User Manual

Saferpay Payment Provider Plugin for Odoo v19.0

Table of Contents

1. Introduction 3
2. Saferpay 3
3. Configurations and Requirements 4
4. General Configurations in the Backend 4
5. Payment Method Configurations 10
6. Provider Configurations in Backend 13
7. Configurations Only for Saferpay Providers 15
8. Payment Page Interface 17
9. Transaction Interface 17
10. Saferpay Fields 18
11. Manual Capture, Multipart Capture & Void Transaction 19
12. Refund 20
13. Saferpay Multi-website Backend Configuration 23
14. Company settings 24
15. Brief Description 25
16. Technical Requirements / Compatible With: 27
17. Change Log / Release Notes 27
18. Support 28

1. Introduction

This document provides a comprehensive overview of Saferpay, detailing its purpose, features, system interfaces, functionalities, operating constraints, and responses to external stimuli. It is intended for system stakeholders and developers, serving as a foundational guide for software development.

2. Saferpay

Easy, Flexible, Secure: Saferpay by Worldline – The Comprehensive E-Payment Solution for Your Online Shop.

Saferpay offers a reliable and flexible e-payment solution to streamline secure payments in your online shop. With support for a broad range of national and international payment methods, Saferpay consolidates payment processing via a single, easy-to-integrate interface, adaptable to most shop systems.

This Odoo module enables compatibility with Saferpay, supporting the following payment methods and workflows:

- Credit/Debit Cards: VISA, Mastercard, Maestro, American Express, Bancontact, Diners, JCB
- Bank and Wallet Options: EPS, Klarna, UnionPay, PayPal, TWINT, iDEAL, ePrzelewy, Alipay, Google Pay, Apple Pay, Post Finance Pay,
- Direct Bank Transfers: Account-to-Account, SEPA ELV, WeChat Pay

The module supports all core Saferpay features, including the payment page, transaction interface, Saferpay fields, saved card functionality, refund processing, and cancellation. It also provides seamless multi-website compatibility, making it an ideal solution for diverse online business needs.

3. Configurations and Requirements

- **Odoo Working Environment**: Ensure a functional Odoo setup.
- **Saferpay Module License**: Obtain a valid license for the Saferpay module.
- **Saferpay Account**: A valid Saferpay terminal account is required before installation.
- **API Credentials**: Secure the necessary API credentials for both live and test environments, including Terminal ID, Customer ID, API Username, and API Password.
- **Payment Acceptance Agreement**: A valid acceptance agreement is necessary for all supported payment methods and credit cards.

4. General Configurations in the Backend

Steps to Enable Refund Functionality

a) **Enable Full Accounting Features**:

- Add the admin to the "Show Full Accounting Features" group by navigating to:
  Settings → Users and Companies → Groups → Show Full Accounting Features

b) **Enable Share group**

- Add share group by navigating to:
  Settings → Users and Companies → Groups → Show Full Accounting Features – Readonly

c) **Map Outstanding Receipts Accounts**:

- Assign the Outstanding Receipts accounts for Incoming and Outgoing Payments in *Journals*.

d) **Configure Saferpay Settings**:

- Navigate to *Invoicing → Configuration → Saferpay Provider Configuration* to set up Saferpay data:
    - **Production URL**: Enter the production URL.
    - **Test URL**: Enter the test URL to toggle between test and production environments.
    - **Customer ID**: Enter the Customer ID associated with your Saferpay account.
    - **Terminal ID**: Enter the Terminal ID for the Saferpay account.

e) **Set Payment Means and Terminals**:

- Access payment methods and terminals by going to *Settings → Payment Means / Terminals* in the Saferpay Backoffice.

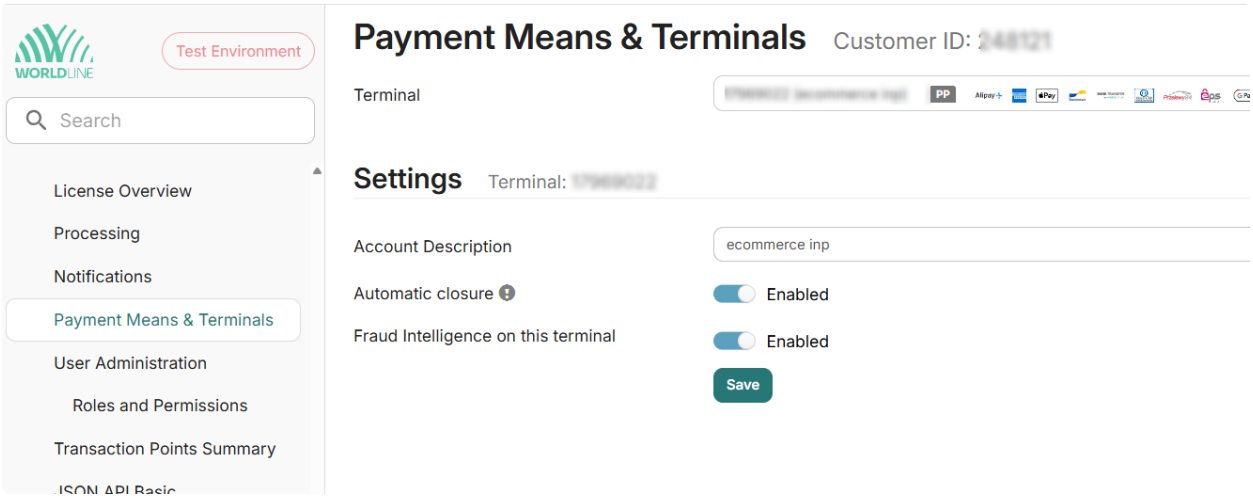

Figure 1 - General Configuration

- **API Username**: Enter the API Username.

- **API Password**: Set the API Password. You can create a new API login in the Saferpay Backoffice by navigating to:
  Settings → JSON API Basic Authentication → Create New JSON API Login.

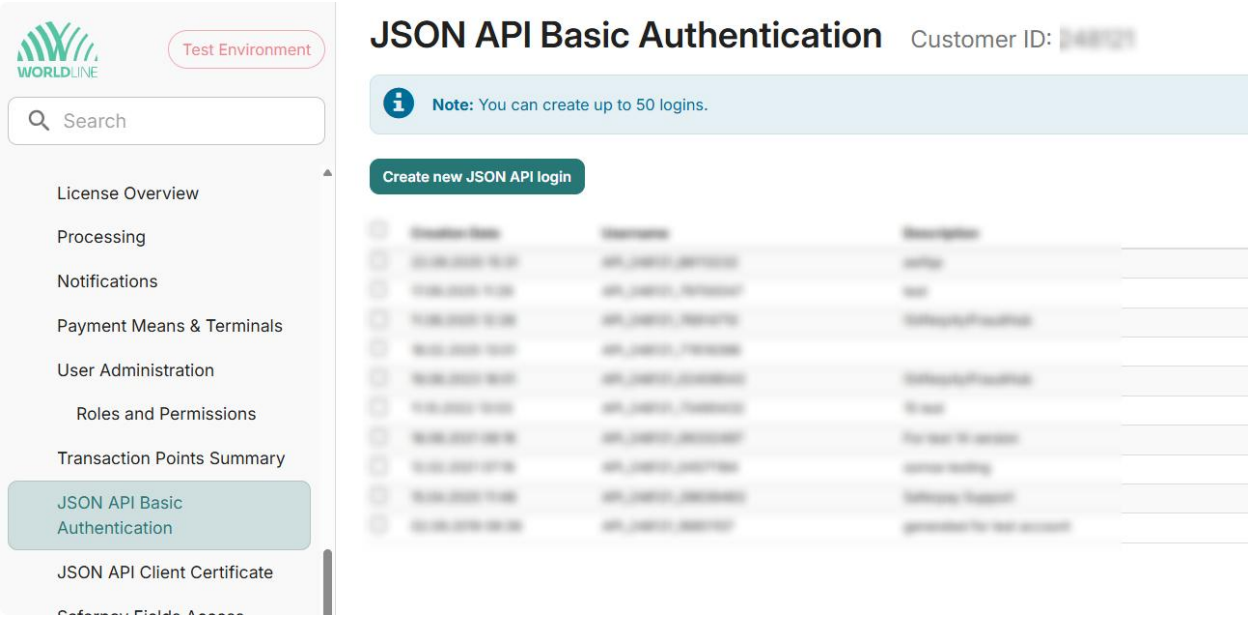

Figure 2 – Retrieving JSON API Keys

- **API Key**: Enter the API Key used specifically for Saferpay Fields.

  You can generate new API Tokens in the Saferpay Backoffice by navigating to: *Settings → Saferpay Fields Access Tokens*.

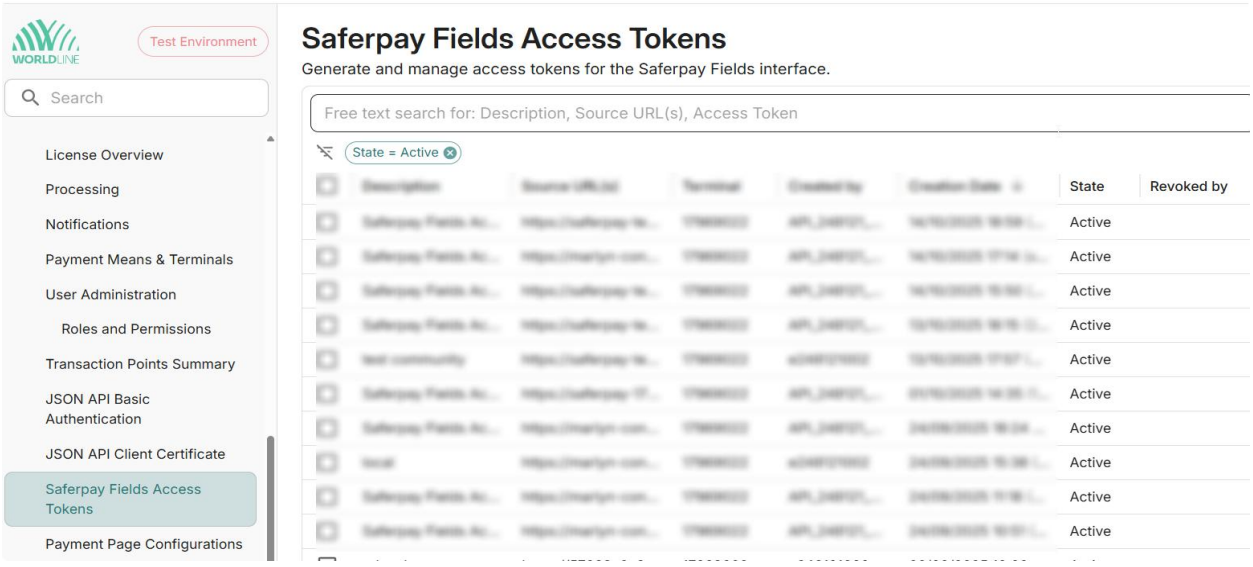

Figure 3 – Retrieving Saferpay field access token

- **Liability Shift Behavior**: Defines the action if liability shift fails, which checks for potential fraud in transactions. Two options are available:
    - **Hold**: Puts the transaction on hold.
    - **Cancel**: Cancels the transaction.
- **Force 3D secure authentication during transactions**: If enabled, Saferpay will ensure a Forced 3ds authentication. The 3ds authentication type is also displayed in Transaction overview section.
- **Payment Method Synchronization**: Automatically retrieves and configures all available payment methods from the Saferpay account.
- **Customer License**: Fetches license package and feature details from Saferpay and adds them under *Invoicing → Configuration → Saferpay Provider Configuration → Customer License*.
- **Create API Key**: Generates the API Key required for Saferpay Fields functionality.
- **Send Status Email**: Sends automated status update emails to the customer.

- **Update Payment Method Logo from Saferpay (SVG)**: When enabled, a weekly cron job updates the payment provider's logo. If disabled, a static image will be used instead.
- **SCA Exemptions**: When an exemption is granted, no Liability shift through 3D Secure is given!
    - LOW_VALUE - This transaction has an overall value of 30 Euros, or lower and thus does not fall under SCA by PSD2!
    - TRANSACTION_RISK_ANALYSIS - External Fraud Risk Analysis will be done.

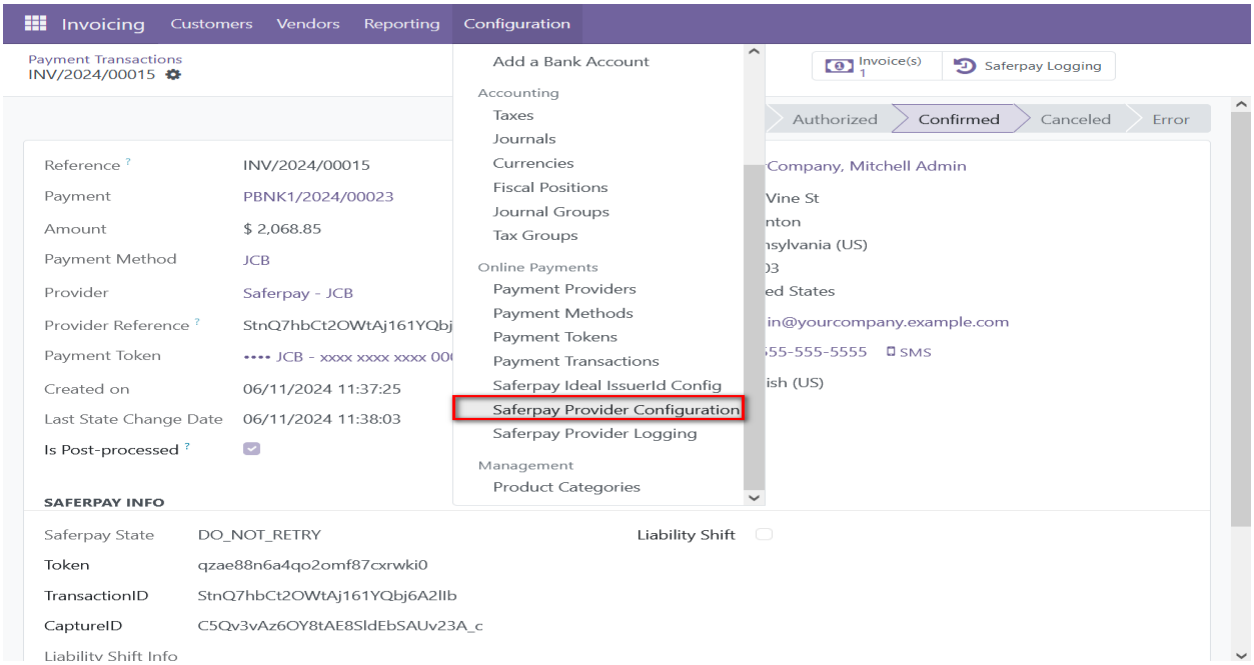

Figure 4 - Configuration List View

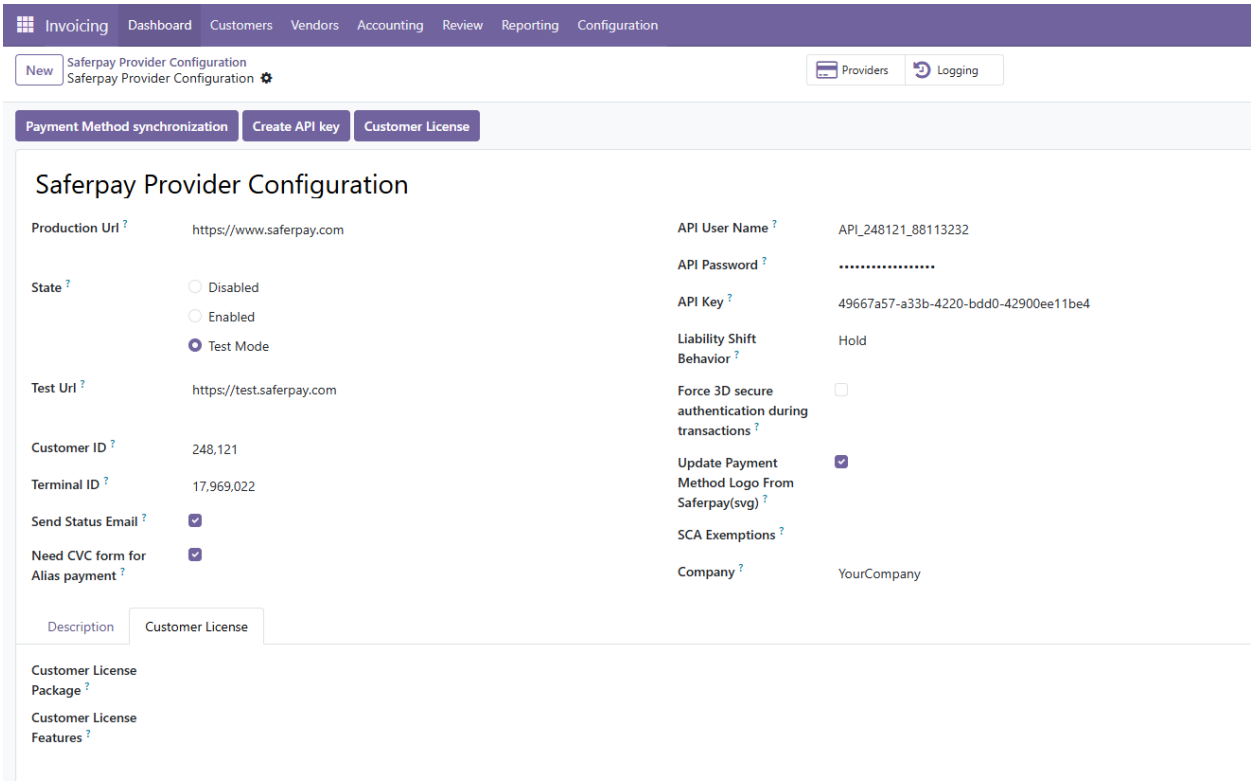

Figure 5 - Configuration Form View

- **Smart buttons**
    - **Providers**: Displays a list of configured providers (payment methods) under this setting.
    - **Logging**: Shows a list of all logs related to API calls, helping to monitor and troubleshoot integration issues.

5. Payment Method Configurations

- You can configure Saferpay payment methods by navigating to *Invoicing* → *Configuration* → *Payment Methods*, as shown in the figure. This menu allows you to set up and manage each payment method integrated with Saferpay.

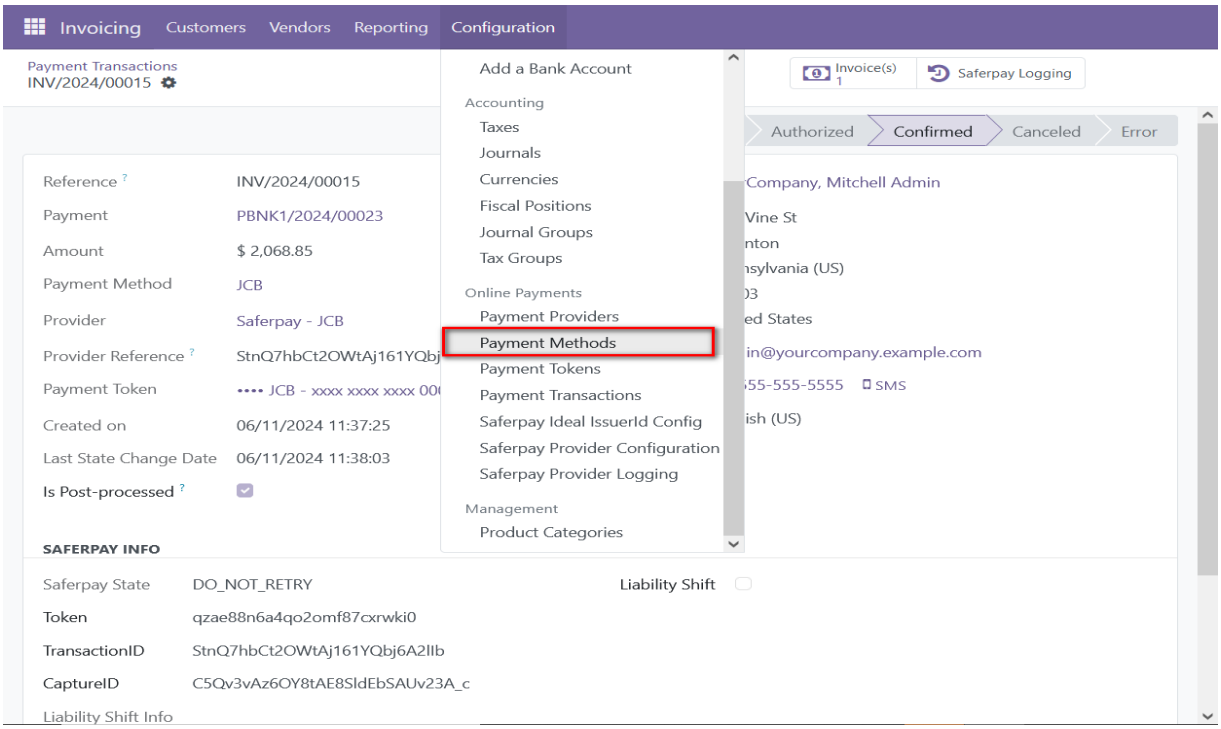

Figure 6 - Payment Methods list view

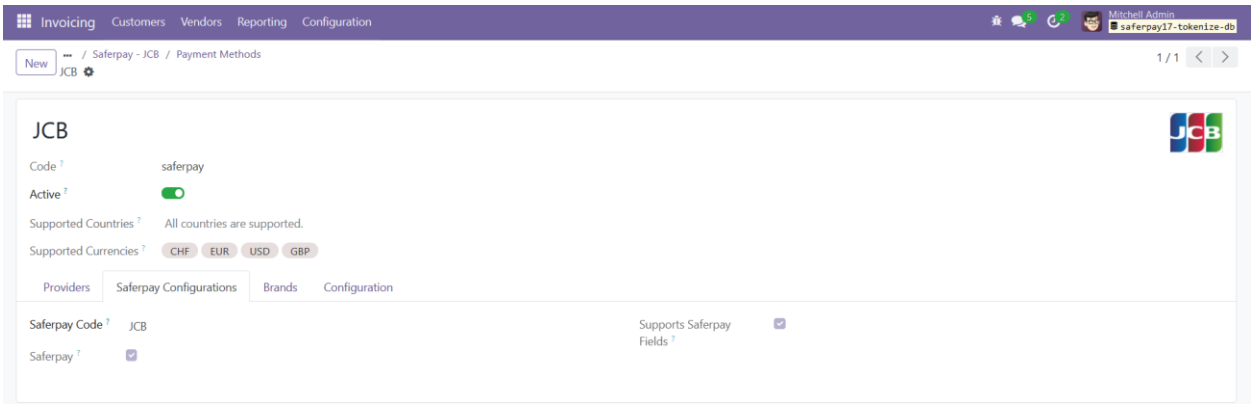

Figure 7 - Payment Method Form View

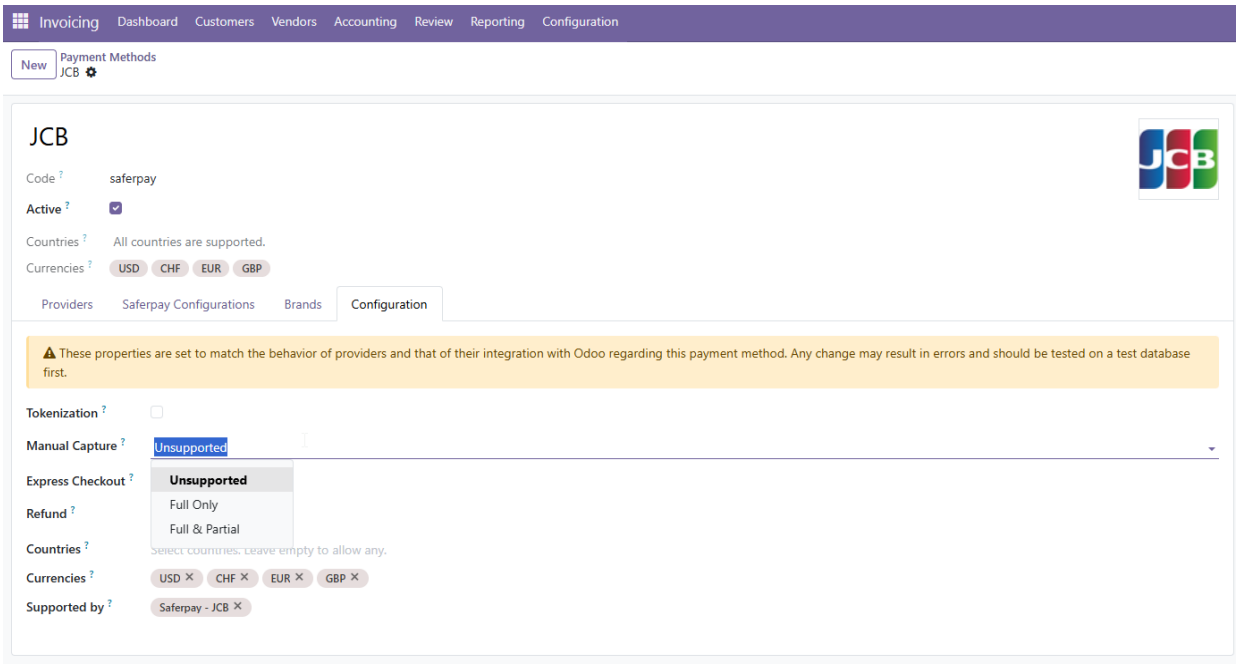

Figure 8- Payment Method capture and refund

In this section, you can configure the following for Saferpay transactions:

- **Saferpay Code**: This code is used for communication with Saferpay, allowing you to identify the specific payment method utilized for each transaction.
- **Allowed Currencies**: This option allows you to define the predefined currencies that can be used with the specified payment method.
- **Manual Capture:** Used when you want to authorize a payment first and capture the funds later, configure the type of partial, fully, based on the safer pay capture type.
- **Refund:** This field indicates the refund capabilities of a payment method. It has two possible values Fully and Full & Partial, configure the based on the safer pay refund type.

6. Provider Configurations in Backend

- You can configure the providers/payment methods for Saferpay by navigating to *Invoicing → Configuration → Payment Providers*, as illustrated in the figure. This menu allows you to manage and set up the various payment methods available through Saferpay.

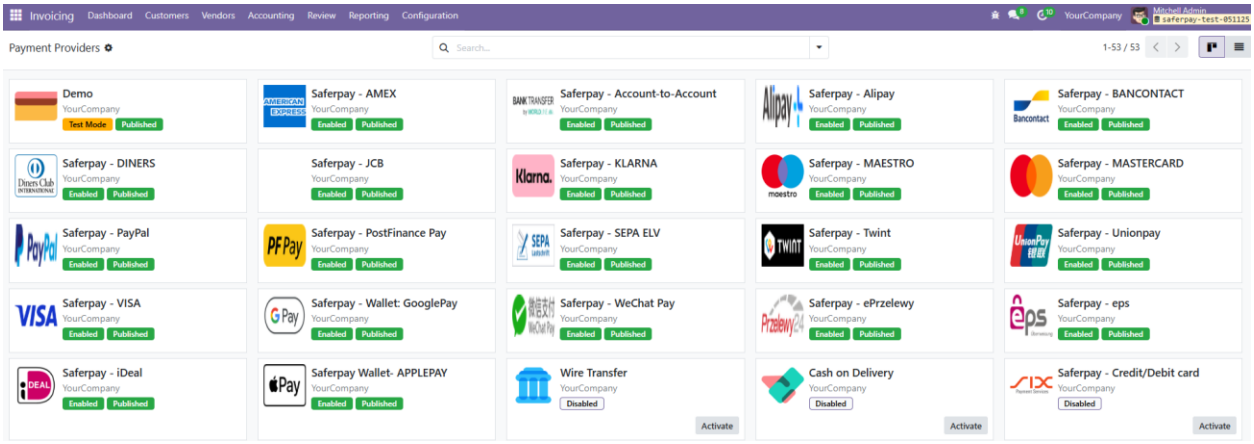

Figure 9– Payment Providers Kanban View

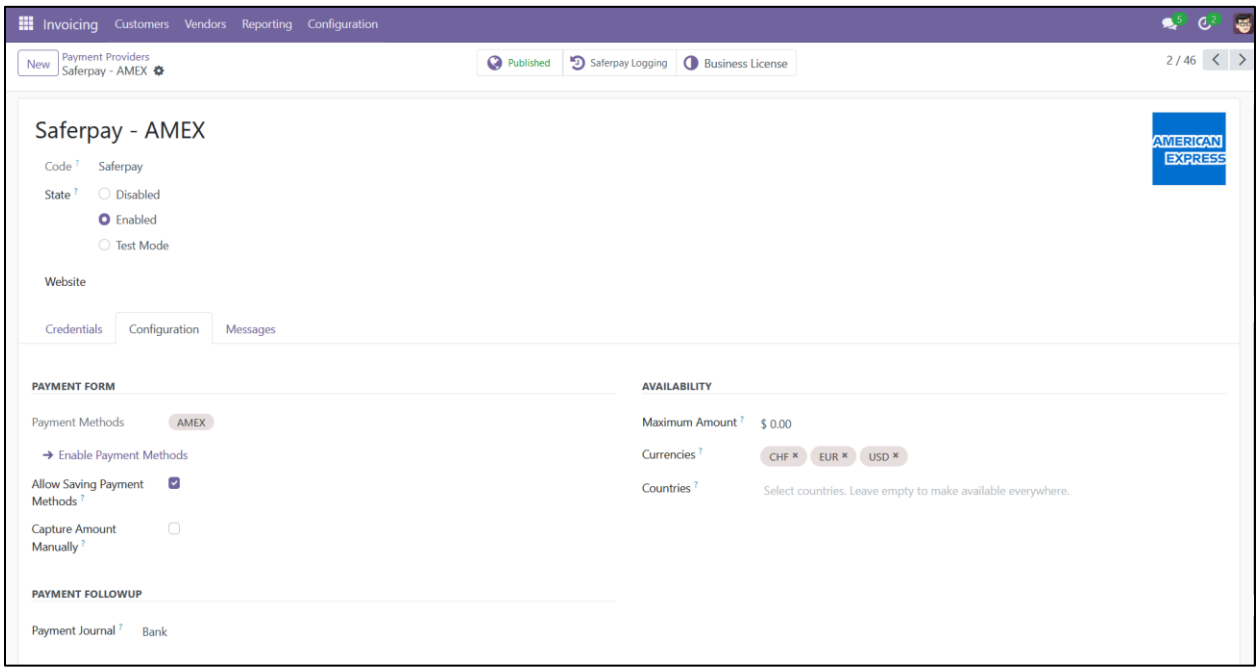

Figure 10 - Payment Providers Form View

In this section, you can configure the default settings for providers in Odoo:

- **Payment Journal**: Specify the journal to be used for this payment provider.
- **Capture Amount Manually**: If selected, this activates the manual capture option for the provider.
- **Allow Saving Payment Methods**: This option enables customers to save their card information for future transactions, accessible from the checkout page and under *My Account → Payment Methods*.
    - **Tokenization**: This feature works in conjunction with the "Allow Saving Payment Methods" option. To enable it, go to the related payment method of the provider, navigate to *Configuration*, and check the “Tokenization Supported” checkbox. This allows users to choose whether to save their card during payment.
    - **My Account Save Card Permission for Portal Users**: To grant full access to portal users for saving payment methods, navigate to *Settings → Technical → Access Rights*, and provide full access to *payment.token.system* and *payment.provider.system*.

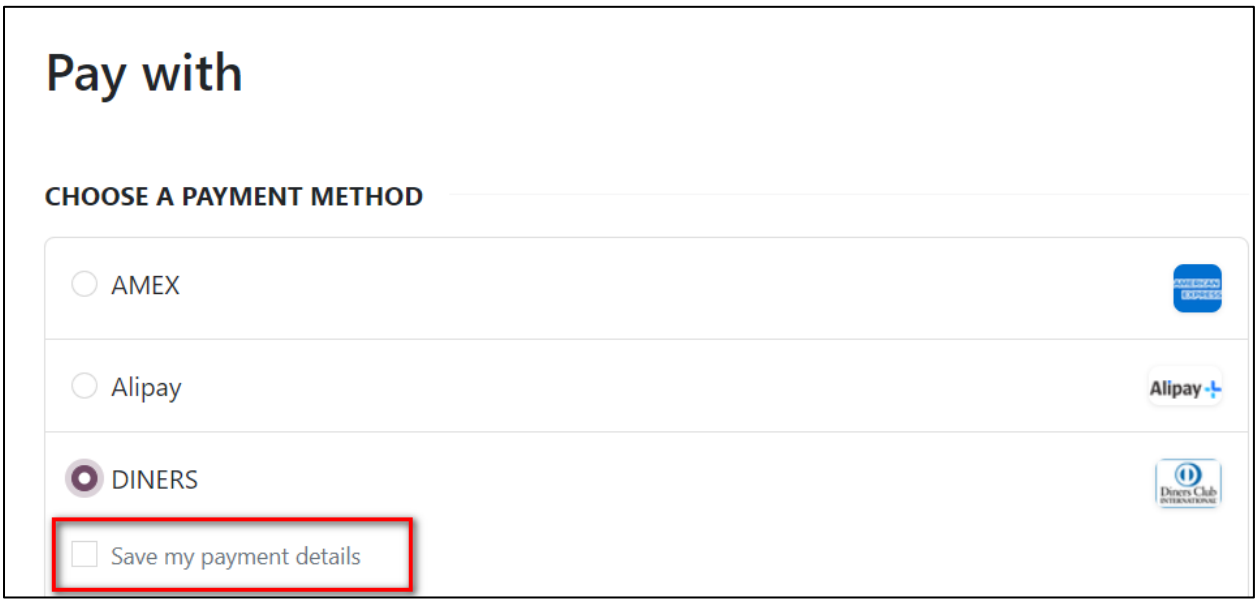

Figure 11 - Save Card feature enabled

- **Payment Methods**: This section displays the supported payment methods for Saferpay. Here, you can view the allowed currencies and codes associated with each payment provider, which are retrieved from the payment methods configuration.

7. Configurations Only for Saferpay Providers

- **Need Order Limit**: If checked, you can set minimum and maximum order limits for transactions.
- **Send Customer Address**: Determines whether to send the customer's delivery and billing address to the Saferpay back office.
- **Support Notify URL**: Allows you to configure the provider's support Notify URL.
- **Customer Confirmation Email**: Specifies if a customer confirmation email is required. Saferpay will send this email only if the customer is redirected to the Saferpay payment page. For DCC transactions, emails will be sent across all payment interfaces.

- **Allowed Currencies**: The allowed currencies are loaded from the payment methods. The listing of payment methods on the payment page depends on these currencies. If the shop's currency is not included in the allowed currencies, it will not appear on the shop's payment page.
- **Payment Interface**: Choose the payment interface with three options:
    - **Payment Page**: If enabled, the checkout will be redirected to the Saferpay payment page.
    - **Transaction Interface**: If enabled, the checkout will load the transaction interface (i-frame).
    - **Saferpay Fields**: If enabled, payments can proceed with Saferpay Fields, capturing data via a fully PCI-certified system.
- **Register Payment Type**: Defines the type of payment method/provider, essential for saving cards. The options include:
    - **CARD**
    - **BANK_ACCOUNT**
    - **POSTFINANCE**
    - **TWINT**
- **Support Refunds**: Indicates whether this provider supports refund transactions.
- **Smart Buttons**:
    - **Saferpay Logging**: Displays a list of all logs related to API calls used for this provider.
    - **Business License**: Used for license switching between e-commerce and business licenses.

8. Payment Page Interface

To configure the payment page interface, follow these steps:

1. Navigate to *Invoicing* → *Configuration* → *Payment Providers*.
2. Select the desired payment provider from the list.

The configuration options for the selected payment method will be displayed, as shown in the figure below.

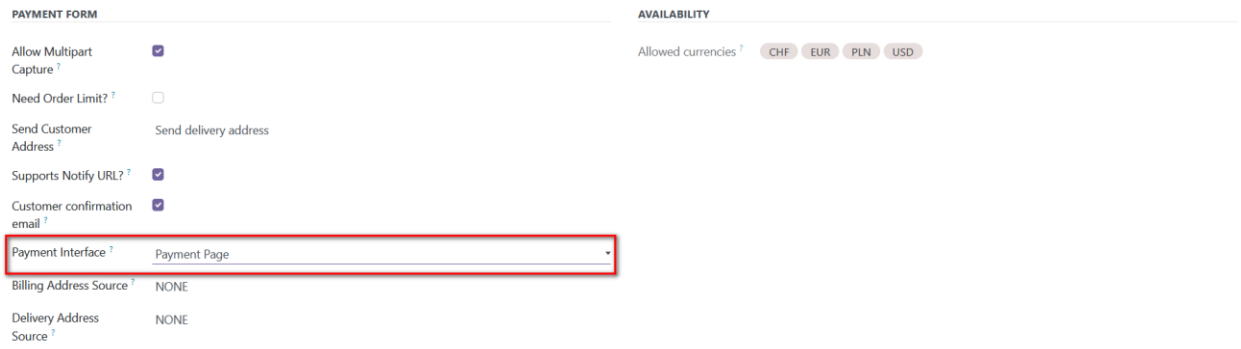

Figure 12 – Configuration for Payment page

9. Transaction Interface

To configure the transaction interface, follow these steps:

1. Navigate to *Invoicing* → *Configuration* → *Payment Providers*.
2. Select the desired payment provider from the list.

The configuration options for the transaction flow will be displayed, as illustrated in the figure below.

Note: Ensure that the provider license is switched to a business license to activate this transaction flow.

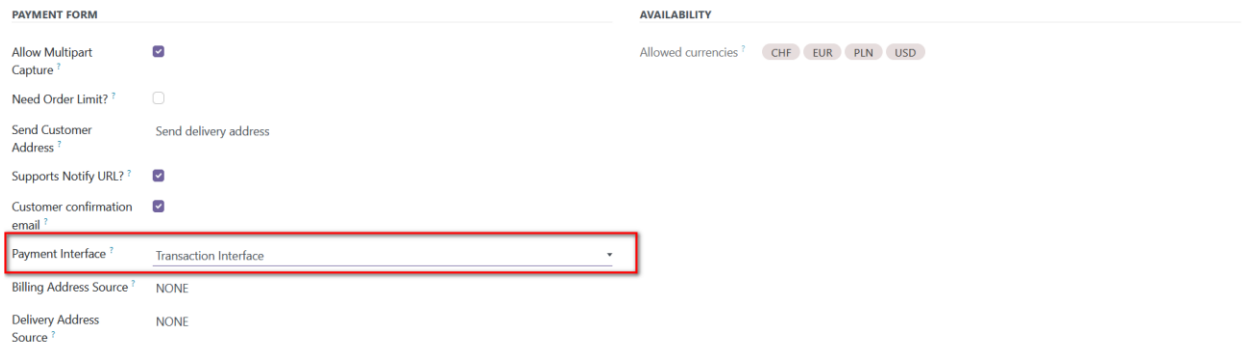

Figure 13 – Configuration for Transaction Interface

10. Saferpay Fields

To configure Saferpay Fields, follow these steps:

1. Navigate to *Invoicing → Configuration → Payment Providers*.
2. Select the desired payment provider from the list.

The configuration options for Saferpay Fields will be displayed, as shown in the figure below.

Note: Make sure to switch the provider license to a business license to activate this flow.

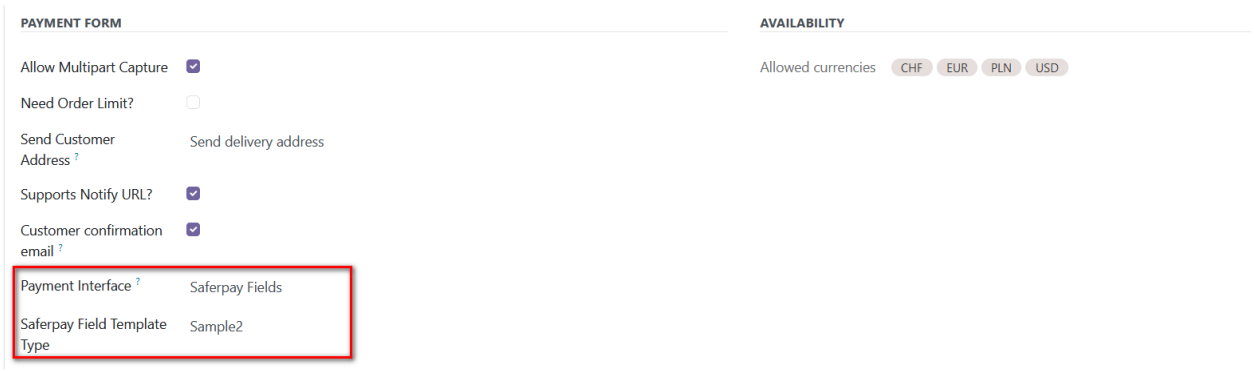

Figure 14 – Configuration for Saferpay Fields

11. Manual Capture, Multipart Capture & Void Transaction

- **Manual Capture**: After a transaction is completed and enters the authorized state, you must click the capture button to finalize the transaction.
- **Multipart Capture**: You can capture the amount either fully or partially. Clicking the **Capture Transaction** button captures the full amount, while selecting **Multipart Capture** allows for partial captures.
- **Void Transaction**: Use the **Void Transaction** button to cancel the transaction at any stage before finalization.

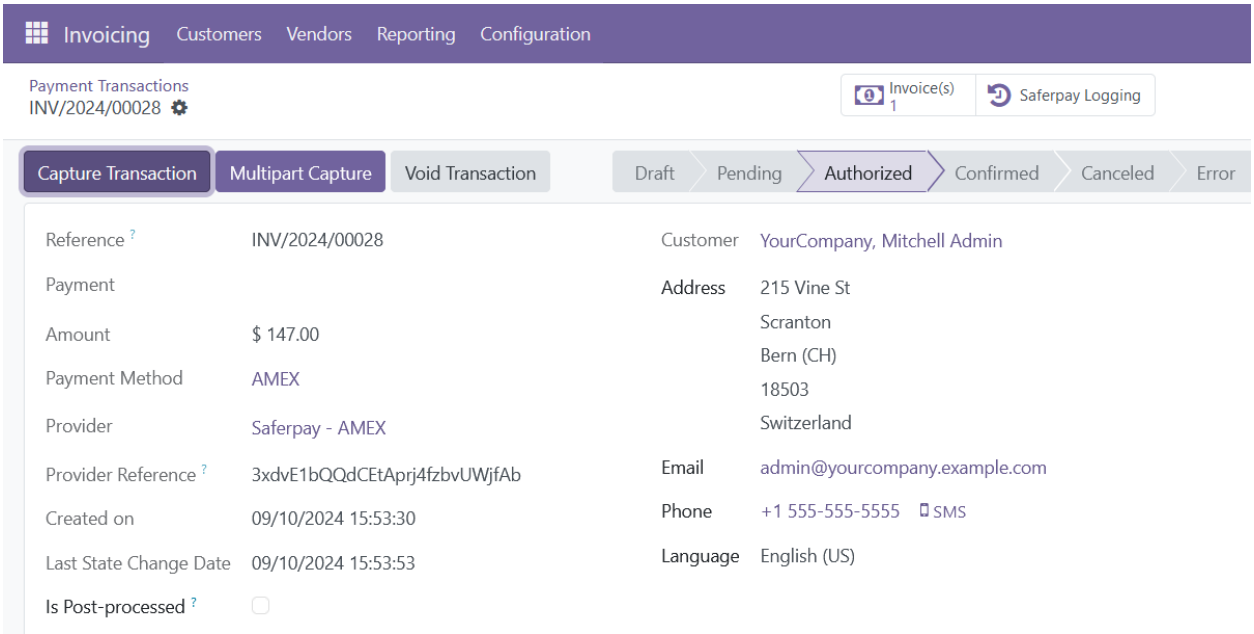

Figure 15– Manual/Multipart Capture

- **Finalize Capture (Manual Finalization of Partial Captures):** When a merchant has performed one or more partial captures but does not intend to capture the remaining authorized amount — for example, when certain ordered items are out of stock — the "Finalize Capture" button can be used to close the authorization. This calls the Saferpay Multipart Finalize API, releases the remaining uncaptured funds back to the customer, and marks the transaction as finalized in Odoo. The Invoice and Sale Order will reflect only the actual captured amount as paid.

The *Finalize Capture* button is available on the Payment Transaction, Sale Order, and Invoice forms.

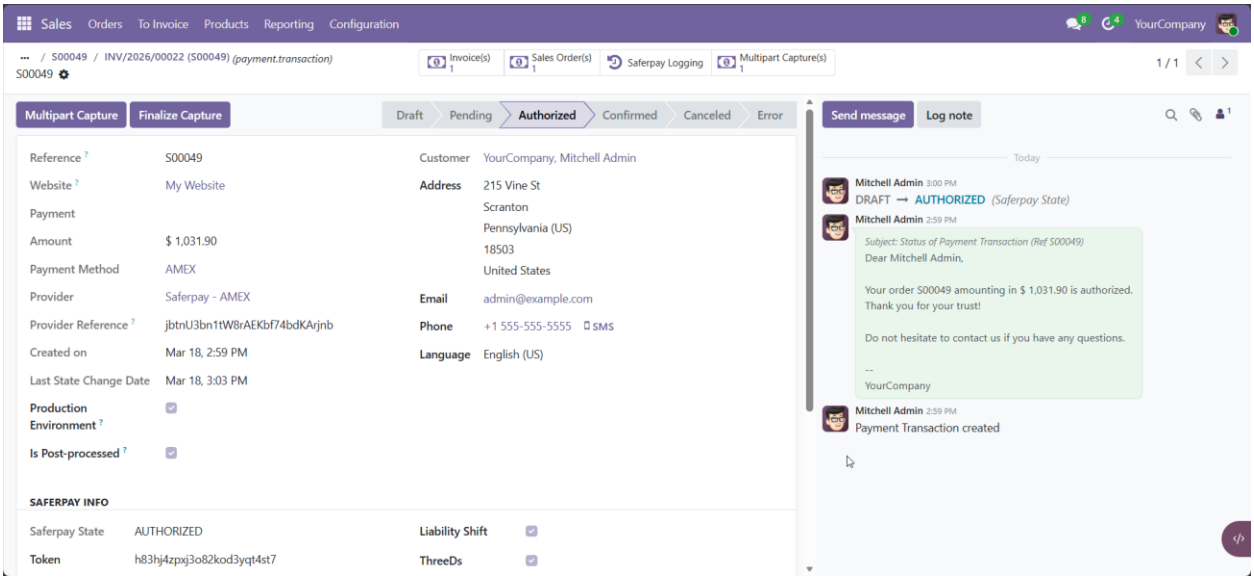

Figure 16– Multipart Finalize Capture

12. Refund

- To enable the refund option, ensure that the provider license is switched to a **Business License**.
- The refund functionality offers two options:
    - **Referenced Refund**: This option allows you to reference the original transaction in the Saferpay back office. Referenced refunds can be provided for both multipart (manual) captured transactions and normal captured transactions.

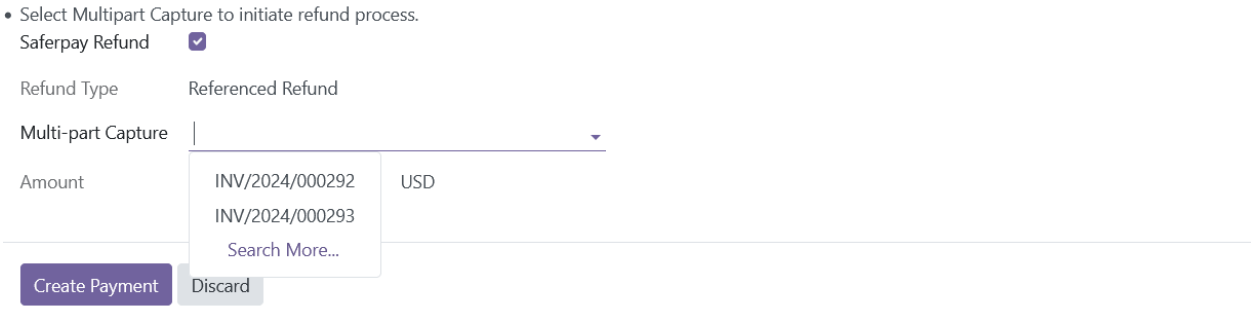

Figure 17– Referenced refund for Multipart capture

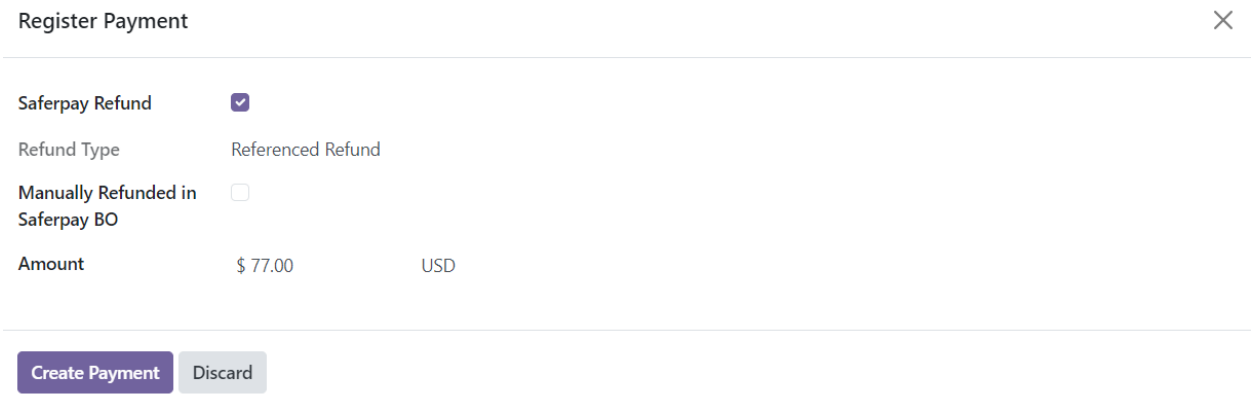

Figure 18– Referenced refund

- **Direct Refund**: This type of refund is applicable when the original transaction is not available in the Saferpay back office.
  - **Managed by Merchant**: The merchant can issue refunds to any saved payment token in the system.
  - **Refund Managed by Customer**: This option allows the refund to be processed against the original transaction, giving the customer the ability to initiate the refund.

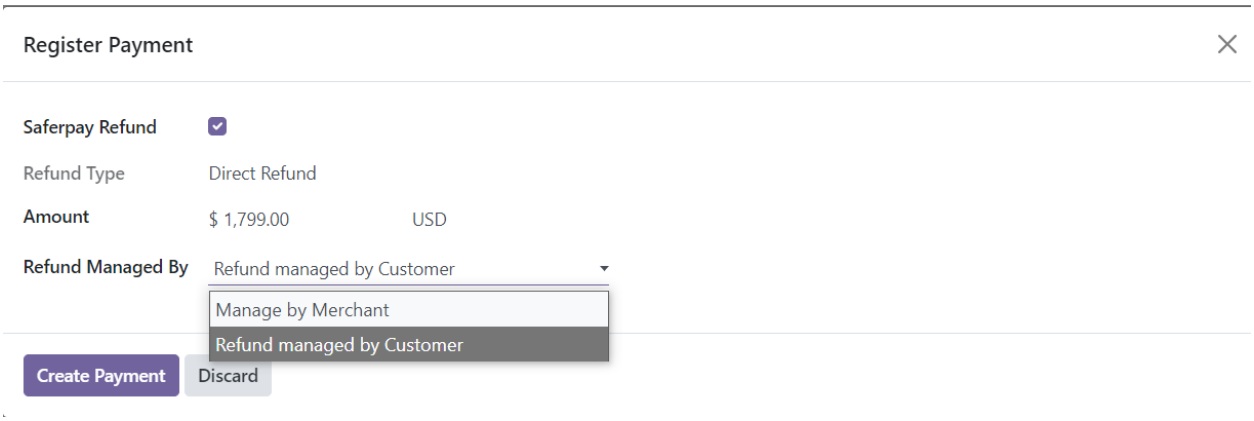

Figure 19 - Direct Refund

- **Partial Refund Support for Standard and Multipart Capture Transactions**

  The system supports **partial refunds for both standard transactions and multipart capture transactions** by allowing users to enter the desired refund amount. The refund is processed against the original transaction while ensuring that the refund amount does not exceed the remaining captured amount.

  Key highlights of this feature include:

  - Users can perform multiple partial refunds until the total captured amount is fully refunded.
  - Partial refunds are supported for both regular captured transactions and multipart capture transactions.
  - Each refund is processed as a referenced refund against the original transaction.
  - The system tracks captured, refunded, and remaining refundable amounts to ensure accuracy and prevent over-refunding.

- **Multi-refund Funcionality**: There is an option for multi-refunds using the Saferpay payment provider, allowing multiple refund transactions to be processed at the same time. Each refund request is processed separately by

  sending a request to Saferpay to validate and execute the refund. The payment status is then updated accordingly, ensuring accurate financial tracking.

- **Important Note**: Some payment methods may not support direct refunds. It is essential to consult the Saferpay documentation before configuring these options to ensure compatibility and proper setup.

13. Saferpay Multi-website Backend Configuration

- If no website is mapped to a payment provider, that provider will be available for all website domains.
- To set up a multi-website configuration, you need to create multiple Saferpay payment providers by duplicating the existing Saferpay payment provider. This allows each website to have its own specific configuration.

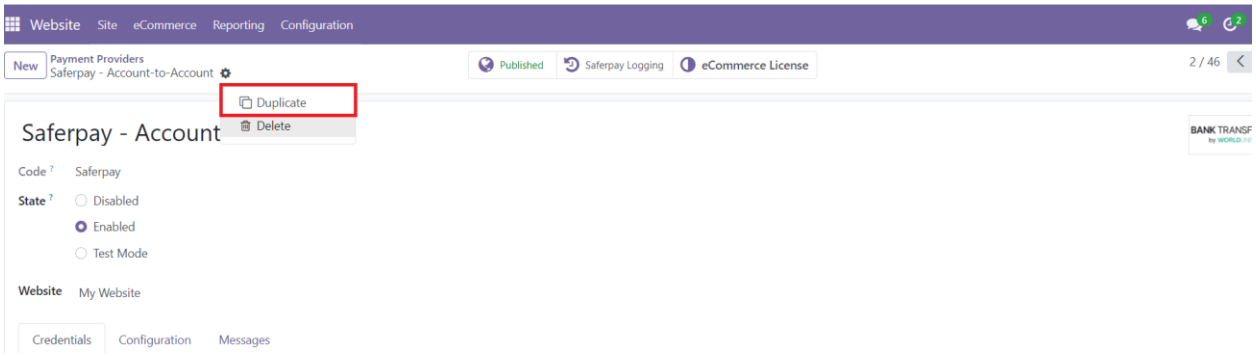

Figure 20 – Creating a copy of the Payment Provider

- After creating the Saferpay payment provider, ensure to map the respective website to it and add the necessary Saferpay credentials. This step is crucial for enabling the payment provider to function correctly for each specific website.

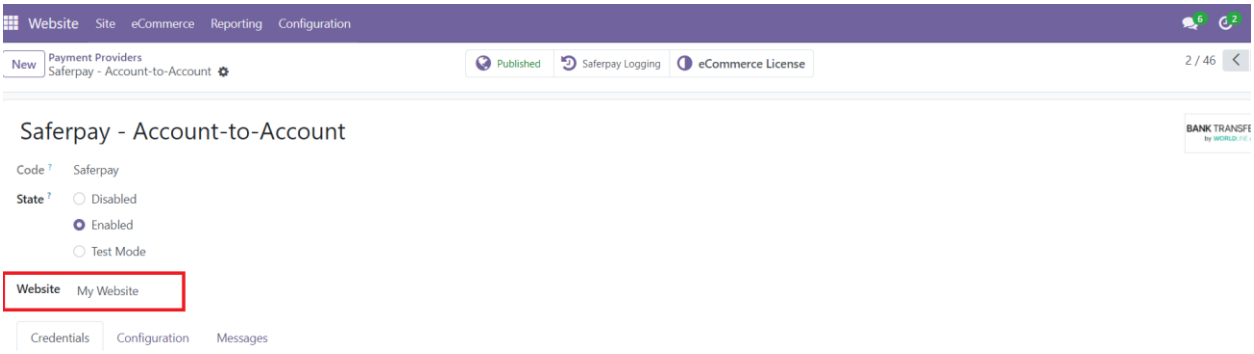

Figure 21 – Choosing the applicable website

- For multi-website functionality, it is essential to set the domain for each website. This ensures that the payment provider operates correctly and is linked to the appropriate website, allowing for seamless transactions.

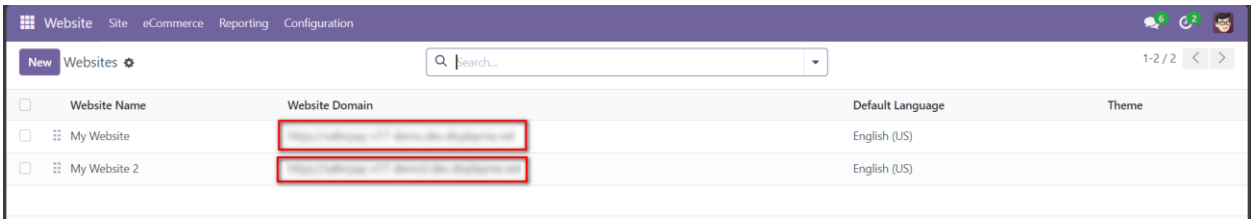

Figure 22 – Configuring the website domain address

14. Company settings

Status cron max age (days)

Navigation

- Go to **Settings** → **Companies** and open the company.
- Open the **General Information tab.**
- Under **SaferPay Settings**, set **Status cron max age** (days) and save.

The **Update saferpay state of transaction** cron job runs every 3 hours. This field sets how many days of pending and authorized Saferpay payments it checks. The default is 30. Set 0 to check payments of any age. The value cannot be negative.

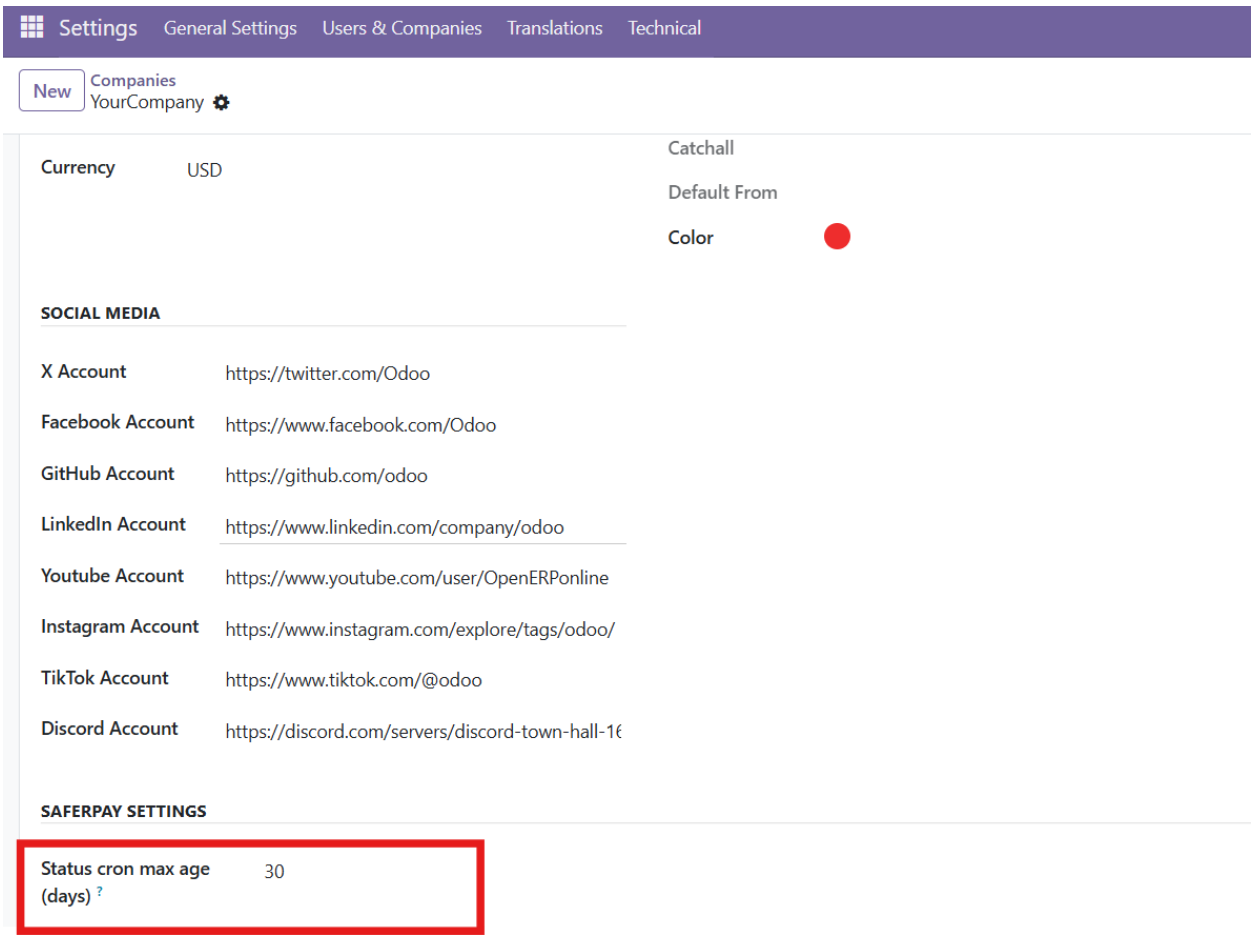

Figure 23 – Configuring the Status Cron Max age

15. Brief Description

To ensure the smooth functioning of this plugin, several configurations must be completed in the backend:

- **Initial Setup**: Begin with the Saferpay Provider Configuration, where you will provide your Terminal ID, Customer ID, API Username, API Password, and API Key from your Saferpay web administration tool.

- **Payment Methods**: The Saferpay payment methods will be displayed on the shop's payment page.
- **Transaction Flow**: Choose the Saferpay payment method, complete the payment on the Saferpay payment page, and return to the Odoo Webshop.

Initial Step-by-Step Description

Prerequisites: Before integrating the Saferpay payment provider plugin, ensure that you have access to the Saferpay web administration tool, which allows you to verify and process transactions. You will need the API Username, API Password, and API Key for the Odoo backend configuration.

Step-by-Step Instructions:

1. **Install the Saferpay Payment Plugin**.
2. **Add Saferpay Credentials**: Enter the Terminal ID, Customer ID, API Username, API Password, and API Key in the Saferpay Provider Configuration record in the Odoo backend.
3. **Payment Method Synchronization**: Click the “Payment Method Synchronization” button to automatically configure and enable available payment methods or manually enable the desired payment providers.
4. **E-commerce Setup**: Go to the e-commerce website, add products to the cart, and proceed to checkout.
5. **Select Payment Method**: Choose the Saferpay payment method and click "Pay Now."
6. **Complete Transaction**: Fill out the necessary details on the Saferpay Payment Page to complete the transaction.
7. **Order Confirmation**: The order is placed upon a successful payment transaction.

Saferpay Multi-website Configuration

8. **Multi-Website Configuration**: To set up Saferpay for multiple websites, duplicate the Saferpay Provider configuration using the Duplicate button.

9. **Map and Configure Multiple Websites**: Map the duplicated Saferpay Provider to the respective websites and enter the appropriate credentials for each.
10. **Set Domain for Websites**: Ensure that each website's domain is correctly configured in Odoo for proper multi-website functionality.

16. Technical Requirements / Compatible With:

- **Technical Requirements**: This plugin requires the following Odoo modules:
  - Sales
  - Payment
  - Contact
  - Website Module
- **Compatibility**: Compatible with both Odoo Community and Enterprise version 19.
- **Supported API Version**: Supports Saferpay JSON API version 1.41.

17. Change Log / Release Notes

- Version 1.0.5: November 2026
  - Performance enhancements and security updates.
- Version 1.0.4: September 2026
  - Added support for partial refund on multipart captured transactions.
- Version 1.0.3: April 2026
  - Introduced Manual Finalization of Partial Captures (Finalize Capture).

- Version 1.0.2: March 2026
    - Optimized processing logic to improve performance and responsiveness.
- Version 1.0.1: January 2026
    - Minor improvements and enhancements to the plugin.
- Version 1.0.0: November 2025
    - Initial release.

18. Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com.