't yet have a contract with Computop, you can gladly acquire it directly through us.

Note that you must use at least PHP version 5.6 for our plugins. PHP 8 or higher is currently not supported.

1.1 Process of the Installation

In this document you will find all important information for the installation of the module. It is important that you strictly follow the checklist. Only by doing so, can a secure usage in correspondence with all security regulations be guaranteed.

1. Basic configuration of the server including the setting up of the notify script
2. Configuration of the basic settings of the payment module
3. Configuration of the payment methods
4. Carrying out of a test purchase with the attached [test data](#) at the end of this document
5. If the test was successful, your account can be activated

Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed information on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: <http://www.sellxed.com/support>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <http://www.sellxed.com/shop/de/integration-und-installation.html>

.htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial as otherwise the payment feedback of Computop might not get through to the shop.

1.2 System Requirements

In general, the plugin has the same system requirements as xt:Commerce. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.x or higher
- OpenSSL: Current version with support for TLS 1.2 or higher.
- fsockopen: The PHP function fsockopen must be enabled. The plugin must be able to connect to external systems over the Internet.
- PHP Functions: All common PHP functions must be enabled.

2 Configuration of the Payment Module and the Server

In order to perform the configuration of the [main module](#) of xt:Commerce, the following information is necessary. You should have received the information from Computop.

- Computop Live Merchant ID
- Computop Live Encryption Key
- Computop Live Signature Passphrase

Enter the credentials directly inside the configuration of the [main module](#). After you performed some test payments, you can switch between Live Mode and Test Mode.

2.1 Configuration of the Payment Module

For the usage of the gateway in your shop, fill in all received access data at its corresponding place in the [main module](#) and in the [payment methods](#).

Hidden Mode

Please Note if you use hidden this poses additional PCI requirements to your shop that have to be met. Get in touch with Computop to get additional information.

Also if you use Hidden in your Module please advise Computop that they are able to configure your paynow settings accordingly.

3 Module Installation and Update in the xt: Commerce Shop

3.1 Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the [sellxed shop](#) (Menu "My Downloads Downloads"). In order to install the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shop version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If that is the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

3.2 Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module.

More information regarding the subscription of this RSS feed can be found under: http://www.sellxed.com/en/updates_upgrades.

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:

1. Always do a backup for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our [complementary support](#).

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers.

3.2.2 Update Instructions

Please always read the update instruction. Those instructions can be found in the changelog. If there are no special remarks, you can proceed by just overwriting the files in your system.

4 Module Configuration in the xt:Commerce Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. [Configuration of the Main Module](#)). During the second step you can then carry out individual configurations for each [payment method](#). This allows for full flexibility and perfect adaptation to your processes.

Create backups!

Please create a backup of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.

We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

4.1 Base Module Configuration

The settings for the Base Module can be found in **"Content > Plugin > deinstalled plugins > Computop Base Module"**. To install the module, click 'install'. A new window should open now. Next, cclick F5 in your browser in order to reload all Java Script data of the modules and then return to the location of the installed plugins.

The settings of the module can be opened by clicking on the pen. Enter the options that you set in the administration surface of Computop. If an option is unclear, a click on the question mark will show more information. The central settings will be explained.

4.1.1 Sending e-Mails for status updates

Mark every status that you want to trigger an e-Mail to the customer if his order was set to this status.

4.2 Payment Method Configuration

After the Basic Module was configured successfully, the payment method settings for your shop can be found under Settings >. Every method is listed seperately. Activate the desired payment methods by selecting them and clicking **Activate Selection**.

With a click on the pen, a new window for the settings will open. Most settings are self-explanatory. A click on the question mark shows additional information.

4.2.1 Choosing the Authorization Method

You can choose between several display options for the authorization of card payments. The option Authorization Method determines, which payment methods you would like to process.

For further information on the different authorization methods, visit our [sellxed Website](#).

4.2.2 Payment Form Position

If you have the corresponding package of Computop, the payment information can be entered directly in your shop. The setting **Page for Payment Form** adjusts the position of the payment form

Payment Processing

Please bear in mind that additional options with Computop have to be enabled in order to use some of the payment processing methods.

Some authorization methods might not be available for every payment method.

4.2.3 Capturing Orders Directly

The option "Capturing" determines whether payments should be captured directly or if they should be authorized before. If you only want to authorize as a first step, ensure that the payments are issued later.

Depending on your Acquiring Contract, a reservation is guaranteed for a limited time only. If you are not capturing within this time, the authorization might not be guaranteed. Further information on the process of capturing is provided below.

Varying Settings between Computop - backend and module

The settings in the payment method module might overwrite your settings in the Computop backend.

4.2.4 Uncertain Status

You can mark orders without a 3D Secure Verification or other security mechanism failures. This allows you to examine the order manually before the shipment.

4.2.5 Setting the Order Status

You can determine which status the order should have for every payment method. This refers to the initial order status.

4.3 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and then debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific period of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

Different settings between Computop and the module

It may be that settings saved in the payment modules overwrite settings saved in Computop.

4.4 Uncertain Status

You can specifically label orders for which the money is not guaranteed to be received. This allows you to manually control the order before shipment.

4.4.1 Setting the order state

For each payment method you may select in which state the order should be set to depending on the booking state. This is the initial state of the order.

4.5 Stock Management in xt:Commerce 4 / 5

Since the 19.05.2017 we changed the way we handle the stock implementation in xt:Commerce 4 / 5. Products will now automatically be restocked when the status of the order is changed to failed. The status of the order is automatically changed to failed if the customer does click on the cancel button on the payment page. However if he uses the back button in the browser we can not determine the status of the order. In this case you have to manually cancel the order to restock the items.

Please note the stock will automatically be increased if you switch an order into the failed state.

4.6 Optional: Validation

Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules

where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. In order for the credit check or address validation to also work with European characters, the charset of the "Blowfish mode" must be set to "UTF-8" for certain PSP settings.

You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If the customer does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by Computop during the authorisation process. The payment method is displayed in any case

5 Settings / Configuration of Payment Methods

5.1 General Information About the Payment Methods

The plugin contains the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with Computop as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

Important info regarding Order Status

Never set the status to **Pending Computop** or any similar pending status which is implemented by the module.

5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending Computop' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to Computop are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Computop.

5.2.2 Order status "cancelled"

Orders with the status "cancelled" have either been set to that status automatically due to a timeout, as described above, or have been cancelled directly by the customer.

5.3 Payment Methods

The modules differentiate between the standard and the professional version. In the professional version, all payment methods available for Computop are integrated. With the standard version, however, you only receive the most common payment methods. Should a desired payment method not be available, please contact us directly.

5.4 MasterPass Integration: What to keep in mind

If you integrate MasterPass as a payment method in your shop, you have two integration options: External and Standard Checkout. When using External Checkout, the customer does not have to provide address data during checkout. The customer only needs a MasterPass account and the data will be transmitted by MasterPass. In order to use this option as a merchant, you have to activate this payment method with Computop.

Please keep in mind, that using additional functions such as address transmission through MasterPass, may require the activation of the respective options through Computop aktiviert.

In order to use MasterPass in compliance with the MasterCard guidelines, please read the following information carefully before using this payment method.

5.4.1 Integration Possibilities for MasterPass

MasterPass can be integrated as a normal payment method with redirection to Computop or as an external checkout.

5.4.1.1 MasterPass as a Payment Method

If you like to integrate MasterPass as a normal payment method, activate the payment method as usual (see [Configuration of the payment method](#)). In this scenario the customer will first be redirected to MasterPass and then to the wallet of the issuer.

5.4.1.2 MasterPass as External Checkout

If you integrate MasterPass as an external Checkout, you can minimize the steps towards the payment radically. The address transfer and the creation of the account is processed via MasterPass. If you activate the external checkout, there appears a button in the basket with which you can jump after the login directly to the last step of the order confirmation. The creation of the account happens in the background.

For the activation of the external checkout go to **Settings > Computop** . There you'll find all settings for the external checkout:

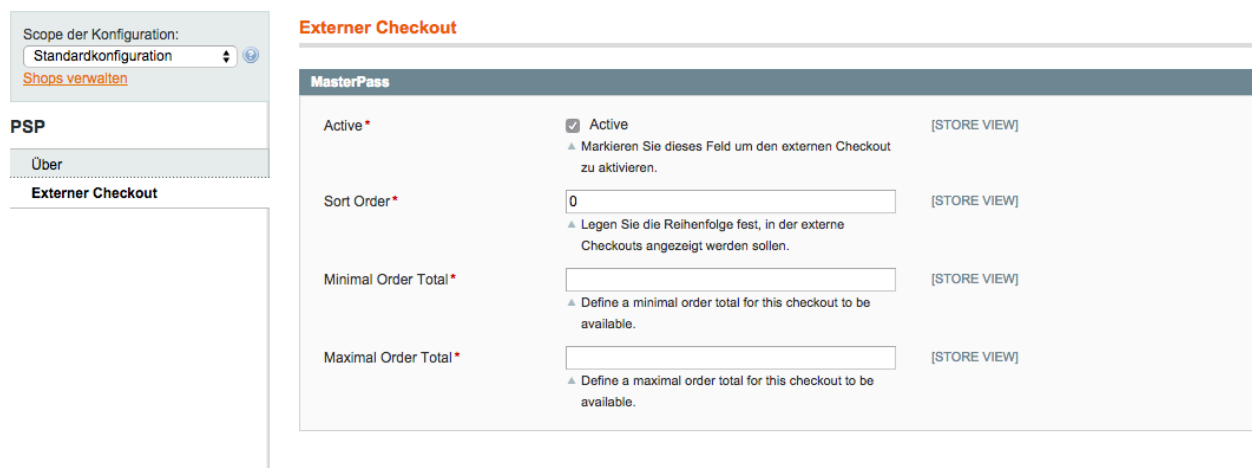


Figure 5.1: Activation of the external checkout.

MasterPass as external checkout is not for all cases available. If this point in the manual doesn't appear, please make sure to contact us.

5.4.2 Checkout: MasterPass Learn More Button

When using MasterPass as a payment method for standard checkout, it is mandatory to link to the MasterPass Learn More Page. In order to do this, navigate to [Payment Method Configuration](#). Paste the link for the Learn More Page into the field 'Description' for the respective languages. The field 'Learn More' will now be displayed when choosing a payment method.

We have already collected the most important links for you. You only have to copy and paste the links into the description field:

- German: [Mehr Erfahren](https://www.mastercard.com/mc_us/wallet/learnmore/de/DE/)
- French: [apprendre plus](https://www.mastercard.com/mc_us/wallet/learnmore/fr/FR/)
- English: [Learn More](https://www.mastercard.com/mc_us/wallet/learnmore/en/DE/)
- Spanish: [aprender más](https://www.mastercard.com/mc_us/wallet/learnmore/en/ES/)
- Italian: [saperne di più](https://www.mastercard.com/mc_us/wallet/learnmore/it/IT/)
- Dutch: [Leer Meer](https://www.mastercard.com/mc_us/wallet/learnmore/nl/NL/)

Aktiviert	<input type="text" value="Aktiviert"/>	[STORE VIEW]
	▲ Diese Zahlungsmethode aktivieren	
Titel	<input type="text" value="MasterPass"/>	[STORE VIEW]
	▲ Name der Zahlungsmethode	
Beschreibung	<pre>Mehr Erfahren</pre>	[STORE VIEW]
	▲ Beschreibung der Zahlungsmethode	

Figure 5.1: Example for entering a description (Magento). These settings are to be found in the payment method configuration for MasterPass.

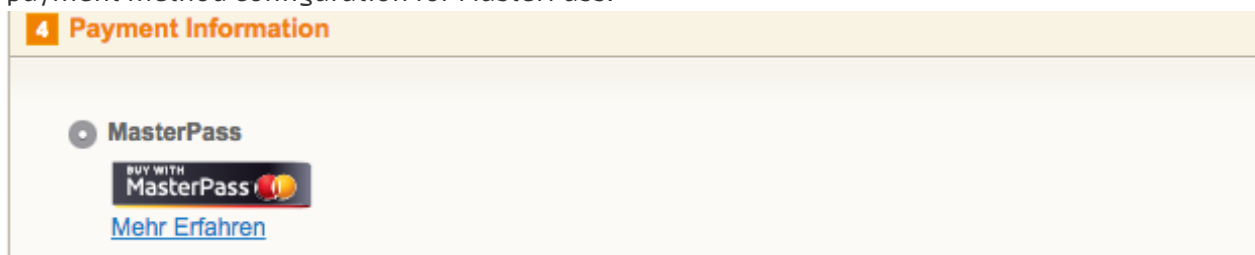


Figure 5.1: The Learn More Page link should appear in the frontend.

Links for additional languages can be found in this document: <https://developer.mastercard.com/...>

5.4.3 Additional information

General and additional information on using the MasterPass trademark and logo in your webshop are available in the official MasterPass Merchant Branding Requirement Document, which you can access here: <https://developer.mastercard.com/...>

6 The Module in Action

Below you will find an overview of the most important features in the daily usage of the Computop module.

Transaction Information	
Transaction ID	33
Transaction External ID	17_33
Authorization Status	successful
Order ID	17
Created On	2014-05-17T15:09:25+02:00
Updated On	2014-05-17T15:09:37+02:00
Customer ID	2
Zahlungsid	31411549
Autorisierungsbetrag	100
Währung	CHF
Zahlungsmethode	MasterCard
Zahlungsid	31411549
Verbuchter Betrag	100
Transaktion autorisiert	Ja
Transaktion ist unsicher	Nein
Transaktion verbucht	Ja
Transaktion bezahlt	Ja
Alias	XXXXXXXXXXXX0007 (05/17)
Alias Token	_xtc_4_17_330007
Akzeptanz	
Kartenummer	XXXXXXXXXXXX0007
Kartenablaufdatum	05/17
Händler Referenz	demo_sx_ps_xtc_4_17_33

Figure 6.1: Transaction Information.

6.1 Order Transaction Information

In each order processed by our module, you can view all important information on the transaction. For instance, this feature allows you to match the orders to the transactions visible in the Computop backend.

To view this information, open the orders. At the bottom of the order you will find the paragraph **Computop Transactions**. This shows all details on all former actions related to this order. Click on the key in the column "Action" to see the transaction information (c.f. image "Transaction Information").

Transactions				
Transaction ID	Datum	Status	Amount	Action
32	2014-05-17T15:06:08+02:00	pending	100.00	
33	2014-05-17T15:09:25+02:00	successful	100.00	

Figure 6.1: Transaction Overview

Dashboard | xt:Commerce Payments Registration | installierte Plugins | Zahlungsweise | PostFinance Transak

Aktion ▾

Neu Laden

Transaction ID	Externe ID	Order ID	Zahlungsmet...	Änderungsda...	Zahlungsid	Autorisierung...	Au
33	17_33	17	mastercard	05/17/2014	31411549	100.00000	su
32	17_32	17	mastercard	05/17/2014		100.00000	pe
31	16_31	16	postfinanceef...	05/11/2014		50.00000	pe
30	16_30	16	postfinanceef...	05/12/2014		50.00000	fai
29	15_29	15	creditcard	04/22/2014	30860419	150.00000	su
28	14_28	14	postfinanceef...	04/22/2014	30860413	100.00000	su
27	13_27	13	creditcard	04/22/2014	30860400	330.00000	su
26	12_26	12	postfinanceef...	04/17/2014	30785914	70.00000	su
25	11_25	11	creditcard	04/17/2014	30785907	50.00000	su
24	11_24	11	creditcard	04/17/2014		50.00000	pe
23	10_23	10	creditcard	04/17/2014	30785876	250.00000	su
22	10_22	10		04/17/2014			
21	10_21	10	creditcard	04/17/2014		250.00000	fai
20	10_20	10		04/17/2014			
19	10_19	10	creditcard	04/17/2014		250.00000	fai
18	10_18	10		04/17/2014			
17	10_17	10	creditcard	04/17/2014		250.00000	fai
16	9_16	9	postfinanceef...	04/16/2014	30766475	50.00000	su
15	9_15	9	postfinanceef...	04/16/2014		50.00000	pe
14	9_14	9	postfinanceef...	04/16/2014	30766459	50.00000	fai
13	8_13	8	postfinanceec...	04/16/2014	30766433	70.00000	su
12	7_12	7	postfinanceef...	04/16/2014	30766421	50.00000	su
11	6_11	6	creditcard	04/16/2014	30766406	50.00000	su
10	5_10	5	creditcard	04/16/2014	30766403	100.00000	su
9	4_9	4	postfinanceef...	04/16/2014	30765947	50.00000	su

Figure 6.1: Transaction Information

6.2 Transaction Table

In addition to information on the order, the transaction table shows information on the transactions in your shop. Among other things, it allows you to match the Computop transaction number to the order in your shop.

Dashboard xt:Commerce Payments Registration installierte Plugins Zahlungsweise PostFinance Transaktionen									
Aktion									
Neu Laden									
Transaction ID	Externe ID	Order ID	Zahlungsmet...	Änderungsda...	Zahlungsid	Autorisierung...	Autorisierung...	Bezahlt	V Actions
33	17_33	17	mastercard	05/17/2014	31411549	100.00000	successful	y	C
32	17_32	17	mastercard	05/17/2014		100.00000	pending	n	C
31	16_31	16	postfinanceef...	05/11/2014		50.00000	pending	n	C
30	16_30	16	postfinanceef...	05/12/2014		50.00000	failed	n	C
29	15_29	15	creditcard	04/22/2014	30860419	150.00000	successful	y	C
28	14_28	14	postfinanceef...	04/22/2014	30860413	100.00000	successful	y	C
27	13_27	13	creditcard	04/22/2014	30860400	330.00000	successful	y	C
26	12_26	12	postfinanceef...	04/17/2014	30785914	70.00000	successful	y	C
25	11_25	11	creditcard	04/17/2014	30785907	50.00000	successful	y	C
24	11_24	11	creditcard	04/17/2014		50.00000	pending	n	C
23	10_23	10	creditcard	04/17/2014	30785876	250.00000	successful	y	C
22	10_22	10		04/17/2014				y	C
21	10_21	10	creditcard	04/17/2014		250.00000	failed	n	C
20	10_20	10		04/17/2014				y	C
19	10_19	10	creditcard	04/17/2014		250.00000	failed	n	C
18	10_18	10		04/17/2014				y	C
17	10_17	10	creditcard	04/17/2014		250.00000	failed	n	C
16	9_16	9	postfinanceef...	04/16/2014	30766475	50.00000	successful	y	C
15	9_15	9	postfinanceef...	04/16/2014		50.00000	pending	n	C
14	9_14	9	postfinanceef...	04/16/2014	30766459	50.00000	failed	n	C
13	8_13	8	postfinanceef...	04/16/2014	30766433	70.00000	successful	y	C
12	7_12	7	postfinanceef...	04/16/2014	30766421	50.00000	successful	y	C
11	6_11	6	creditcard	04/16/2014	30766406	50.00000	successful	y	C
10	5_10	5	creditcard	04/16/2014	30766403	100.00000	successful	y	C
9	4_9	4	postfinanceef...	04/16/2014	30765947	50.00000	successful	y	C

Figure 6.1: Transaction Information.

6.3 Using Invoice Details of a Processor

In the following context you can view or embed the "payment details" of for example an "Open Invoice" transaction:

6.3.1 xt:Commerce Order Confirmation (E-Mail)

The "payment information" will be visible in the default "order confirmation e-mail" of xt:Commerce.

6.3.2 xt:Commerce Invoice (PDF)

Due to technical limitations, it is currently not possible to display the "payment information" here.

6.3.3 xt:Commerce-Backend (Transaction details)

You can view the transaction details in xt:Commerce under **Administer Orders > Computop Transactions**.

Transaktions-Information

Transaktions-ID	1
Externe Transaktions-ID	1_1
Autorisierungsstatus	successful
Bestell-ID	1
Erstellt am	2017-03-07T15:49:33+01:00
Aktualisiert am	2017-03-07T15:49:46+01:00
Kunden ID	1
Zahlungs-ID	3575408
Autorisierungsbetrag	65.45
Währung	EUR
Zahlungsmethode	Open Invoice
Zahlungs-ID	3575408
Testtransaktion	Ja
Transaktion autorisiert	Ja
Transaktion ist unsicher	Nein
Transaktion bezahlt	Ja

Bank: Customweb Test Bank
Kontoinhaber: Customweb GmbH
IBAN: DE1200TEST33322110000546450
BIC: TESTBIC0001
Referenznummer: BP3575408/2749

Transaktionsübersicht

Datum	Aktion	Nachricht
2017-03-07T15:49:46+01:00	authorization	Der Betrag von '65.45' wurde autorisiert.

Kundeninformationen

Rechnungsadresse	Lieferadresse
André Müller Schöneggstrasse 2 DE-80040 Zürich Geburtsdatum: 1990-01-13 Telefon: 2345678	André Müller Schöneggstrasse 2 DE-80040 Zürich Geburtsdatum: 1990-01-13 Telefon: 2345678

Produkte

Name	SKU	Menge	Typ	MwSt.	Betrag (exkl. VAT)	Betrag (inkl. VAT)
Standardartikel	art001	1.00	product	19%	50 EUR	59.5 EUR
Standard	Standard	1.00	shipping	19%	5 EUR	5.95 EUR

Zusammengehörige Transaktionen

Transaktionsnummer	Status	Autorisierungsbetrag
1_1	successful	65.45

Figure 6.1: Transaction details within xt:Commerce.

6.3.4 xt:Commerce Success-Page

OXID eShop Suche Q DE EUR Mein Konto O

[Startseite](#) [Kiteboarding](#) [Wakeboarding](#) [Bekleidung](#) [Angebote](#) [Downloads](#)

Sie sind hier: / [Bestellung abgeschlossen](#)

1. Warenkorbübersicht
2. Adressen wählen
3. Versand & Zahlungsart
4. überprüfen & absenden
5. Fertig!

Vielen Dank

Vielen Dank für Ihre Bestellung im OXID eShop 4.
Ihre Bestellung ist unter der Nummer 7 bei uns registriert.
Sie haben bereits eine Bestellbestätigung per E-Mail erhalten.

Sollte etwas nicht lieferbar sein, werden wir Sie sofort informieren.

Ihre Zahlungsinformationen

Bank: Customweb Test Bank
Kontoinhaber: Customweb GmbH
IBAN: DE2501200000TEST000000000005
BIC: TESTBIC0005
Referenznummer: BP3575603/2749

Sie können nun weiter zur Startseite oder Ihre Bestellhistorie aufrufen.

Figure 6.1: Payment information on the xt:Commerce "Success-Page".

6.4 Initiating payments in the xt:Commerce backend

The xt:Commerce payment module allows you to initiate a payment directly from the shop, the so called Mail Order / Telephone Order (MOTO). This feature requires an additional module. After installing the plugin, you can set up four orders in the Computop administration surface. When opening the order now, you can add a transaction to this order by clicking on **Add Moto Transaction** on the bottom right. The transaction will be forwarded to Computop directly.

6.4.1 Refunding Orders

In order to issue a refund, open the transaction information (c.f. above). This shows all information on the transaction. With a click on "Refund", an input mask for credit notes will open. By clicking **Refund**, the refund request is transmitted to Computop.

REFUND

Refund

Name	SKU	Type	Tax Rate	Quantity	Total Amount (excl. Tax)	Total Amount
Standardartikel	art001	product	0 %	1.00	50.00	50.00
Artikel mit Sonderpreis	art002	product	0 %	1.00	70.00	70.00
Total Refund Amount:						120.00 CHF

Close transaction for further refunds

Schliessen

Figure 6.1: refund button

Executing a refund will not change the status of the order.

6.5 Capturing / Cancelling Orders

Please note:

The transaction management between Computop and your shop is not synchronised. When you register payments with Computop, the status in the shop is not adjusted and the order cannot be captured in the shop again.

6.5.1 Capturing / Cancelling Orders

To capture orders, open the transaction information (c.f. above). This will show you all information on the transaction. With a click on "Capture" (top right), the order is forwarded to Computop. You do not have to log in to the Computop backend. You can enter the products you would like to capture in the input mask.

By clicking "Cancel" the transaction is cancelled and the reserved amount is cleared on the customer's card immediately.

CAPTURE
✕

Capture

Name	SKU	Type	Tax Rate	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Standardartikel	art001	product	0 %	<input type="text" value="1.00"/>	<input type="text" value="50.00"/>	<input type="text" value="50.00"/>
Artikel mit Sonderpreis	art002	product	0 %	<input type="text" value="1.00"/>	<input type="text" value="70.00"/>	<input type="text" value="70.00"/>
Standard	Standard	shipping	0 %	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total Capture Amount:						120.00 CHF

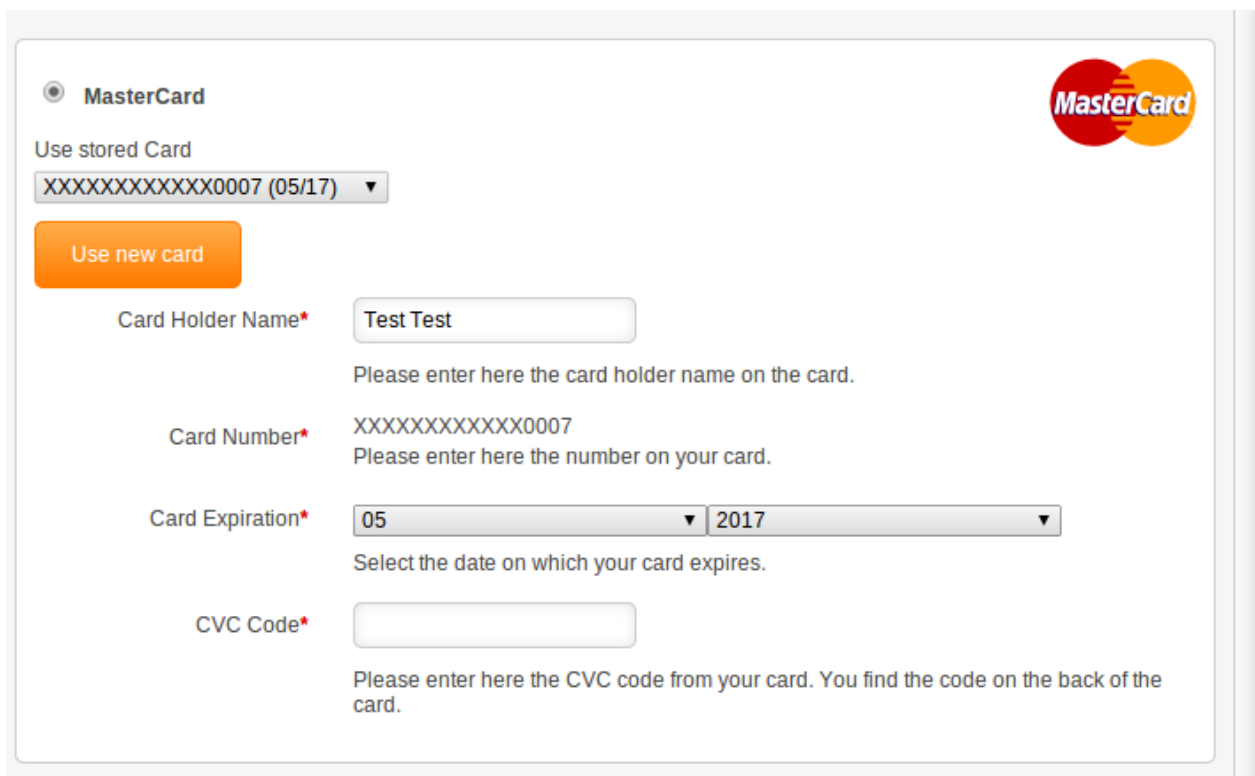
Close transaction for further captures


ng Address
Shipping Address

Figure 6.1: Capturing Transactions

6.6 Using the Alias Manager / Token Solution

The Alias Manager feature allows you to securely save your customers' credit card data at Computop for future orders. You can enable this by activating the option "Alias Manager" in the configuration of the [Payment Method](#). Now the customer can choose between already saved credit cards when ordering again, without having to enter all card information.



MasterCard


Use stored Card

XXXXXXXXXXXX0007 (05/17) ▼

Use new card

Card Holder Name*
 Please enter here the card holder name on the card.

Card Number* XXXXXXXXXXXX0007
 Please enter here the number on your card.

Card Expiration* 05 ▼ 2017 ▼
 Select the date on which your card expires.

CVC Code*
 Please enter here the CVC code from your card. You find the code on the back of the card.

Figure 6.1: Alias Manager

Please remember:

It is necessary to enable the respective option with Computop to use the Alias Manager. To do this, please contact the support team.

6.7 Setting up Cron Job

To activate the time-controlled plug-in functions (e.g. Update Service, deleting pendant orders, etc.), follow the Computop instructions for the set up of Cron Job.

7 Testing

Before switching from test to live mode it is important that you test the module extensively.

Testing

Do not forget to switch the operating mode from test to live after having successfully tested the module.

7.1 Test Data

In the following section you can find the test data for the various payment methods:

Credit Card (Be2Bill)

Card number	5555555555554444	Mastercard
Expiry Date	12/2023	
CVC	123	
Card number	4000012892688323	Visa
Expiry Date	12/2020	
CVC	123	

Credit / Debit Card

Card number	5555555555554444	Mastercard
Expiry Date	12/2023	
CVC	123	
Card number	4000012892688323	Visa
Expiry Date	12/2020	
CVC	123	

Direct Debits

		Direct
Last Name	Wischnewski	RatePay: B2C
First Name	Hans-Jürgen	
Birthday	1973-12-27	
Street	Müllerstraße 137	
Postcode	13353	
City	Berlin	
Country	DE	
Phone	03018425165	
Company Name	Imperium UG	RatePay: B2B
Sales Tax Number	DE123456789	
Last Name	Descartes	
First Name	René	
Birthday	1973-12-27	

Street Odeonplatz 1
 Postcode 80539
 City München
 Country DE
 Phone 08945687541
 BIC BYLADEM1ROS
 IBAN DE36711500000009290701

InterCard: Accepted

Customer ID customer1
 Company Must be empty
 Gender FEMALE
 Firstname Julia
 Lastname Tester
 Street Aalener Str. 57
 Post Code 73492
 City Rainau
 Country DE
 Phone 07361889969
 E-Mail julia@tester.com
 Birthday 1987-10-25

Paymorrow: Accepted

Paymorrow Invoice

Customer ID customer1
 Company Must be empty
 Gender FEMALE
 Firstname Test
 Lastname Tester
 Street Schwarzenbergstrasse 4
 Post Code 96050
 City Bamberg
 Country DE
 Phone +49(5664)000000
 E-Mail customerEmail@domain.com
 Amount Beliebig
 Date of birth 1987-10-25

Paymorrow: PrepareOrder
 ACCEPTED ConfirmOrder DECLINED

Customer ID customer1
 Company Must be empty
 Gender FEMALE
 Firstname Test
 Lastname Tester
 Street Schwarzenbergstrasse 4
 Post Code 96050
 City Bamberg
 Country DE
 Phone +49(5664)111111
 E-Mail customerEmail@domain.com
 Amount under €300

Paymorrow: PrepareOrder
 ACCEPTED ConfirmOrder ACCEPTED

Date of birth	1987-10-25	
Customer ID	customer1	Paymorrow: PrepareOrder
Company	Must be empty	DECLINED
Gender	FEMALE	
Firstname	Test	
Lastname	Tester	
Street	Schwarzenbergstrasse 4	
Post Code	96050	
City	Bamberg	
Country	DE	
Phone	+49(5664)222222	
E-Mail	customerEmail@domain.com	
Amount	Beliebig	
Date of birth	1987-10-25	

Paymorrow Direct Debit

Customer ID	customer1	Paymorrow: Accepted
Company	Must be empty	
Gender	FEMALE	
Firstname	Julia	
Lastname	Tester	
Street	Aalener Str. 57	
Post Code	73492	
City	Rainau	
Country	DE	
Phone	07361889969	
E-Mail	julia@tester.com	
Birthday	1987-10-25	

PayU CEE

Card number	4355084355084358	Visa
Expiry Date	12/2020	
CVC	000	

Invoice

Procedure	Use any valid German address. The first two attempts are succesful. The third will fail.	BillPay
Company	Must be empty	BillSAFE: Accepted
Firstname	Paul	
Lastname	Positiv	
Street	Teststr. 4	
Post Code	49084	
City	Osnabrück	
Phone	095198009	

Klarna

<http://developers.klarna.com/en>

Test Data	/testing/invoice-and-account	
Last Name	Wischnewski	RatePay: B2C
First Name	Hans-Jürgen	
Birthday	1973-12-27	
Street	Müllerstraße 137	
Postcode	13353	
City	Berlin	
Country	DE	
Phone	03018425165	
Company Name	Imperium UG	RatePay: B2B
Sales Tax Number	DE123456789	
Last Name	Descartes	
First Name	René	
Birthday	1973-12-27	
Street	Odeonplatz 1	
Postcode	80539	
City	München	
Country	DE	
Phone	08945687541	

7.2 Testing - Computop Simulation Mode

Any kind of payment method can be tested with our modules. The "Operation Mode" corresponds to the simulation mode with Computop. Payments with a total of less than 10'000 EUR are always accepted.

8 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/faq>. Should you not be able to solve your problem with the provided information, please contact us directly under: <http://www.sellxed.com/en/support>

8.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Computop Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: [under bullet point 4](#).

9 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

9.1 Log Levels

You can configure the log level in the Computop settings.

- Error: Logs unexpected errors only. (Default)
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

9.2 Log Location

The log file is stored in the xt:Commerce log directory. Please make sure the path exists and it is writable by the webserver. (Default Path: {shopRootDirectory}/xtLogs/)

10 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

10.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. you require more information of the transaction for further processing an order in your ERP system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

Have xt:Commerce initialized in your script, this is required for the database connection.

```
$root_dir = dirname(__FILE__).' /';  
define('_VALID_CALL', 'true');  
define('_SRV_WEBROOT', $root_dir);
```

```
include _SRV_WEBROOT.'conf/debug.php';  
include _SRV_WEBROOT.'conf/config.php';
```

```
include _SRV_WEBROOT.'conf/database.php';  
include _SRV_WEBROOT.'conf/paths.php';  
include _SRV_WEBROOT._SRV_WEB_FRAMEWORK.'function_handler.php';  
include _SRV_WEBROOT._SRV_WEB_FRAMEWORK.'database_handler.php';
```

Include the module main file and module classes.

```
require_once 'plugins/computopcw/init.php';  
require_once 'plugins/computopcw/lib/ComputopCw/Util.php';
```

Now you can load the transaction and then extract the transactionObject.

Load the transaction by Id:

```
$transactionById = ComputopCw_Entity_Util::loadTransaction  
($transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```