PAYONE
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PAYONE PAYMENT-EXTENSION FOR OXID ESHOPS

Documentation

Version 1.4

Change history

Date	Author	Version	Description
28 January 2014	Timo Kuchel	1.2	Introduction of change history
29 August 2014	Stefanie Basner	1.3	Change of legal form from PAYONE GmbH & Co. KG > PAYONE GmbH
23 April 2015	Timo Kuchel	1.4	Integration PayPal

About this document

The present document is the documentation of the PAYONE payment extension for OXID eShop and contains important information about installing and using the extension. At the same time, this document serves as a performance and functional specification for the extension.

Contact

PAYONE GmbH
Fraunhoferstraße 2-4
24118 Kiel
Germany

Telephone: +49 431/25968-0
Fax: +49 431/25968-100

www.payone.de
info@payone.de

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Disclaimer

This document has been prepared with the utmost care. There is, however, no warranty as to its complete accuracy.

Amendments

PAYONE GmbH reserves the right to make product improvements and other changes to the customary extent without notice, provided that they are not unreasonable for the contractual partner.

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1 General

The PAYONE payment extension for OXID eShop allows integrating OXID eShop from version 4 to the PAYONE Platform in order to provide secure and automated processing for all payment processes.

The extension supports more than 20 national and international payment methods (see section 3.1) and provides integrated risk management services to minimise the risk of non-payment (see section 3.2). The offered portfolio of payment types can be controlled depending on the respective consumer's credit rating.

The extension seamlessly adapts to the existing checkout process of the OXID eShop. A certification according to the Payment Card Industry Data Security Standard (PCI DSS) is not required for processing credit card payments via the extension.

The OXID administration area offers comprehensive configuration and administration options. All functions of the extension can be configured according the individual needs of the shop operator.

The PAYONE payment extension for OXID eShop was developed in close cooperation with the OXID Certified Premium Partner FATCHIP GmbH. Interested merchants can download the software free of charge (see section 4.2).

For more information, please refer to www.payone.de/oxid.

2 Functional specification

2.1 Supported payment methods

The extension supports the processing of the following payment methods via the PAYONE Platform.

Credit and debit cards

Visa

MasterCard

American Express

JCB

Diners Club

Maestro

Discover

Carte Bleue

Information: The previously listed payment methods may allow the processing of other payment methods such as Visa Electron, Visa Debit and other cards depending on the respective acceptance agreement. Please contact us if you need any further information.

Security procedures (3-D Secure)

Verified by Visa

MasterCard SecureCode

Online transfer

giropay

SOFORT Banking

eps (electronic payment standard)

iDEAL

PostFinance Card & E-Finance

Account-based payment methods

SEPA Core Direct Debit

Prepayment

Invoice

Cash on delivery

Wallet systems

PayPal

Secure purchase on invoice

2.2 Risk management

The extension supports the following risk management services:

- **Address Check Basic *(20 countries[1])***
  - Checks whether the billing address actually exists and corrects potential errors in the address
  - Checks whether the delivery address actually exists and corrects potential errors in the address

- **Address Check Person *(only for Germany)***
  - Checks whether the billing address actually exists an checks the mail deliverability (name, address); corrects potential errors in the address
  - Checks whether the delivery address actually exists and checks the mail deliverability (name, address); corrects potential errors in the address

- **POS lock file (SEPA Core Direct Debit Germany)**
  Checks account details against lock files from brick and mortar businesses

- **Credit assessment (Germany)**
  - infoscore (only hard criteria)
  - infoscore (all criteria)
  - infoscore (all criteria including BoniScore)

The Protect module of the PAYONE Platform is required to use the aforementioned services.

For the processing of direct debit and credit card payments, the plausibility and validity of the bank details (Bankaccount Check) and credit card numbers using the LUHN check (Creditcard Check) is employed independent of the functionality of the Protect module.

There are also other risk management services for fraud prevention that can be used via the PAYONE Platform (IP Check, BIN Check, Velocity Check, etc.).

[1] *Germany, Austria, Switzerland, Netherlands, Belgium, Luxembourg, France, Italy, Spain, Portugal, Denmark, Sweden, Finland, Norway, Poland, Slovakia, Czech Republic, Hungary, United States, Canada*

2.3 Controlling the offered payment methods based on credit rating

The PAYONE payment extension for OXID eShop allows you to assess a consumer's credit rating to control which payment methods will be offered for the purchase. The check is performed in real time for each individual consumer in the course of the checkout process.

The shop operator can choose to differentiate between different settings per payment method, so that the risk assessments is only carried out under certain conditions and a particular payment method is only available under certain conditions.

2.4 Integration to the checkout and types of connectivity (interfaces)

The payment extension seamlessly adapts to the existing checkout process of the OXID eShop. Communication and data transfer are performed in the background between the extension and the server API of the PAYONE Platform. The consumer will not notice the processing. For payments by credit card, data is transferred via the client API of the PAYONE Platform during the checkout process for checking and secure storage of card details at (refer to section 2.5).

Responses containing the status of the completed transactions are sent via the TransactionStatus of the PAYONE Platform, which is processed by the extension to synchronise orders in the OXID eShop with the current status.

2.5 Payment Card Industry Data Security Standard (PCI DSS)

When using the PAYONE payment extension for OXID eShop, you, as a merchant, are not required to pass certification according to the Payment Card Industry Data Security Standard (PCI DSS).

The AJAX technology used for the client API of the PAYONE Platform ensures that the OXID eShop is never in direct contact with any sensitive credit card details, because the consumer transfers the credit card data directly from his or her browser (client) to the PAYONE Platform. During this procedure, the consumer is neither redirected to other pages during nor after the checkout process in your OXID eShop (except for 3-D Secure).

When processing payments via the OXID eShop and the client API, the PAYONE Platform stores the CVC code until the order is completed and issues a pseudo card number instead of the real card number to your OXID eShop. This pseudo card number has the same structure as a real card number, however it is generated randomly.

For more information on the Payment Card Industry Data Security Standard, please refer to http://www.payone.de/en/platform-integration/pci-dss-certification/.

2.6 Logging

Any communication with the PAYONE Platform is logged and can be used for support, testing and debugging purposes in the administration area of the OXID eShop:

- Risk management services
- Payment processing (via a server API)
- Transaction status

Queries sent via the client API are an exception to this rule. This solely concerns the credit card verification during the checkout process (refer to section 2.4).

2.7 Configuration and management options of the extension

The extension provides the new menu item "PAYONE" in the OXID administration area of your OXID eShop. This contains all configuration and management options, as well as protocols, logs and other information.

2.8 Sub-shops

So-called sub-shops of the OXID eShop are fully supported. When using sub-shops, you must configure the settings per sub-shop (refer to section 4). This allows you to use different configurations for each shop with regard to payment processing and risk management.

3 Download & Installation

In cooperation with the OXID Certified Premium Solution Partner Fatchip GmbH, PAYONE has developed a special installation offer for PAYONE merchants.

3.1 Compatibility and requirements

PAYONE payment extension:

- up to OXID eShop version 4.5 – extension version 1.1.5
- from OXID eShop version 4.5 – extension version >1.3.x

OXID eShop:

- Edition: Community, Professional or Enterprise Edition
- Version: from version 4.0

PAYONE Merchant-Account:

- PAYONE Processing or Business
  - Server API
  - Client API
    (if credit or debit cards are to be processed)
  - Payment methods as required (refer to section 3.1)
  - Optional: Protect module
    (if you wish to use the risk management features)
  - Optional: Additional PAYONE modules (Invoicing, Collect)

If you do not already have a PAYONE Merchant Account, please contact us. Upon request, we can provide you with a trial account.

3.2 Download

The PAYONE payment extension is available for free download from OXID eXchange.

http://exchange.oxid-esales.com/index.php?lang=0&cl=search&searchparam=PAYONE

Please download the extension.

3.3 Steps for installation

Please perform the following steps to install of the extension:

1. Back-up your system, your OXID eShop and your database.

2. Unzip the package.

3. Copy the contents of the folder *copy_this* into the root directory of your OXID eShop (the directory that also contains the config.inc.php file).

4. Transfer the contents of the folder *changed_full* to the shop. If you are using an OXID eShop version below 4.7, copy the respective directory; for example, changed_full_42.

5. Please run the installation script by calling the following URL in your browser: *http:// ->YOUR_SHOP_URL<- /fcpoSetup.php*

6. Starting with version 4.5, please open the menu *Service→ Tools* in the administration area and click on the button *Update VIEWS now*.

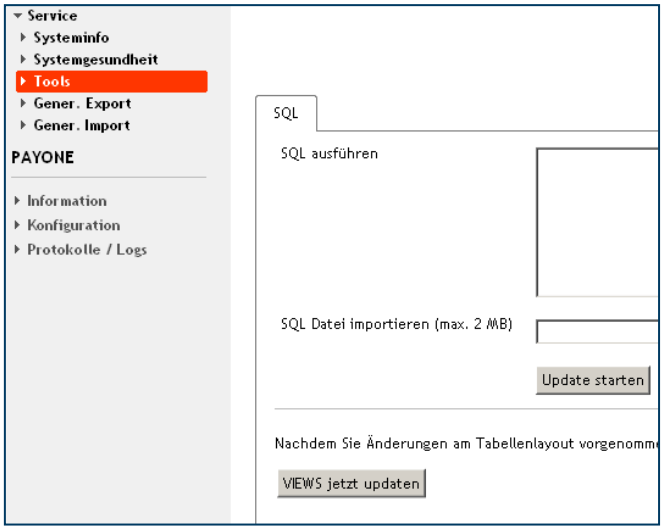


Figure 1: Update VIEWs

7. After successfully running the installation script, delete the file *fcpoSetup.php*.

8. For OXID eShop versions older than 4.6.0, change the following settings for the module entries in the administration user interface *Admin > Master data > Basic settings > System > Modules:*

```
oxorder => fcPayOne/core/fcPayOneOrder
oxpayment => fcPayOne/core/fcPayOnePayment
oxpaymentgateway => fcPayOne/core/fcPayOnePaymentgateway
oxuser => fcPayOne/core/fcPayOneUser
payment => fcPayOne/views/fcPayOnePaymentView
roles_bemain => fcPayOne/admin/fcPayOneRolesBeMain
```

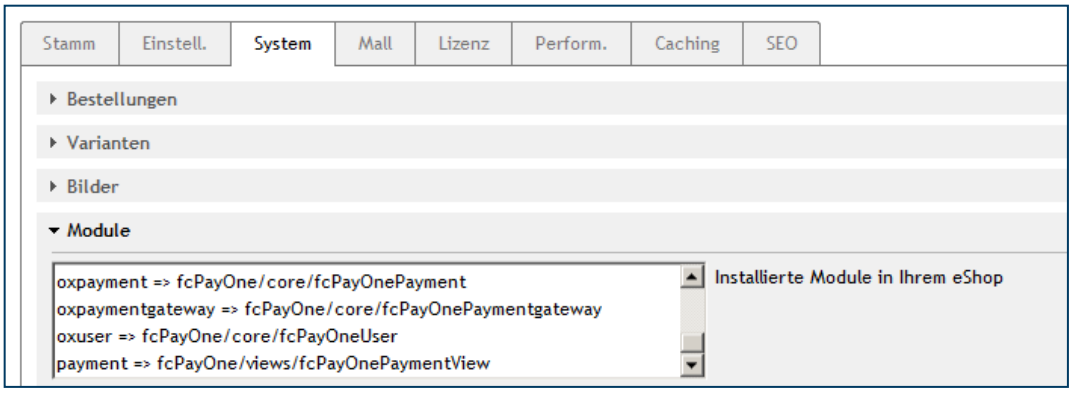


Figure 2: Configure modules

*Note: If one of the amended classes is already overwritten by another module, you need to append the PAYONE payment extension using the **&** symbol (e.g., oxorder => your/modules/order**&**fcPayOne/core/fcPayOneOrder)*

If you are using a newer version (from 4.6.0), go to the menu *Extensions* > *Modules* and select the *Enable* button for the PAYONE extension to enable the latter.

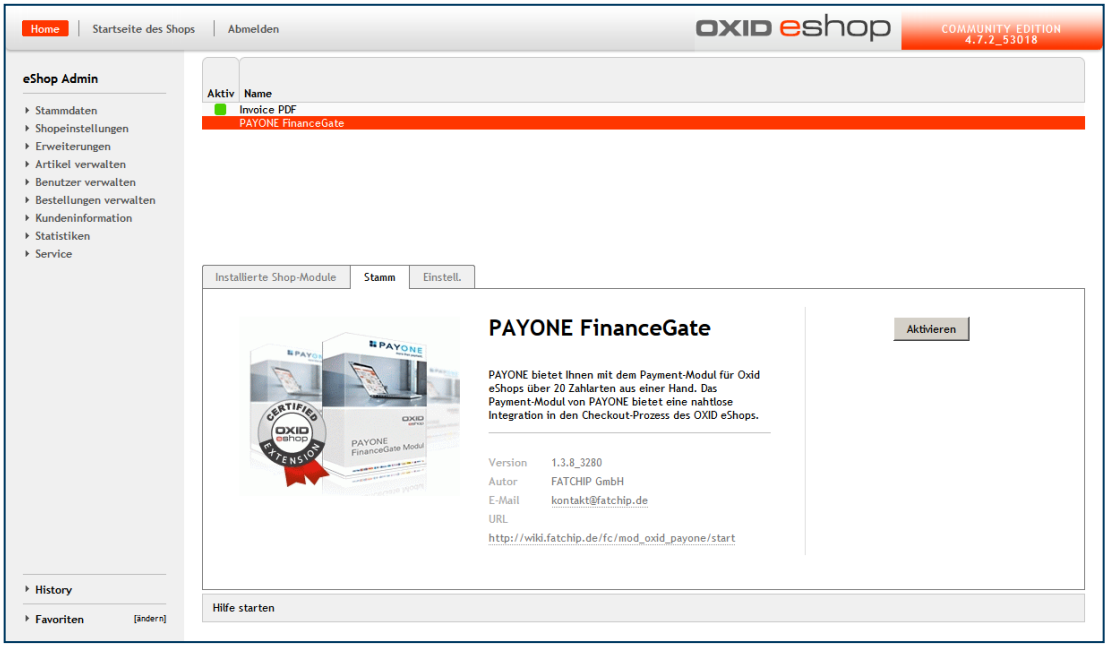


Figure 3: Enabling the PAYONE extension

9. In the PAYONE Merchant Interface, go to: *Configuration > Payment portals > YOUR_PORTAL > Advanced > TransactionStatus URL* and enter the following URL as the feedback address for the PAYONE TransactionStatus: *http:// ->YOUR_SHOP<- /modules/fcPayOne/status.php*

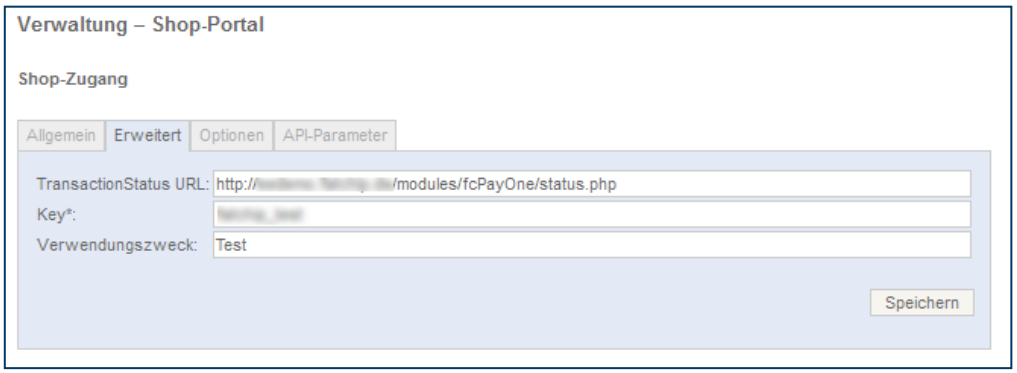


Figure 4: Configuration in the PAYONE Merchant Interface (PMI)

10. Please empty the *tmp directory*.

11. The installation is complete.

4 Configuration

After successfully completing the installation process described in the previous section, you will find the menu item PAYONE in the administration area of your OXID eShop.

4.1 Payment methods

The menu item *Configuration > Payment methods* will now list both the default OXID eShop payment methods and those payment methods provided by PAYONE. You can now configure the payment methods that you want to offer.

Figure 5: Configuration of payment methods

The PAYONE payment methods are a supplement to the OXID default payment methods and provide additional options.

To display only the PAYONE payment methods, please use the filter function *Only PAYONE* in the header of the payment method table.

Figure 6: Filter only PAYONE payment methods

4.1.1 Overview

The overview lists all PAYONE payment methods that are available for configuration. Please only configure the payment methods that have been enabled for your merchant account.

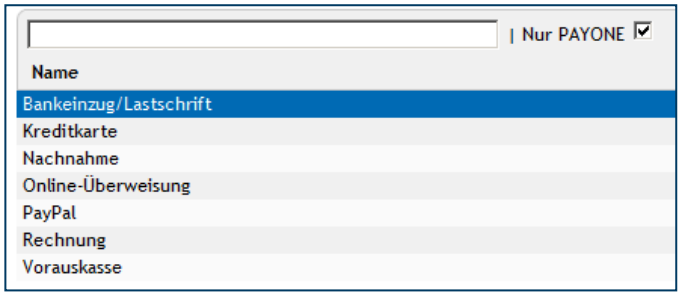


Figure 7: Overview over the PAYONE payment methods

4.1.2 Configuration "Master"

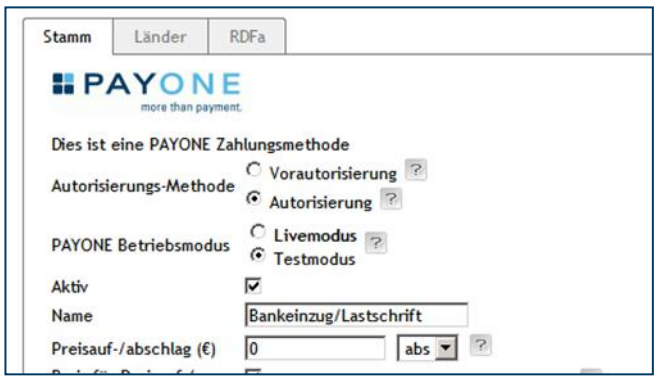


Figure 8: Configuration "Master"

You can recognise all PAYONE payment methods by the logo that is displayed in the window.

Field	Description
Authorisation method	▪ Pre-authorisation When selecting "Pre-authorisation" the amount to be paid is reserved during the ordering process. In this case, the actual capture of the amount must be initiated in a second step upon delivery of the goods. The receivable will only be posted after the amount has been captured. ▪ Authorisation When selecting "Authorisation" the amount to be paid is debited directly in the course of the ordering process. The receivable will be posted on the PAYONE Platform immediately. *Note: For the online transfer methods giropay, SOFORT Banking, eps, PostFinance and iDEAL the payment is carried out fully and completely even if you have selected "Pre-authorisation". Despite this, you would still have to post the receivable via a separate capture, in this case.*
PAYONE operating mode	This is where you can define whether you want to execute payments for the respective payment methods in test mode or in live operation. You can configure the test mode for credit card payments and online bank transfers under the menu item *PAYONE > Configuration > Payment settings*. *Note: Please note that you must use the test data defined for the test mode.*
Enabled	Use this check box to enable and offer the payment method in your checkout process.
Name	This is where you can change the name of the payment method. *Note: The name you enter here will appear verbatim in the checkout process.*

Surcharge/Rebate	This is where you can define a surcharge/rebate on the prices for a specific payment method. You have two options to indicate these prices: ▪ "abs" will show the absolute price (For example: If you enter "7.50", 7.50 euros will be invoiced). ▪ "%" will show the price in relation to the shopping cart value. (For example.: If you enter "2", 2 percent of the shopping cart value will be invoiced). You can also enter a negative value. The entered value will then be deducted. (For example: If you enter "-2" and select "%", 2% will be deducted from the shopping cart value.)
From credit rating index	This is where you can specify that certain payment methods are only available for users/consumers with a defined minimum credit rating index. You can enter the credit rating index for each user under the menu item *Manage user > User > Advanced*. *Note: If you have purchased PAYONE's Protect module, you can opt to use the credit assessment function to automatically set this value for the respective user/consumer.*

Note: Settings made for payment methods without a PAYONE identifier will have no effect on the processing via PAYONE.

4.2 Payment settings

You can change the global configuration for the communication with the PAYONE Platform under the menu item *PAYONE > Configuration > Payment settings*.

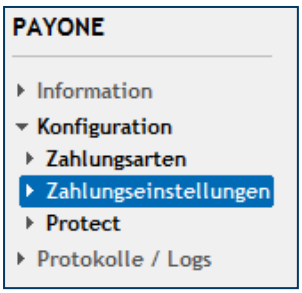


Figure 9: Payment settings

4.2.1 Connectivity settings

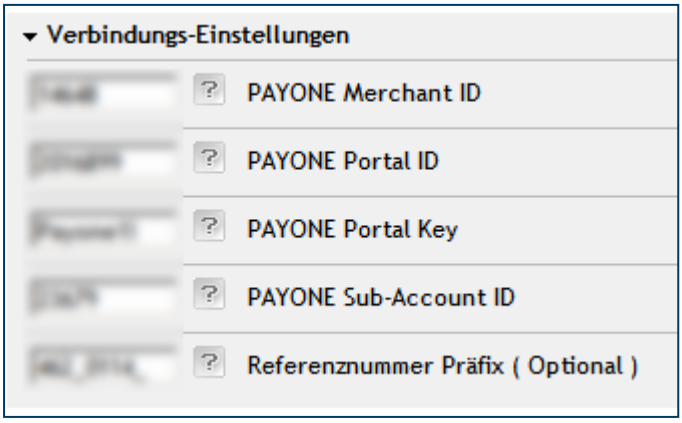


Figure 10: Connectivity settings

Field	Description
PAYONE Merchant ID	You can find the PAYONE Merchant ID in the top right corner of the PAYONE Merchant Interface (PMI) and on all itemised bills issued by PAYONE.
PAYONE Portal ID	Please enter the ID of the PAYONE payment portal which you would like to use for processing the payments. You can find the portal ID in the PAYONE Merchant Interface (PMI) under the menu item *Configuration > Payment portals*
PAYONE Portal Key	Please enter the key for safeguarding your communication data from being tampered with. This must be identical with the key you have stored for the corresponding PAYONE payment portal. You can find the configuration in the PAYONE Merchant Interface (PMI) under the menu item *Configuration > Payment portals > [edit] > Tab [Advanced] > Key*
PAYONE Sub-Account ID	Please enter the ID of the sub-account which you would like to use for processing the payments. You can find the ID in the PAYONE Merchant Interface (PMI) under the menu item *Configuration > Accounts*
Prefix reference number	This is where you can configure the format of the appendix to the reference number to ensure its uniqueness for the transfer to PAYONE. *Note: This configuration is needed when you run the extension on a test system and a productive system, for example.*

You will find an overview of the parameters used for the connectivity configuration such as the Merchant ID or portal ID in the PAYONE Merchant Interface (PMI) under the following menu item *Configuration > Payment portals > [edit] > Tab API parameters*

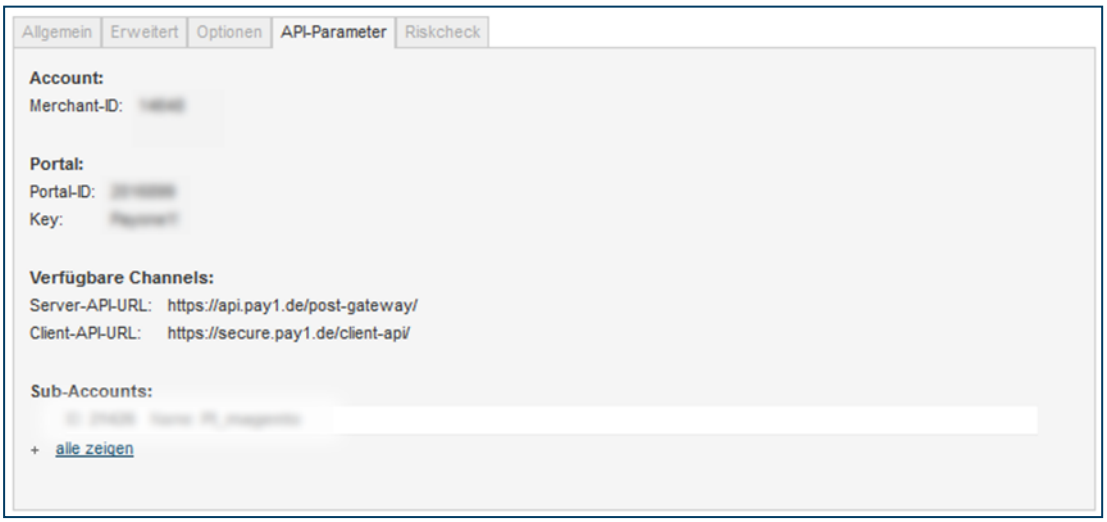


Figure 11: Global settings overview in the PMI

4.2.2 General

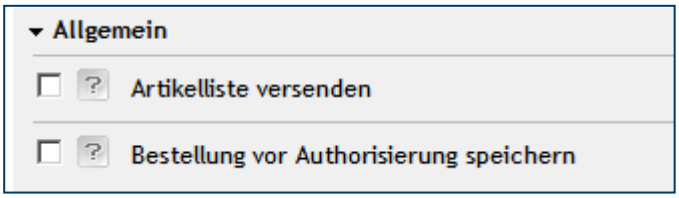


Figure 12: General settings

Field	Description
Sending the product list	This is where you can determine that product information is included in the transmission to PAYONE. *Note: You only need to enable this option if you have purchased the PAYONE Invoicing module.*
Save order before authorisation	This is where you can define whether the order shall be saved before the payment is confirmed. Such orders would then be pending.

4.2.3 Configuration "Enabled credit card brands"

The payment method credit card is split into several sub-types (card brands) within the extension. Currently, these are the following:

- Visa
- MasterCard
- American Express
- Diners Club
- JCB
- Maestro International
- Maestro UK
- Discover
- Carte Bleue

You have the option to enable or disable each card brand in the overview. You also have the option to define the countries from which you want to accept card payments for each card brand. In addition, you can determine for each credit card brand whether it is enabled for live or test mode.

Note: Please note that local card brands should only be assigned to the corresponding country (e.g., Carte Bleue = France). In addition, the respective card brand must be purchased and enabled for your merchant account.

4.2.4 Configuration "Enabled types of online transfer"

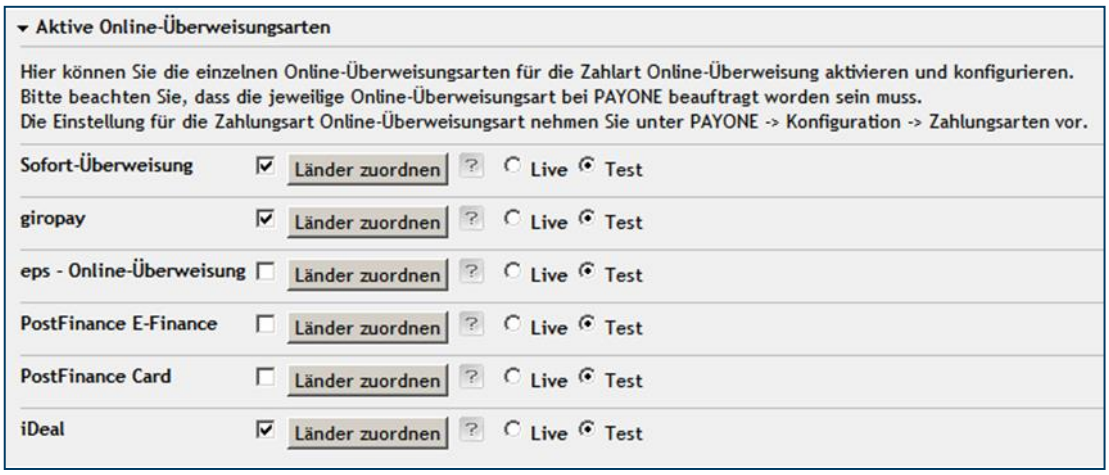


Figure 13: Online transfer types

The payment method online transfer is split into several sub-types (types of online transfer) within the extension. Currently, these are the following:

- SOFORT Banking
- giropay
- eps (electronic payment standard)
- PostFinance E-Finance
- PostFinance Card
- iDEAL

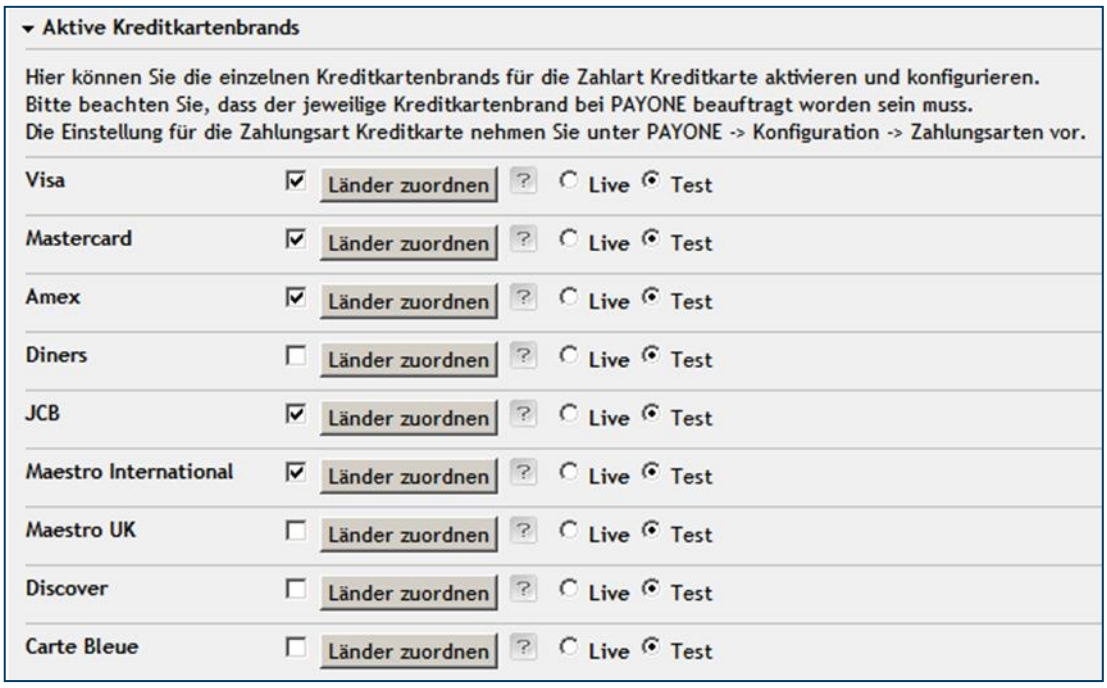


Figure 14: Credit card brands

You have the option to enable or disable each type of online transfer in the overview. You also have the option to define the countries for which you want to enable the particular type of online transfer. In addition, you can determine for each type of online transfer whether it is enabled for live or test mode.

Note: Please note that the respective types of online transfer should only be assigned to the corresponding countries (giropay – Germany, eps – Austria, PostFinance E-Finance & PostFinance Card – Switzerland, iDEAL – Netherlands). SOFORT Banking can be enabled for several countries. In addition, the respective type of online transfer must be purchased and enabled for your merchant account.

4.2.5 SEPA Core Direct Debit

With regard to the payment method direct debit, you have the option to change the settings relating to the Single European Payments Area.

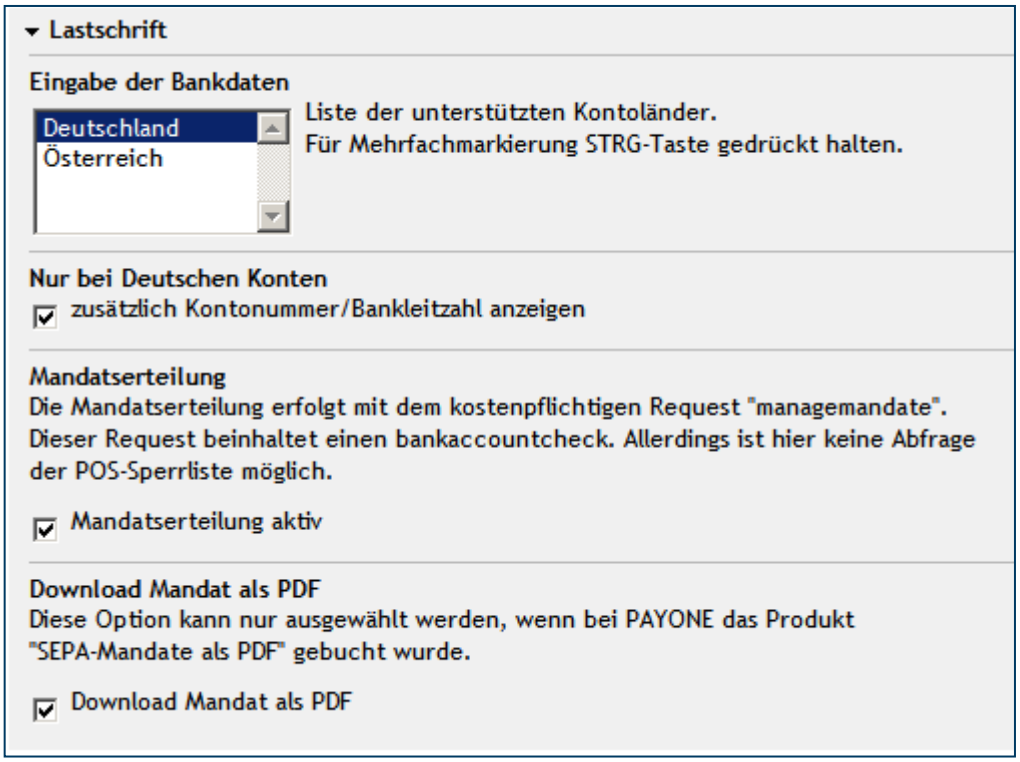


Figure 15: SEPA Direct Debit settings

Field	Description
Countries	Choose the countries for which you want to offer direct debit.
Show account number / sort code	For German accounts, it is still possible to display the account number and sort code in addition to the IBAN / BIC. Ticking this option will enable this type of display.

Enable mandate handling	This is where you can enable the PAYONE mandate administration.
Download mandate as PDF	This is where you can define whether PAYONE will provide a copy of the mandate for download to the consumer at the end of checkout.

4.2.6 Klarna

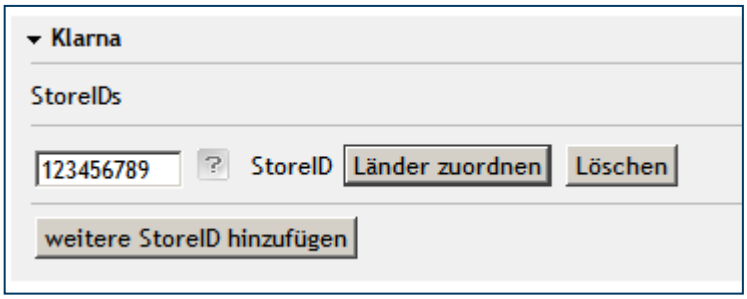
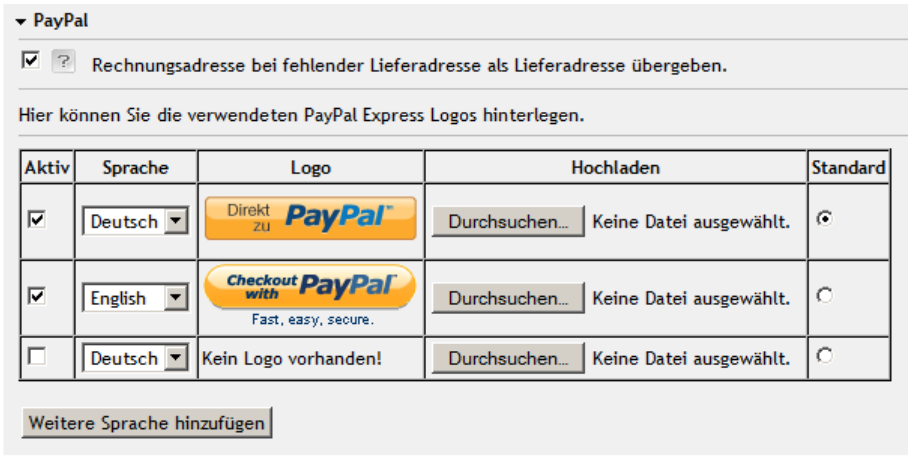


Figure 16: Configuration of Klarna Store IDs

Field	Description
Store IDs	This is where you should enter the store ID(s) you received from Klarna. You will need this/these ID(s) to access the correct information pages in the checkout. Please ensure the correct assignment of countries. One store ID is valid for each of the countries.

Note: The payment – method Klarna-Financing is not fully implemented. The monthly fee would not be shown in the right way, which can cause legal consequences for the merchant. Use Klarna-Financing only in testmode not in livemode.

4.2.7 PayPal



Field	Description
Use Billing address in case of missing shipping address	If there is no explicit shipping address present, the billing address will be transferred as shipping address, when this checkbox is activated
Active	Activates this entry
Language	Language for this entry. There will only languages shown, which were configured in the OXID eShop
Logo	Preview of the uploaded image, which will be used in the checkout
Upload	There you can upload a new image for this entry.
Default	When activated, this entry / image will be used as default for all languages, if there is no image present.

4.3 Protect

You can configure the credit assessment, address verification and bank detail checks under the menu item *PAYONE > Protect*.

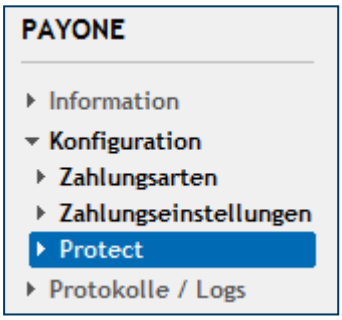


Figure 17: PAYONE Protect

4.3.1 Operating mode

This is where you can define whether the credit assessment shall be done in test or in live mode.

Figure 18: Operating mode

Note: Please note this option requires the purchasing and activation of the PAYONE Protect module for your merchant account. An incorrect configuration may lead to unwanted cancellation during the checkout process.

4.3.2 Credit assessment

This is where you can specify whether and in what form credit assessments shall be carried out during the checkout process.

Figure 19: Credit assessment

Field	Description
Credit assessment	▪ Do not assess the credit rating No credit assessment query is sent to the PAYONE Platform if this option is selected. ▪ infoscore (hard criteria) Checks hard criteria via infoscore (e.g. consumer insolvency proceedings, arrest warrant for an affidavit or enforcement of an affidavit). ▪ infoscore (all criteria) Checks so-called "hard" adverse criteria (see above) and "medium" adverse criteria (e.g., court order, writ of execution or foreclosure) and "soft" adverse criteria (e.g. debt collection proceedings were initiated, extrajudicial debt collection proceedings are pursued after partial payment, cessation of extrajudicial debt collection proceedings due to the unlikeliness of success) ▪ infoscore (all criteria + BoniScore) Checks all criteria (see above) and delivers the BoniScore. When an adverse criteria has been reported, this score allows higher selectivity. *Note: If you have selected to perform credit assessments, the address verification (Address Check Basic) will even be performed if you have enabled the option "Do not verify the address" in the configuration for the address verification.*
Validity in days	This is where you can define the number of days for which the provided credit rating score is valid. The system will not perform any additional credit assessments for the respective consumer / user of the shop until the set time has elapsed. If you leave this field empty, the system will always send a query.
Credit assessment from value of goods (€)	Enter the shopping cart value from which a credit assessment is performed. If you leave this field empty, the system will always send a query.
Default credit rating index	A new customer will be assigned this credit rating index after initial registration. Purpose: If the customer has not been assessed yet and the configuration requires an assessment only from a certain shopping cart value, this credit rating index will be applied until the customer's actual rating is assessed for the first time. If you leave this field empty, the system will apply the OXID default value (1000).
Point in time of the credit assessment	Choose between: ▪ Before selecting the payment method ▪ After selecting the payment method When selecting "After selecting the payment method", you can define the credit rating index for payment methods in such a way, that the assessment will only be performed for certain payment methods.

Note: Please be cautious when adjusting the settings for the credit assessment. Incorrect configuration can lead to errors in the checkout process and unwanted costs due to an increased number of queries, as well as an unnecessarily high risk of non-payment. You should restrict the credit assessment to such payment methods that present a potential risk of non-payment to you (e.g. open invoice or direct debit). You can set this by selecting a particular "Credit assessment index" in the configuration of the respective payment method. On the website of your shop, you should also point out in an appropriate manner that you perform credit assessments via the service provider infoscore Consumer Data GmbH.

4.3.3 Address verification

This is where you can define whether and in what form addresses of your customers shall be verified and the behaviour of the OXID eShop in case of particular events.

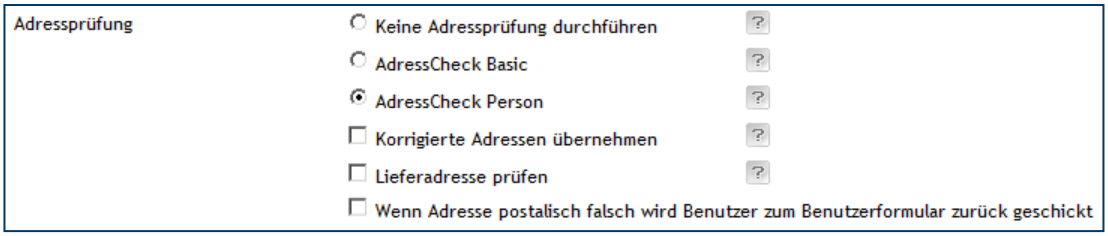


Figure 20: Address verification

Field	Description
Address verification	▪ Do not verify the address The address is not verified. ▪ Address check basic Checks whether the address actually exists (street name, house number, postcode, town, country) and supplements and corrects incomplete or incorrect address data (available for addresses in Germany, Austria, Switzerland, Netherlands, Belgium, Luxembourg, France, Italy, Spain, Portugal, Denmark, Sweden, Finland, Norway, Poland, Slovakia, Czech Republic, Hungary, United States, Canada). ▪ Address check person Checks whether a person is actually known under the indicated address. Also checks whether the address actually exists and supplements and corrects incomplete or incorrect addresses (only for Germany).
Accept corrected address	When you tick this check box, the PAYONE Platform will automatically accept corrected addresses.
Check delivery address	When you tick this check box, the system will also check deviating delivery addresses based on the selected Address check. *Note: If you have selected the option "Accept corrected address", the system will also use corrected delivery addresses.*

If the address is undeliverable, the user is redirected to the user form.	In this case, the user will be prompted to re-enter his or her billing and delivery address data.

Note: Please note this option requires the purchasing and activation of the PAYONE Protect module for your merchant account.

4.3.4 Bank detail verification

This is where you can specify whether and in what form bank details shall be verified during the checkout process if the payment method *direct debit* was selected.

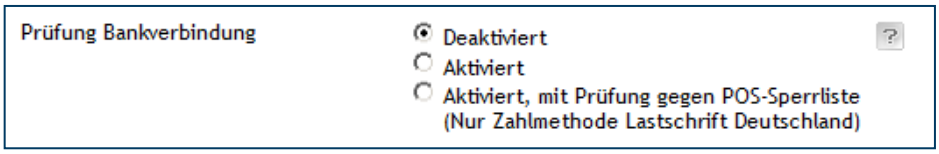


Figure 21:Bank detail verification

Field	Description
Verification of the bank details	▪ Disabled The bank details are not verified. ▪ Enabled The bank details are checked for plausibility. *Note: The check does not include verifying the existence of the bank account or whether the account is covered.* ▪ Enabled including check against POS blacklist The account details are checked for plausibility and against a POS blacklist. *Note: Here, too, the check does not include verifying the existence of the bank account or whether the account is covered. The POS lock file contains the account details for accounts with outstanding chargebacks retrieved from brick and mortar retail businesses.*

Note: Please note that you can only use this function if you have purchased the PAYONE Protect module. The check is exclusively performed on payments via direct debit in Germany.

4.4 Forwarding the transaction status

Forwarding the transaction status allows you to transmit the payment status to other systems such as ERP or logistics.

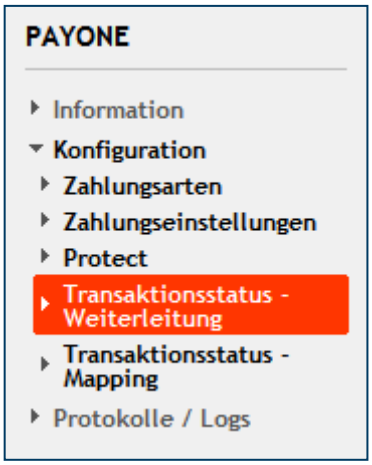


Figure 22: Forwarding the transaction status

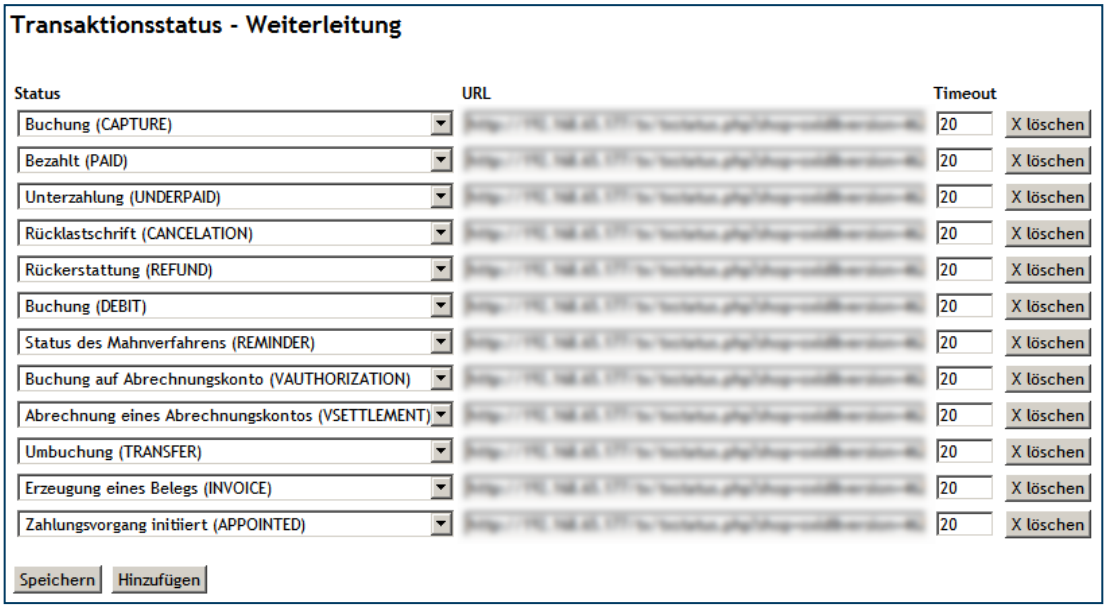


Figure 23: Configuration of transaction status forwarding

Field	Description
Status	The status that is sent by PAYONE.

URL	Enter the return URL to which the status shall be forwarded.
Time-out	Number of seconds to wait until the status is accepted.
[X delete]	This is where you can delete the particular forwarding setting.
[Save]	Clicking on "Save" will store all forwarding settings in the database.
[Add]	You can add as many forwarding settings as you like. You can set several redirections for one and the same status.

4.5 Transaction status mapping

The mapping of the transaction status allows you to use the PAYONE status to assign a corresponding shop status to the orders during processing. You can adapt this status according to your requirements.

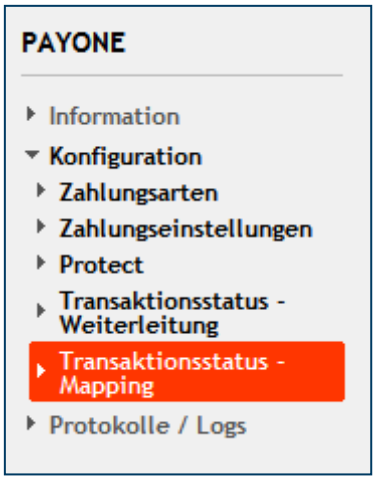


Figure 24: Transaction status mapping

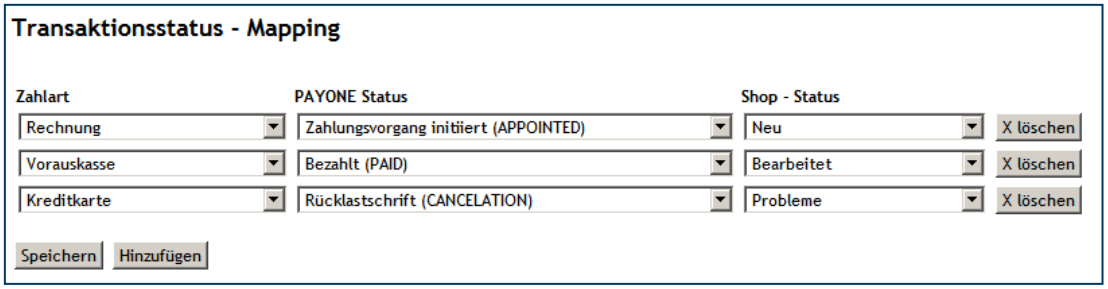


Figure 25: Configuration of the transaction status mapping

Field	Description
Payment method	The payment method for which the mapping applies.
PAYONE status	The status that PAYONE transmits to the shop.
Shop status	The status that should be applied for the orders when the configured PAYONE request is processed in the shop.
[X delete]	This is where you can delete the particular mapping.
[Save]	Clicking on "Save" will store all mappings in the database.
[Add]	You can add as many mappings as you like. However, please note that only one mapping can be applied for each particular combination of a payment method with a PAYONE status. This may lead to inconsistencies.

5 Using the extension

5.1 Protocols / logs

You will find all information on processed payments, communication with the PAYONE Platform and an order summary under the menu item *Protocols/logs*.

Figure 26: Protocols/Logs menu

5.1.1 Transactions

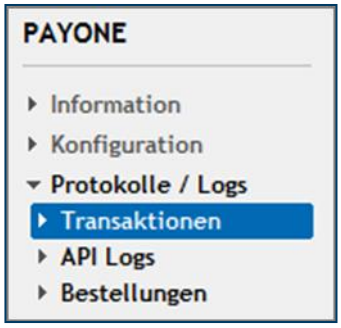
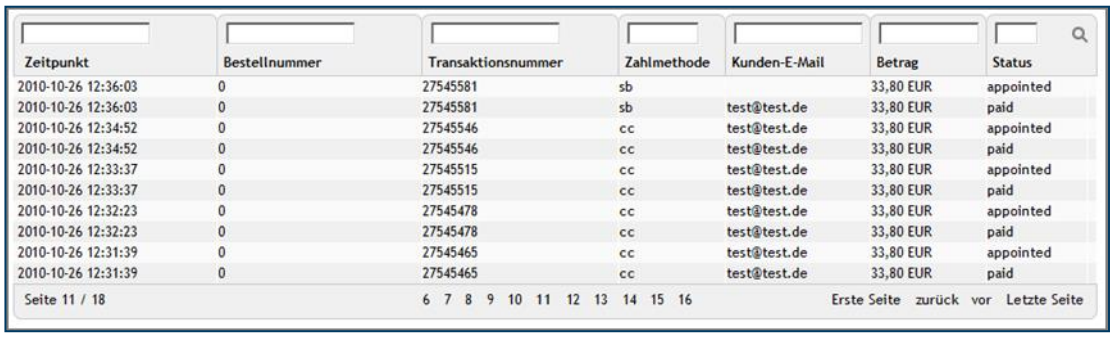


Figure 27: Transaction logs

The *Transactions* sub-menu lists all PAYONE Platform notifications received by OXID eShop regarding the transaction status of the individual orders and transactions. This is where you can check whether the transaction status was received correctly and what the current status of the transaction is in case of malfunctions.

5.1.1.1 Overview



Zeitpunkt	Bestellnummer	Transaktionsnummer	Zahlmethode	Kunden-E-Mail	Betrag	Status
2010-10-26 12:36:03	0	27545581	sb		33,80 EUR	appointed
2010-10-26 12:36:03	0	27545581	sb	test@test.de	33,80 EUR	paid
2010-10-26 12:34:52	0	27545546	cc	test@test.de	33,80 EUR	appointed
2010-10-26 12:34:52	0	27545546	cc	test@test.de	33,80 EUR	paid
2010-10-26 12:33:37	0	27545515	cc	test@test.de	33,80 EUR	appointed
2010-10-26 12:33:37	0	27545515	cc	test@test.de	33,80 EUR	paid
2010-10-26 12:32:23	0	27545478	cc	test@test.de	33,80 EUR	appointed
2010-10-26 12:32:23	0	27545478	cc	test@test.de	33,80 EUR	paid
2010-10-26 12:31:39	0	27545465	cc	test@test.de	33,80 EUR	appointed
2010-10-26 12:31:39	0	27545465	cc	test@test.de	33,80 EUR	paid

Figure 28: Overview over transaction logs

The overview lists all transaction status notifications that were received and processed on the PAYONE Platform. You will find filter options above each individual column.

Field	Description
Point in time	The point in time when the transaction status notification is received.
Order number	The order number of the order in your OXID eShop.
Transaction ID	The unique number for each transaction (TXID). This number is issued by the PAYONE Platform.
Payment method	This field indicates the payment method that was used for the transaction. The following abbreviations may be used: elv → Direct debit cc → Credit card rec → Invoice vor → Prepayment cod → Cash on delivery sb → Online transfer wlt → e-Wallet (e.g. PayPal) fnc → Financing (e.g. Klarna)
Customer e-mail	The e-mail address that the customer entered during the ordering process.
Amount	The amount of the order stated in the currency used for the transaction.
Status	This field indicates the status that was transmitted via TransactionStatus by the PAYONE Platform. *Note: For a detailed explanation of each parameter, please refer to the technical documentation of the PAYONE Platform in the PAYONE Merchant Interface (PMI) under Downloads > Documentation.*

5.1.1.2 Transaction details

After selecting an entry from the list, you are displayed all transaction status information that was transmitted from the PAYONE Platform to your shop. This allows you to review which data were received and processed by your OXID eShop at any point in time.

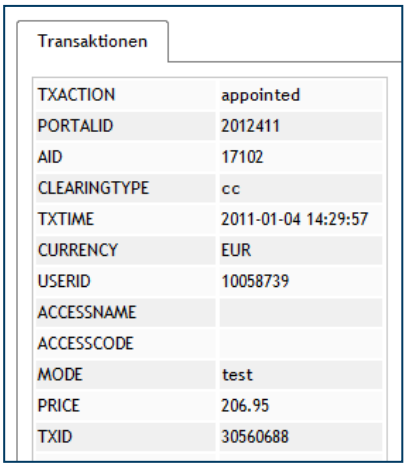


Figure 29: Transaction details

For a detailed explanation of each parameter, please refer to the technical documentation of the PAYONE Platform in the PAYONE Merchant Interface (PMI) under *Downloads > Documentation*.

5.1.2 API logs

You will find all requests sent by the OXID eShop to the PAYONE Platform and all the corresponding responses in the sub-menu item *API logs*.

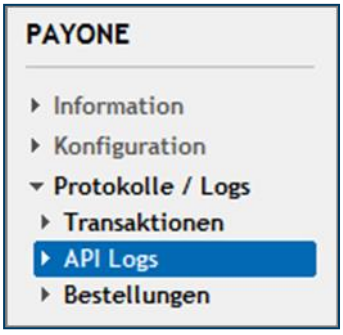


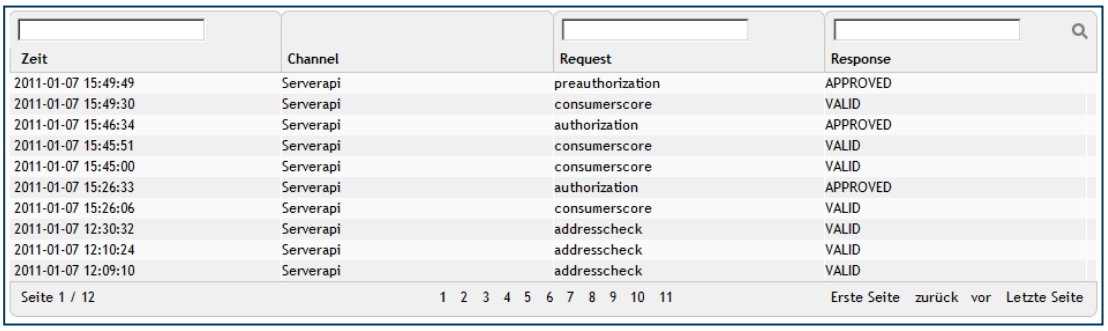
Figure 30: API logs

The only requests that are not included in these logs are such requests that were issued via the client API. The reason for this is that, in order to comply with the Payment Card Industry Data Security Standard (see section 3.5), Ajax technology is employed to send these requests directly from the consumer's browser (client) to the PAYONE Platform, technically guaranteeing that there is no contact between your OXID eShop and the sensitive credit card data.

5.1.2.1 Overview

This overview lists all requests that the OXID eShop may send to the server API, as well as the basic information contained in the requests. There is the option to use a keyword search in the column headers to filter the displayed data.

This search includes the entire content for the columns Request and Response. For more information on the content, please refer to the API log details (section 6.1.2.2).



Zeit	Channel	Request	Response
2011-01-07 15:49:49	Serverapi	preauthorization	APPROVED
2011-01-07 15:49:30	Serverapi	consumerscore	VALID
2011-01-07 15:46:34	Serverapi	authorization	APPROVED
2011-01-07 15:45:51	Serverapi	consumerscore	VALID
2011-01-07 15:45:00	Serverapi	consumerscore	VALID
2011-01-07 15:26:33	Serverapi	authorization	APPROVED
2011-01-07 15:26:06	Serverapi	consumerscore	VALID
2011-01-07 12:30:32	Serverapi	addresscheck	VALID
2011-01-07 12:10:24	Serverapi	addresscheck	VALID
2011-01-07 12:09:10	Serverapi	addresscheck	VALID

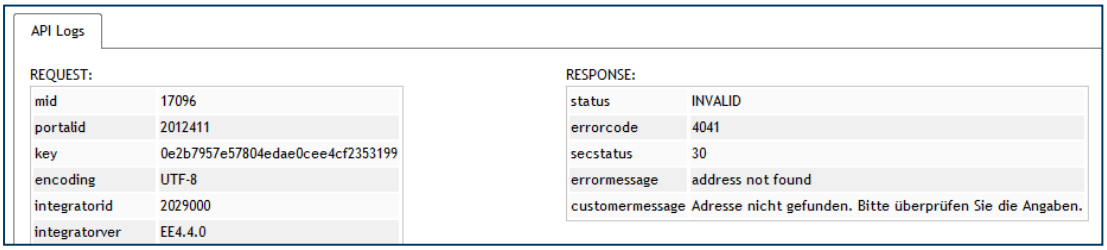
Seite 1 / 12 1 2 3 4 5 6 7 8 9 10 11 Erste Seite zurück vor Letzte Seite

Figure 31: Overview

Field	Description
Point in time	The point in time the request was issued.
Channel	The channel that was used.
Request	The type of the request.
Response	Parameter "status" from the response of the PAYONE Platform to the request.

5.1.2.2 API log details

Clicking on one of the requests listed in the overview will display all the parameters of the request sent to the PAYONE Platform and the corresponding response of the PAYONE Platform.



API Logs

REQUEST:

mid	17096
portalid	2012411
key	0e2b7957e57804edae0cee4cf2353199
encoding	UTF-8
integratorid	2029000
integratorver	EE4.4.0

RESPONSE:

status	INVALID
errorcode	4041
secstatus	30
errormessage	address not found
customermessage	Adresse nicht gefunden. Bitte überprüfen Sie die Angaben.

Figure 32: API log details

For a detailed explanation of each parameter, please refer to the technical documentation of the PAYONE Platform in the PAYONE Merchant Interface (PMI) under *Downloads > Documentation*.

5.1.3 Orders

The order overview is a standard function in the OXID eShop. A *PAYONE* tab has been added to this overview which allows you to view the payment status of a particular order.

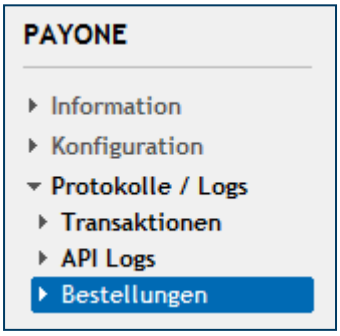


Figure 33: Order logs

The menu item *Manage orders > Orders* available in the standard OXID eShop configuration provides the same overview, including the *PAYONE* tab, as displayed under *PAYONE > Protocols/logs > Orders*.

5.1.3.1 Overview

The overview summarises all orders including the corresponding basic information. Similar to the filter function for the transaction and API log lists, you can enter a keyword in the column headers to filter the displayed data.

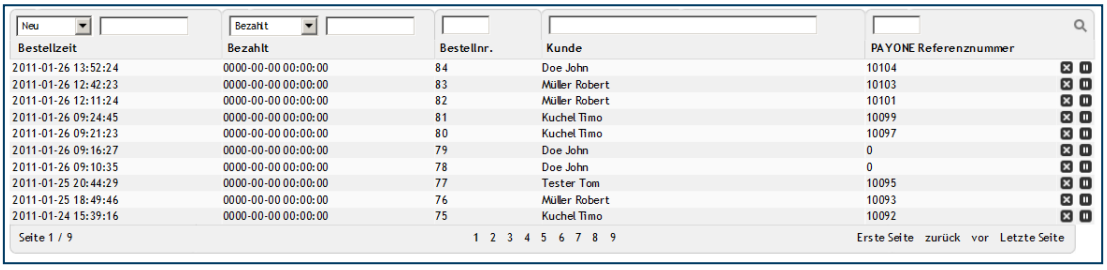


Figure 34: Order log overview

Field	Description
Time of order	Point in time the order was placed.
Paid	The point in time the PAYONE Platform sent the message confirming the payment.

Order no.	Order number issued by the OXID eShop.
Customer	Surname and first name of the customer.
PAYONE reference number	The reference number that was transmitted to the PAYONE Platform as a unique identifier. The reference number is stored in the parameter "reference".

5.1.3.2 Tab PAYONE

You will find the transaction account which lists all receivables and payments for a particular order under the *PAYONE* tab. The basis for this information are the OXID eShop requests sent via the server API to the PAYONE Platform as well as the platform's responses regarding the transaction status.

In addition, you have the option to execute captures for pre-authorised payment processes as well as refunds.

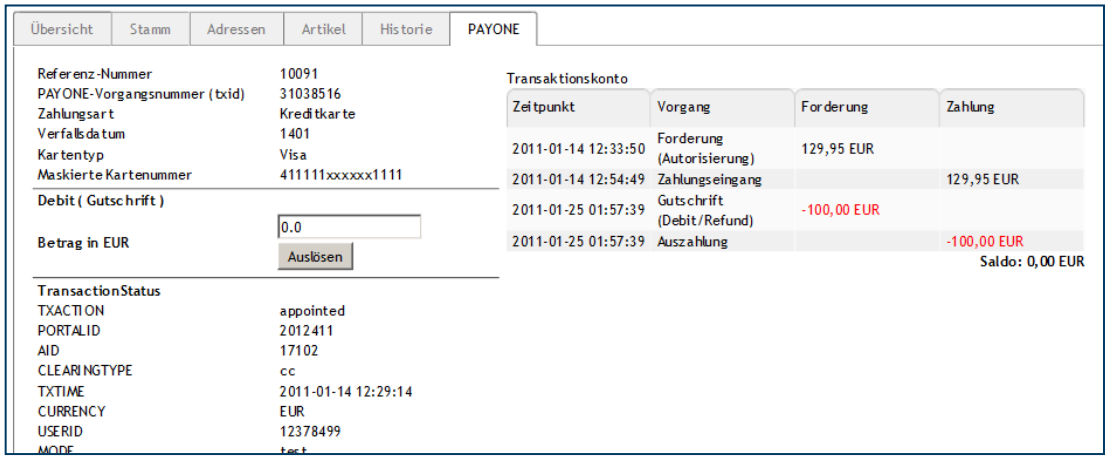


Figure 35: PAYONE tab in order detail view

Field	Description
Reference number	The reference number that was transmitted to the PAYONE Platform as a unique identifier. The reference number is stored in the parameter "reference".
PAYONE payment process ID (TXID)	The transaction ID under which the transaction was processed within the PAYONE Platform.
Payment method	The payment method used for the order.

Payment method details	This field displays details on the payment depending on the payment method that was used. This is where you will find information on the type of credit card as well as the truncated cardpan for credit card payments.
Amount	This is where you can initiate a refund or a capture, depending on the payment status of the order. *Note: The debtor administration of the PAYONE Merchant Interface (PMI) provides more extensive options for executing captures, refunds, etc. In addition, you can initiate these transaction types via your enterprise resource planning system and/or the server API of the PAYONE Platform.*
Transaction account	This is where you will find a list of all receivables and payments associated with the order in the form of a transaction account. All negative amounts are displayed in red. Clicking on "Point in time" will open the corresponding transaction status. *Note: For additional information on the respective payment process, please open the debtor administration in the PAYONE Merchant Interface (PMI).*

6 Help and support

6.1 Help and additional information

For additional information and useful links for the utilisation of the extension, such as supplementary documentation, information on updates, etc., please refer to the administration area of your OXID eShop under *> PAYONE > Information > General.*

There, you will also find an option to subscribe to our newsletter to stay up-to-date with all updates and new features.

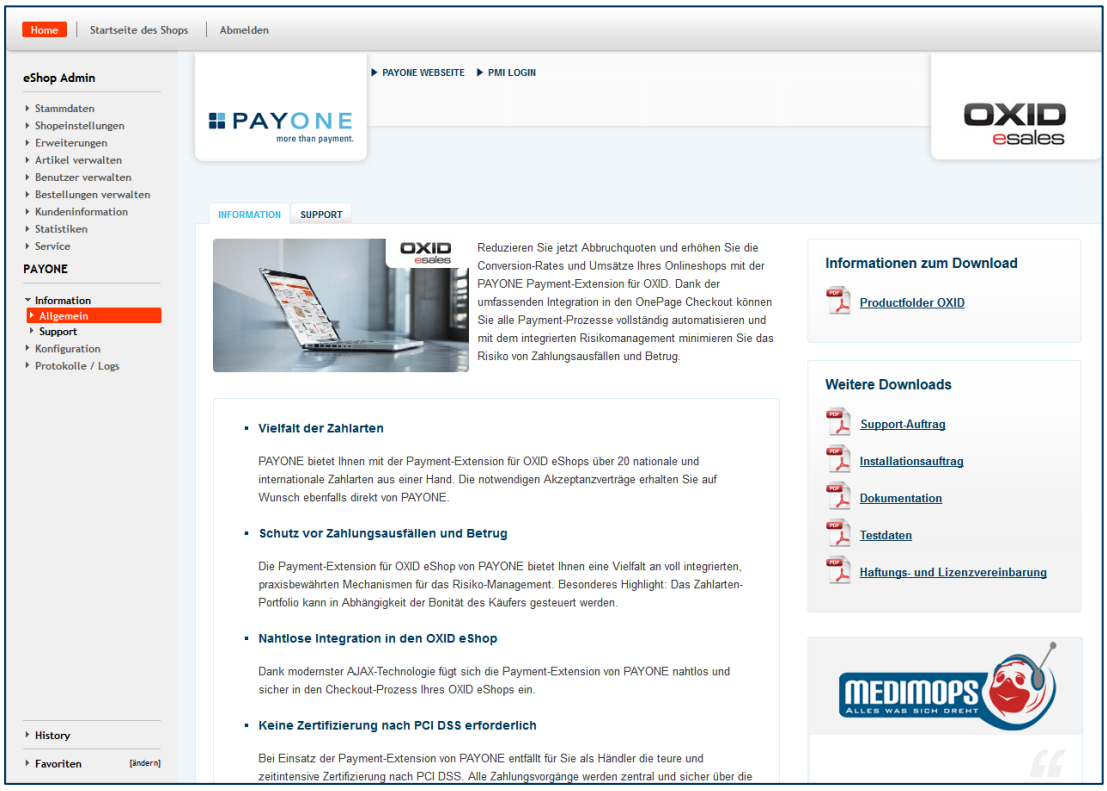
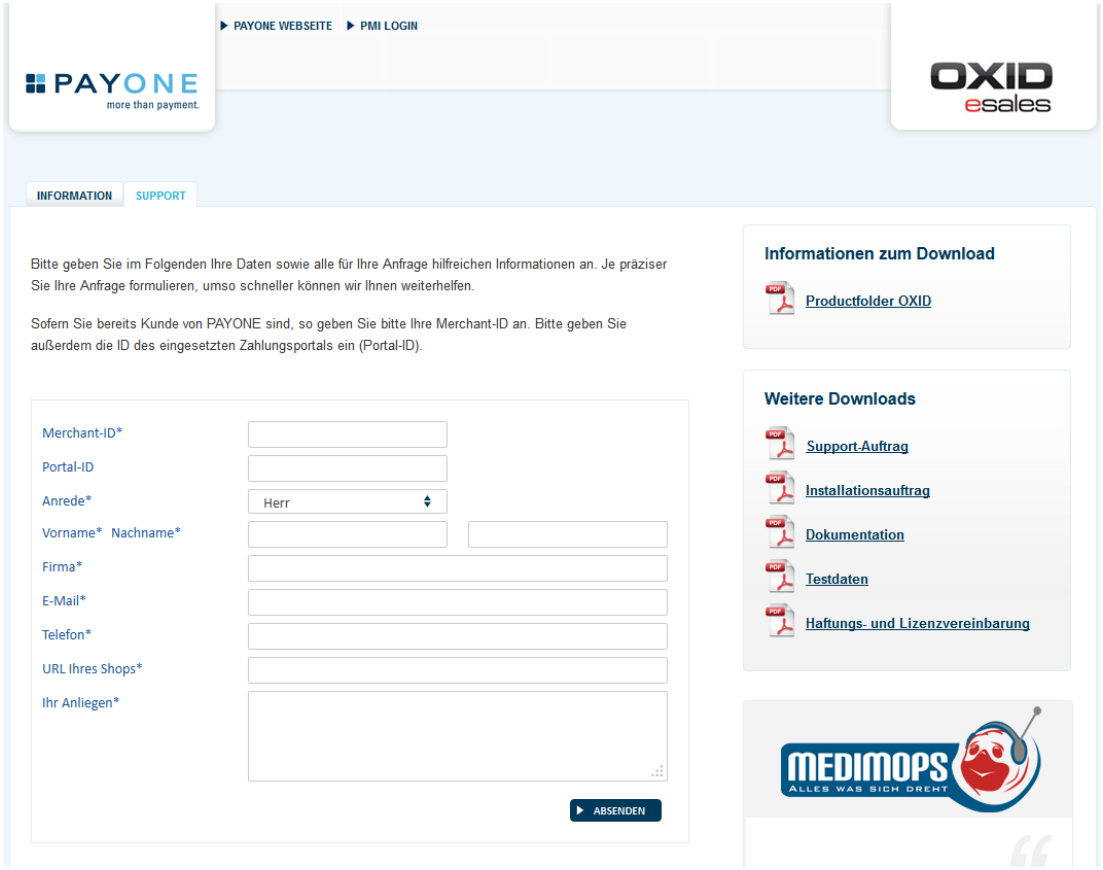


Figure 36: Central source of information on the extension within the OXID administration area

6.2 Support

Should you have any questions, please use the support form, which you will find in the administration area of your OXID eShop under *PAYONE > Information > Support*.

Please note that the OXID eShop extension for PAYONE is a free software and that PAYONE's free support therefore only covers general questions about the extension and the PAYONE Platform. For detailed questions, we recommend you to get in touch with your OXID partner directly.

6.3 Special support offering

In cooperation with the Berlin-based OXID Certified Premium Solution Partner Fatchip GmbH, PAYONE has developed a special support offering for PAYONE merchants.