



USER GUIDE SAFERPAY MODULE FOR OXID 7.0 – 7.2



TABLE OF CONTENTS

Section	Title	Page
-	About Document	3
1	Introduction	4
1.1	About Saferpay	4
2	Installation	5
2.1	New Installation	5
3	Configuration	7
3.1	General Configuration	7
3.2	Payment Method-Specific Configuration	14
4	Order Management	26
4.1	Transaction Status	27
4.2	Actions Available	28
5	Transaction Overview	30
6	Special Cases	33
7	Alias Management	36
8	Cron Jobs and Manual Cleanup	37
9	Error Logs	38



User Manual – Saferpay OXID eShop

ABOUT DOCUMENT

Version No.	Prepared By	Version Changes	Date
V1.0.0	Vishnu S, Shanty Justus, Arun K, PIT Solutions Pvt Ltd	Prepared initial document version. Compatible with OXID eShsop version 7.2, 7.1 and 7.0	02-05-2025



1. Introduction

1.1 About Saferpay

Saferpay is a comprehensive and secure e-commerce payment solution developed by Worldline, designed to meet the needs of merchants operating in both local and international markets. With Saferpay, businesses can offer their customers a seamless, user-friendly checkout experience that supports a wide range of national and international payment methods—including credit, debit cards, and digital wallets.

Tailored for flexibility, Saferpay integrates easily with various shop systems and platforms, making it suitable for online shops of all sizes. The solution also ensures high levels of security and compliance, including PCI DSS certification and 3-D Secure support, helping merchants protect sensitive customer data and reduce fraud.

With its modular design, Saferpay allows businesses to customize their payment process, streamline transaction management, and provide features like tokenization (Alias Management) and support for multiple payment methods. Whether you operate an online store Saferpay offers a reliable, scalable, and future-ready payment infrastructure.

This guide is designed to help merchants install, configure, and manage the Saferpay Payment Module in their OXID eShop.

Using the Saferpay plugin, merchants can:

- Offer various secure payment methods to their customers
- Ensure smooth integration between backend settings and frontend user experience
- Customize payment behaviour based on flexible configuration options

This manual will walk you through:

- System requirements and installation steps
- Configuration of key settings and how they affect frontend behaviour
- Functional impact of each setting on the checkout and payment process



2. Installation

In this chapter, the installation of the Saferpay plugin for OXID eShop version 7.0 – 7.2 is described.

System Requirements

Please ensure the following requirements are fulfilled before installing the plugin:

- PHP version: 8.1 – 8.2
- Enabled cURL extension
- Enabled OpenSSL
- OXID eShop 7.0 to 7.2
- SSL-enabled (HTTPS) shop setup

Note: Saferpay requires a secure HTTPS environment to function correctly.

2.1 New Installation

If the plugin is not pre-installed in your OXID shop, follow these steps to manually install and activate the Saferpay payment module.

Step 1: Download the Plugin

- Download the Saferpay module ZIP file and extract it into the following folder of your shop:

source/modules/

Step 2: Register the Module Autoloader

In your root composer.json file, add the following autoload configuration under the "autoload" section:

```
"autoload": {  
    "psr-4": {  
        "Saferpay\\PaymentService\\": "source/modules/Saferpay/PaymentService/"  
    }  
}
```

Then, run the following command to update the autoload mapping:

```
composer dump-autoload
```



User Manual – Saferpay OXID eShop

Step 3: Install the Module

Run the following CLI command from your shop root to install the module:

```
php vendor/bin/oe-console oe:module:install source/modules/Saferpay/PaymentService
```

Note: - Please use the appropriate php CLI command for your environment instead of just php

Step 4: Activate the Module

Once installed, activate the module using this command:

```
php vendor/bin/oe-console oe:module:activate saferpay_paymentservice
```

Step 5: Configure Saferpay Module

It runs the necessary database migrations, generates OXID views, and prepares the plugin for use.

```
php vendor/bin/oe-console saferpay:configure
```

Note: To view the Saferpay payment methods during checkout, please fill in valid values for the Saferpay General Configurations mentioned in sections 3.1.4 to 3.1.8 and save the configuration.

Step 6: Cron Setup (optional)

To ensure smooth operation and maintain a clean database, the plugin provides automated cleanup functionality via cron jobs

Set up a system cron on your server to run the following commands at your preferred intervals:

1. Removes abandoned orders stuck in "Pending Payment" state (after 1 hour or 120 hours for A2A).

```
vendor/bin/oe-console saferpay:clear-pending-orders
```

2. Deletes inactive alias registrations older than 2 days.

```
vendor/bin/oe-console saferpay:clear-pending-alias.
```

Make sure your server's cron service is active and configured by your system administrator.

Sample Cron Entry

```
*/30 * * * * /usr/bin/php /var/www/html/YOUR_PROJECT/vendor/bin/oe-console saferpay:clear-pending-orders >> /var/www/html/YOUR_PROJECT/source/log/saferpay_cron.log.
```

These tasks can also be triggered manually from the backend if needed.



3. Configuration

Saferpay module configuration includes two sections

1. General configuration
2. Payment method-specific configuration

3.1 General configuration

Configure general module settings from Saferpay > Configuration Tab

This section explains how to configure the Saferpay plugin settings in your OXID admin panel. These configurations directly affect both the backend setup and the customer experience in the frontend – especially during the checkout process and payment handling.

Each field plays a critical role in ensuring secure, stable, and seamless payment functionality.

General Plugin information can be viewed from here

3.1.1. Version : Current Plugin Version

3.1.2. API Spec Version : Current API Spec version. This gives information about technical features, modifications and enhancements that are integrated

3.1.3. Environment

Options: Test or Live

Description:

Specifies which environment the plugin should use for processing payments.

- Test – Use this for development or pre-launch testing. Transactions are simulated using test credentials.
- Live – Use this for real transactions in your live online store.

Impact: Determines whether the system uses test or live API credentials and endpoints. Ensure this is set to Live before going live.

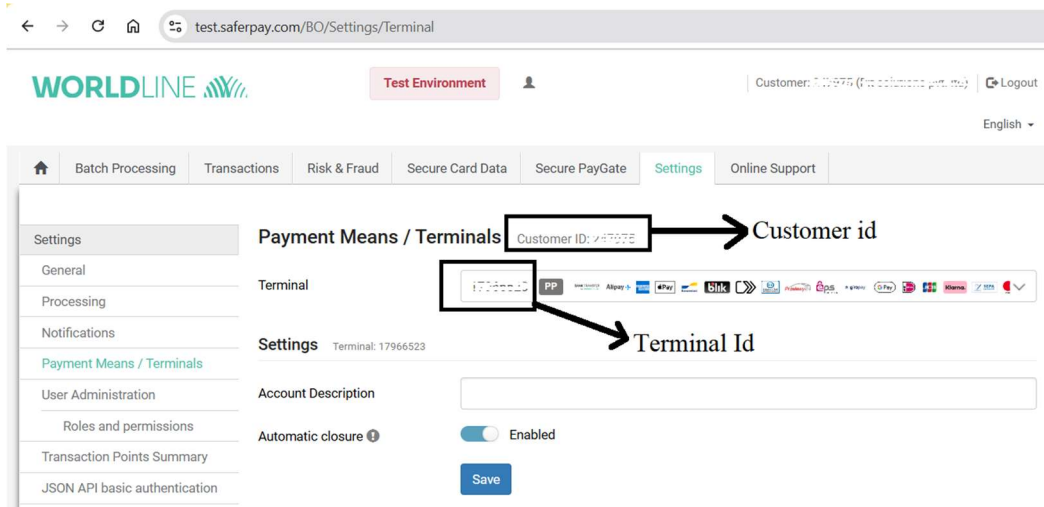


Figure 1

3.1.4. Customer ID

Description:

The unique Customer ID issued by Saferpay for your account. This value is required when the test environment is selected.

Where to find it:

Available in your Saferpay Backoffice. Refer Figure 1

Impact:

The plugin uses this ID to authenticate and process payments.

3.1.5 Terminal ID

Description:

Terminal ID assigned by Saferpay, which works in conjunction with your Customer ID.

Where to find it:

Available in your Saferpay Backoffice. Refer Figure 1

Impact:

Used to identify the payment terminal during transactions.

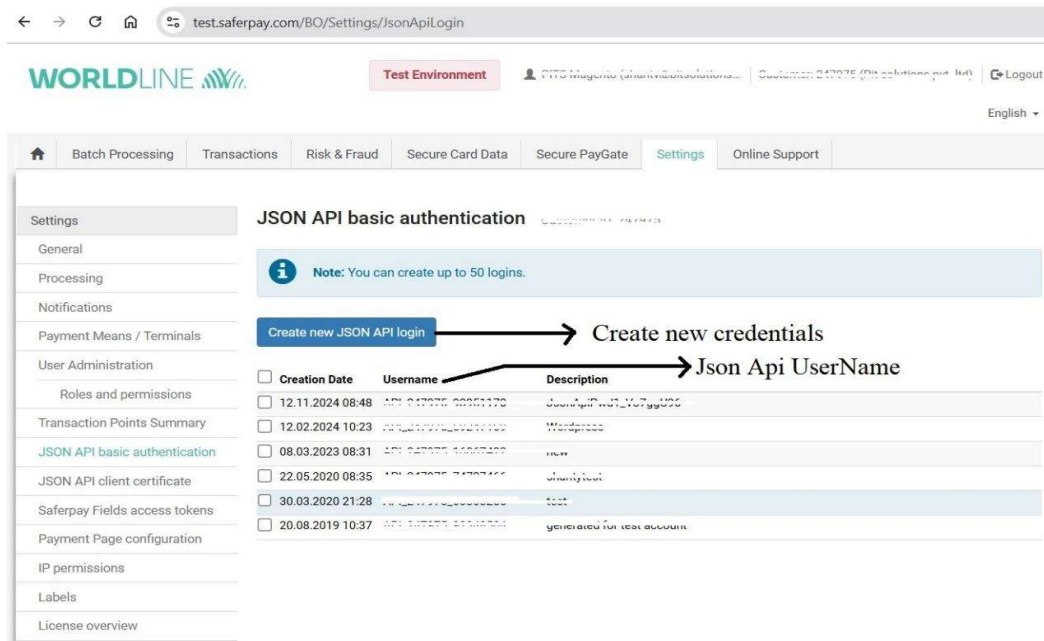


Figure 2

3.1.6 JSON API Username

Description:

API username used to authenticate requests via the Saferpay JSON API.

Where to find it:

Available in your Saferpay Backoffice. Refer Figure 2

Impact:

Essential for API calls such as payment authorization, capture, and refund. Must be entered exactly as provided.

3.1.7. JSON API Password

Description:

The password associated with the above JSON API Username.

Where to find it:

The password is displayed only once at the time of generating new API credentials in the Saferpay Backoffice. Refer Figure 2

Important: It will not be visible again later. Please ensure you save it securely at the time it is created.



Impact:

Required for authentication of backend communication with Saferpay servers. Keep this secure and never share it.

3.1.8. Saferpay Base URL

Description:

Base URL for the Saferpay JSON API, which handles payment initialization, authorization, and other backend actions.

Typical value:

For Test accounts

<https://test.saferpay.com/api>

For Live Accounts:

<https://www.saferpay.com/api>

Impact:

All JSON API requests are routed through this URL. Ensure it's accurate to allow proper transaction flow.

3.1.9. Licence

Description:

A read-only field that displays the type of Saferpay license associated with your account.

How it works:

Every time you press the Save button in the configuration, a request is sent to the Saferpay Management API, which fetches and updates the license type (e.g., Saferpay Custom, ECommerce, etc.).

Impact:

Used internally to determine the plugin's behaviour or supported features based on the license type.

This is not manually editable and is derived dynamically based on your Saferpay credentials.

To know more about Saferpay Licensing, check the link below

<https://docs.saferpay.com/home/master/licensing>

3.1.10. Liability Shift Behavior

Options:

- Auto Capture
- Manual Capture
- Auto Cancel



User Manual – Saferpay OXID eShop

Description:

This setting defines how the plugin should handle transactions when Liability Shift is not achieved.

What each option does:

- **Auto Capture:**
Liability shift is not checked. The payment is immediately authorized or captured depending on the selected payment method's capture setting (auto or manual).

Use this only if you fully trust your customer base and want a frictionless payment process — less secure.

- **Manual Capture:**
Liability shift is checked. The payment is always authorized first. If liability shift fails, then even if the payment method is set to auto-capture, the transaction will stay authorized and won't be captured.

Safer but requires manual action if 3D Secure fails. Suitable for merchants who want to evaluate risk before capturing the funds.

- **Auto Cancel:**
Liability shift is checked, and if it fails, the transaction is immediately cancelled.

Prevents any chance of processing high-risk payments without liability protection. Highly recommended for high-risk sectors (e.g., electronics, luxury goods).

Impact:

This setting directly influences how safely and automatically your payments are handled in case of a failed 3D Secure check. Merchants should balance security vs. convenience based on the nature of their business and risk exposure.

3.1.11. Force 3D Secure authentication during transactions

Options: Yes / No

Description:

Forces 3D Secure (e.g., Verified by Visa, Mastercard SecureCode) for every transaction, regardless of the amount or risk assessment.

Impact:

- **Yes** – Increases payment security by requiring cardholder authentication.
- **No** – May allow frictionless flow but could result in liability for fraudulent transactions.

Recommended: Enable this (Yes) especially if you sell high-value or sensitive products.

3.1.12. Enable Saved Cards Option

Options: Yes / No

Description:

This setting allows returning customers to securely save their card details (tokenized) for future purchases.

Impact on Frontend:

When enabled:

- A "Saved Cards" tab will appear in the My Account area. Please see Figure 3
- Customers can manage their saved cards and add new ones directly from this section.
- This feature is only available for logged-in customers.

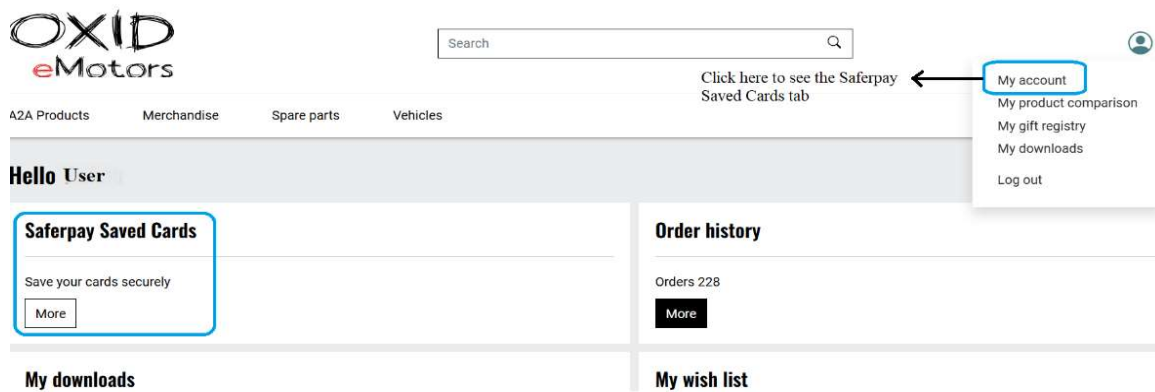


Figure 3

3.1.13. Re-enter CVC value when using saved cards for payment

Options: Yes / No

Description:

Prompts users to re-enter the Card Verification Code (CVC) even when using saved cards.

Impact: Adds an extra layer of security, especially helpful in reducing fraud or misuse of stored cards.



User Manual – Saferpay OXID eShop

3.1.14. Merchant Email

Description:

The email address where the merchant will receive payment authorization confirmations from Saferpay for Payment Page Transactions only.

Note: When using **Dynamic Currency Conversion (DCC)**, email can also serve to notify payers with required DCC details, ensuring compliance – applicable to Payment Page and Transaction Interface transactions.

Impact:

Ensures you're notified each time a transaction is authorized. Useful for tracking orders.

3.1.15. Order Description

Description:

A human-readable description of the order is shown on the hosted Saferpay payment page.

Typically includes key info like the **shop name** and **order number** (e.g., Order #12345 – MyOnlineShop), helping customers quickly recognize their purchase during checkout.

3.1.16. CSS URL

Description:

A URL pointing to a custom CSS file that allows you to style the payment interface if the authorisation method is set to Transaction Interface.

Example:

Enter a valid CSS URL which is included in the transaction interface. This file must be hosted on an SSL/TLS secured web server (the url must start with https://) Example:

<https://merchanthost/merchant.css>.

Impact:

Lets you brand the transaction interface (colours, fonts, spacing) to match your store's look and feel.

3.1.17. Name of the Saferpay Payment Page Configuration

Description:

Defines the configuration used for customizing the design and behaviour of the hosted Saferpay payment pages.

Where to find it:

You can create and manage configurations in the Saferpay Backoffice under Settings > Payment Page Configuration.



Behavior:

The selected configuration ID applies styles, logos, text, and other customizations to the payment page. If no specific configuration is set here, the one marked as default in the Saferpay Backoffice will be used automatically.

Impact:

Enables a seamless and branded customer experience by applying consistent design and behaviour settings across the hosted payment interface.

3.2 Payment method-specific configuration

Individual payment methods which come under Saferpay can be configured from Shop Settings > Payment Methods section. Not all payment will be in your contract so be careful while enabling payment methods.

Saferpay-specific configurations are explained in detail.

Active	<input checked="" type="checkbox"/>	
Name	Saferpay Visa	Payment Description Saferpay Visa - Secure Payment via Saferpay
Price Surcharge/Reduction (€)	0 abs ?	
Base of price surcharge/reduction:	<input checked="" type="checkbox"/> 1. Value of all goods in cart ? <input checked="" type="checkbox"/> 2. Discounts <input checked="" type="checkbox"/> 3. Vouchers <input checked="" type="checkbox"/> 4. Shipping costs <input type="checkbox"/> 5. Gift Wrapping/Greeting Card	
min. Credit Rating	100 ?	
Purchase Price (€)	from 0 to 1000000 ?	
Selected	<input checked="" type="checkbox"/> ?	
Sorting	1 ?	
Use Base Currency	<input type="checkbox"/> ?	
Display Payment ID	<input checked="" type="checkbox"/> ?	
Preauthorize Transaction	<input type="checkbox"/> ?	
Capture Type	Manual ?	
Authorisation Method	Redirection - Payment Page ?	
Send Customer Address	Send both Billing and Shipping ?	
Request Card Holder Name on Payment Page	<input checked="" type="checkbox"/> ?	
Register Alias and use during checkout <i>Applicable only for iframe payments</i>	<input checked="" type="checkbox"/> ?	
Send Customer confirmation email from Saferpay	<input type="checkbox"/> ?	
Allowed Currencies	* Ukrainian Lira (TRY) ▶ Bahraini Dinar (BHD) ▶ Brazilian Real (BRL) ▶ Belarusian Ruble (BYN) ▶ Canadian Dollar (CAD) ▶ Chilean Peso (CLP) ▶ Chinese Yuan (CNY)	
Fields	<div> <input type="text"/> </div> <div> <input type="text"/> </div> <div> <input type="button" value="Add Field"/> </div> <div> <input type="button" value="Delete Selected Fields"/> </div> <div> <input type="button" value="Save"/> </div>	
In Language:	Deutsch	

Figure 4

Default Payment Options

3.2.1. Active

Type: Checkbox

Purpose: Enables or disables the payment method.

Frontend Impact: If unchecked, the payment method will not be shown during checkout.

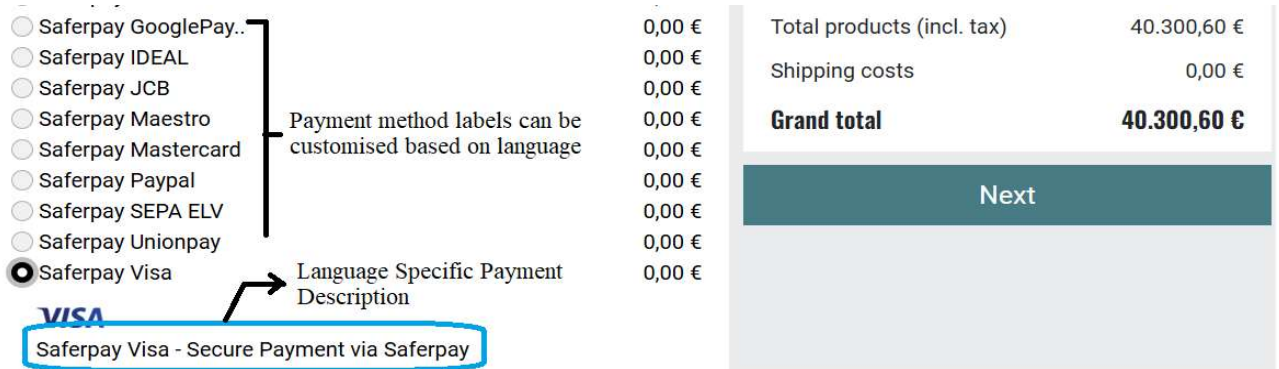
3.2.2. Name

Type: Text

Purpose: Sets the payment method's label as shown in the OXID backend and in the checkout. Please see Figure 4 and 5.

Note:

- This field is language-dependent – make sure to enter the name in each available store language to ensure proper display on the storefront.
- The current input is based on the selected language from the *"In Language:"* dropdown at the bottom of the form.



<input type="radio"/> Saferpay GooglePay..	Payment method labels can be customised based on language	0,00 €	Total products (incl. tax)	40.300,60 €
<input type="radio"/> Saferpay IDEAL		0,00 €	Shipping costs	0,00 €
<input type="radio"/> Saferpay JCB		0,00 €	Grand total	40.300,60 €
<input type="radio"/> Saferpay Maestro		0,00 €	Next	
<input type="radio"/> Saferpay Mastercard		0,00 €		
<input type="radio"/> Saferpay Paypal		0,00 €		
<input type="radio"/> Saferpay SEPA ELV		0,00 €		
<input type="radio"/> Saferpay Unionpay		0,00 €		
<input checked="" type="radio"/> Saferpay Visa	0,00 €			

Language Specific Payment Description

VISA

Saferpay Visa - Secure Payment via Saferpay

Figure 5

3.2.3. Payment Description

Type: Textarea

Purpose:

Allows merchant to enter a custom description for the payment method.

This description will appear during the checkout process to help customers better understand the purpose or details of the payment option.



This field is language-dependent – make sure to enter the name in each available store language to ensure proper display on the storefront.

Frontend Impact:

Displayed below or alongside the payment method name on the checkout screen, providing clarity or additional context to the customer. Please see Figure 5

3.2.3. Price Surcharge/Reduction

Type: Number

Purpose: Adds a surcharge (positive value) or applies a discount (negative value) for selecting this payment method.

Options: abs (absolute) / % (percentage)

Purpose: Determines if the surcharge/reduction is a fixed amount or a percentage of the order total.

3.2.4. Base of Price Surcharge/Reduction

Options:

1. Value of all goods in cart
2. Discounts
3. Vouchers
4. Shipping costs
5. Gift Wrapping/Greeting Card

Purpose: Sets which components of the cart total are considered when calculating the surcharge or reduction.

3.2.5. Minimum Credit Rating

Type: Numeric

Purpose:

Defines the minimum credit score a customer must have in order to see and use this payment method during checkout.



Usage Details:

- Use this to restrict payment methods based on the customer's creditworthiness.
- This value is checked against the customer's credit rating, which can be entered manually under: Administer Users > Users > Extended tab.
- If the customer's credit rating is lower than the specified value, the payment method will not be shown during checkout.

Example:

If set to 100, only users with a credit score of 100 or more (as defined in their profile) will see this payment option.

3.2.6. Purchase Price Range (€)

Type: Range (from - to)

Purpose:

Defines the minimum and maximum cart value for which this payment method is available.

Usage Details:

- Use this to restrict the payment method's availability based on the total purchase amount in the cart.
- Enter values in the "from" and "to" fields to create a valid range.

Frontend Impact:

- FE: If the cart total is outside the specified range, the payment method will not be displayed during checkout.

3.2.7. Selected

Type: Checkbox

Purpose: You can use Selected to define which payment method is selected as the default method if the user can choose between several payment methods.

3.2.8. Sorting

Type: Integer

Purpose: Controls the display order in the payment method list during checkout.

Saferpay Payment Options

3.2.9. Use Base Currency

Type: Checkbox

Purpose: If enabled, the payment amount is sent in the shop's base currency rather than the customer's selected currency.

3.2.10. Display Payment ID

Type: Checkbox

Purpose: Displays the unique transaction ID in the order confirmation page and confirmation email.

Please see Figure 6.

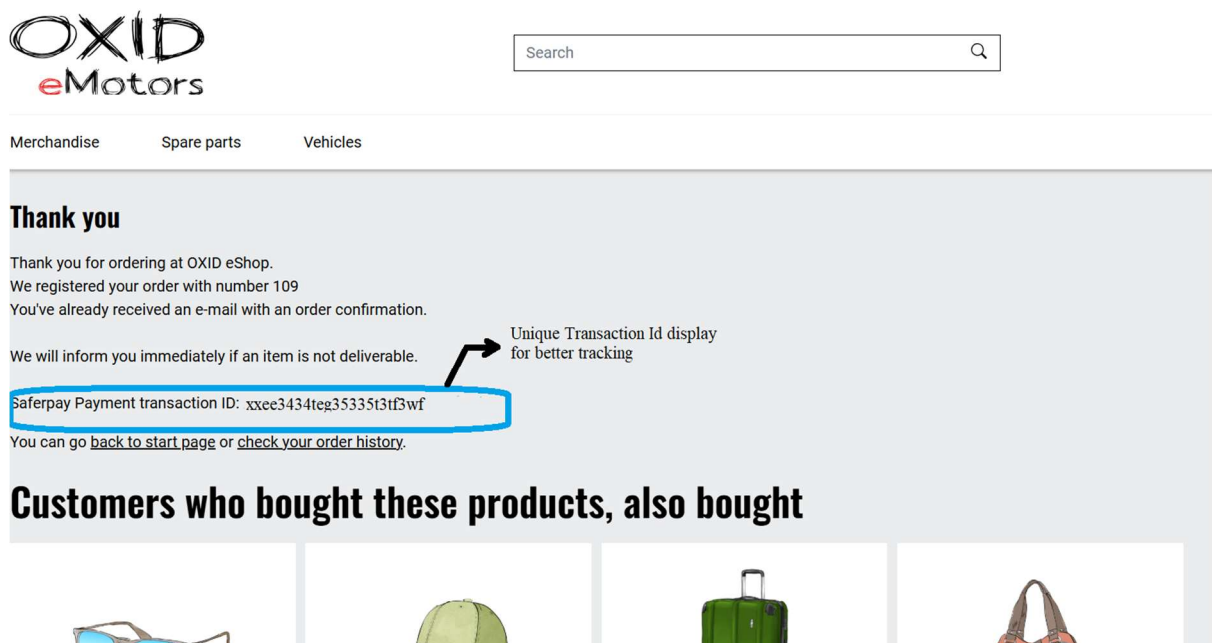


Figure 6



3.2.11. Preauthorize Transaction

Type: Toggle (Yes/No)

Purpose:

Controls whether the transaction is processed as a pre-authorization or a final authorization.

Usage Details:

- Yes (True): The transaction is processed as pre-authorization. This means the payment is only reserved and must be manually captured later.
- No (False): The transaction is processed as final authorization, and will follow the capture type setting (e.g., Autocapture).

Important Note:

Even if Capture Type is set to Autocapture, enabling Preauthorize Transaction will prevent the automatic capture. In such cases, you must manually capture the transaction.

3.2.12. Capture Type

Options: Auto / Manual

Purpose:

- Auto: Captures payment immediately after authorization.
- Manual: Payment will be authorized, but merchant will have to capture manually from the shop Backend.

3.2.8. Authorisation Method

Type: Dropdown

Purpose:

Defines how the payment method is presented and processed during the checkout flow. Certain payment methods support more than one authorisation method.

Options & Details:

- Redirection - Payment Page:
Redirects the customer from your OXID shop to the Saferpay hosted payment gateway to process the payment.
Once the payment is completed, the customer is redirected back to your shop.



User Manual – Saferpay OXID eShop

- Use Case: Simplified, secure payment integration with minimal PCI requirements.
- Compatibility: Works with eCommerce or Business licenses.
- Supported Methods: All payment methods are supported by Saferpay.
- Interface Used: Saferpay Payment Page Interface.
- IFrame - Transaction Interface:
Displays the payment form within a lightbox directly in your OXID shop, offering a seamless user experience.
 - Use Case: Offers advanced features like Hosted Entry Form (HEF) and Secure Card Data tokenization.
 - Requirements: Requires a Business License on the Live system.
 - Interface Used: Saferpay Transaction Interface, extending the Payment Page Interface.

FE Impact:

Changes the checkout flow experience:

- Redirect for Payment Page
- In-page lightbox for Transaction Interface

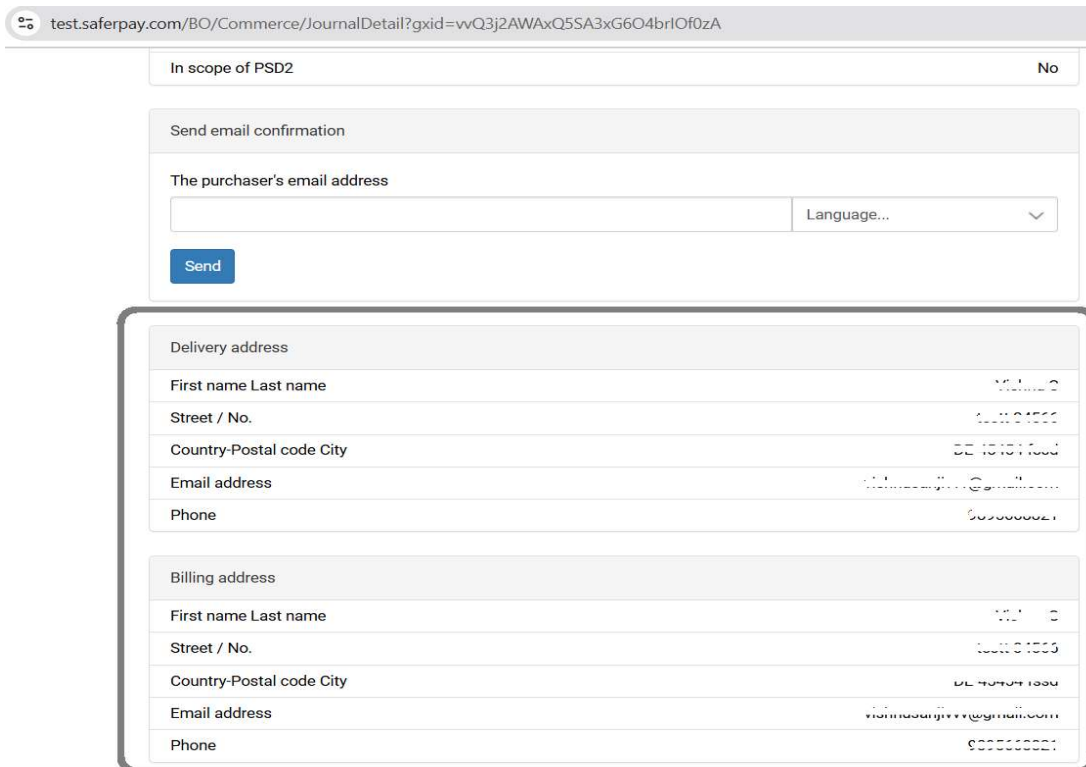
3.2.14. Send Customer Address

Options:

- Send both Billing and Shipping
- Send only Billing
- Do not send

Purpose: Controls which customer address details are sent to Saferpay.

Saferpay will display the address details along with the order details in the Saferpay Backoffice, depending on the configuration. Please refer Figure:7



test.saferpay.com/BO/Commerce/JournalDetail?gxid=vvQ3j2AWAxQ5SA3xG6O4brlOf0zA

In scope of PSD2 No

Send email confirmation

The purchaser's email address

Language...

Send

Delivery address

First name Last name	MR J D
Street / No.	10000 10000
Country-Postal code City	DE 10101 1000
Email address	test@saferpay.com
Phone	0000000000

Billing address

First name Last name	MR J D
Street / No.	10000 10000
Country-Postal code City	DE 10101 1000
Email address	test@saferpay.com
Phone	0000000000

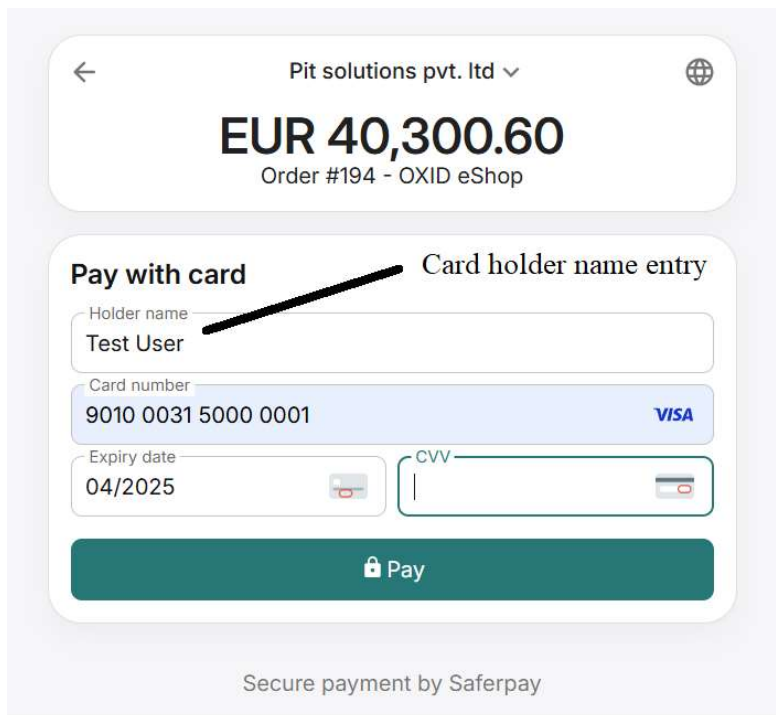
Figure 7

3.2.15. Request Card Holder Name on Payment Page

Type: Checkbox

Purpose: Enables or disables the display of the cardholder name field on the payment form.

FE Impact: If set to 'Yes', the cardholder name field will be displayed in the payment interface during checkout. Please refer Figure 8



The screenshot displays a mobile payment interface for 'Pit solutions pvt. ltd'. At the top, the amount 'EUR 40,300.60' is shown, along with 'Order #194 - OXID eShop'. Below this, the 'Pay with card' section is active. It includes a 'Card holder name entry' field with 'Test User' entered, a 'Card number' field with '9010 0031 5000 0001' and a VISA logo, and an 'Expiry date' field with '04/2025'. A 'CVV' field is also present. A large green 'Pay' button is at the bottom of the form. The footer states 'Secure payment by Saferpay'.

Figure 8

3.2.16. Register Alias and Use During Checkout

Type: Checkbox

Applicable: Only for Iframe payments


Purpose:

Provides customers with the option to save their card details securely with Saferpay during checkout. When this option is enabled, the card used in the transaction is automatically saved (as an alias). These saved cards can then be used for faster and more convenient future purchases, without re-entering card details.

FE Impact:

On the payment checkout screen, customers will see a checkbox allowing them to choose whether they want to save the card for future use. If cards were previously saved, they will also be displayed as selectable options during checkout, enabling quicker payments. Please refer Figure 9.

<input type="radio"/> Saferpay SEPA ELV	0,00 €
<input type="radio"/> Saferpay Unionpay	0,00 €
<input checked="" type="radio"/> Saferpay Visa	0,00 €



Saferpay Visa - Secure Payment via Saferpay

☐ Save card to account

Register Alias checkbox

Checkout using saved card

You can choose from saved cards

☐ Saferpay WeChatPay
☐ Invoice

Select Card

Select Card

XXXX XXXX XXXX 0001

0,00 €

0,00 €

Figure 9

3.2.18. Send Customer Confirmation Email from Saferpay

Type: Checkbox

Purpose: If enabled, Saferpay sends an email to the customer after successful payment.

3.2.19. Allowed Currencies

Type: Static Information Field

Purpose: Defines which currencies can be used with this payment method.

Tip: Make sure your terminal in Saferpay supports all selected currencies.

3.2.20. Fields

Type: Key-Value Additions

Purpose: Add custom fields to be sent along with the payment (e.g., tracking info, order comment).

Functionality:

- Enter field name and value
- Use “Add Field” to include them
- Select and use “Delete Selected Fields” to remove



User Manual – Saferpay OXID eShop

3.2.22. Payment Brands

Type: Multi-select (only applicable for Apple Pay and Google Pay)

Purpose:

Allows the merchant to select specific payment brands (e.g., Visa, Mastercard, AMEX) to be accepted under the respective payment method. Please refer Figure 10.

Frontend Impact:

Only the selected and supported brands will be displayed in the payment interface at checkout.

The screenshot shows a configuration interface for Saferpay OXID eShop. It includes several settings with help icons (question marks):

- Sorting:** A text input field containing the number '1'.
- Use Base Currency:** An unchecked checkbox.
- Display Payment ID:** A checked checkbox.
- Choose the preferred payment option in the interface:** A dropdown menu set to 'Wallet along with card entry form'.
- Payment Brands:** A multi-select dropdown menu with a blue border, showing 'Visa', 'MasterCard', and 'American Express' as selected options.
- Preauthorize Transaction:** An unchecked checkbox.
- Capture Type:** A dropdown menu set to 'Auto'.

Figure 10

3.3 Payment Method Specifics

Account-to-Account Payments - Refer <https://docs.saferpay.com/home/integration-guide/payment-methods/account-to-account-payments>

Alipay - <https://docs.saferpay.com/home/integration-guide/payment-methods/alipay+>

Apple Pay - <https://docs.saferpay.com/home/integration-guide/payment-methods/applepay>

American Express - <https://docs.saferpay.com/home/integration-guide/payment-methods/american-express>

Bancontact - <https://docs.saferpay.com/home/integration-guide/payment-methods/bancontact>

Diners - <https://docs.saferpay.com/home/integration-guide/payment-methods/diners-and-discover>

ePrzelewy - <https://docs.saferpay.com/home/integration-guide/payment-methods/eprzelewy>



User Manual – Saferpay OXID eShop

EPS - <https://docs.saferpay.com/home/integration-guide/payment-methods/eps>

Giropay - <https://docs.saferpay.com/home/integration-guide/payment-methods/giropay>

Google Pay - <https://docs.saferpay.com/home/integration-guide/payment-methods/google-pay>

iDEAL - <https://docs.saferpay.com/home/integration-guide/payment-methods/ideal>

JCB - <https://docs.saferpay.com/home/integration-guide/payment-methods/jcb>

Klarna - <https://docs.saferpay.com/home/integration-guide/payment-methods/klarna-payments>

Maestro - <https://docs.saferpay.com/home/integration-guide/payment-methods/maestro>

Mastercard - <https://docs.saferpay.com/home/integration-guide/payment-methods/mastercard>

Paydirekt - <https://docs.saferpay.com/home/integration-guide/payment-methods/paydirekt>

PayPal - <https://docs.saferpay.com/home/integration-guide/payment-methods/paypal>

PostFinance Pay - <https://docs.saferpay.com/home/integration-guide/payment-methods/swiss-postcard-and-postfinance>

SEPA ELV - <https://docs.saferpay.com/home/integration-guide/payment-methods/sepa-direct-debit>

Sofort - <https://docs.saferpay.com/home/integration-guide/payment-methods/sofort-by-klarna>

TWINT - <https://docs.saferpay.com/home/integration-guide/payment-methods/twint>

UnionPay - <https://docs.saferpay.com/home/integration-guide/payment-methods/china-unionpay>

Visa - <https://docs.saferpay.com/home/integration-guide/payment-methods/visa-and-vpay>

WeChat Pay - <https://docs.saferpay.com/home/integration-guide/payment-methods/wechat-pay>

WL Crypto Payments - <https://docs.saferpay.com/home/integration-guide/payment-methods/crypto-payments>

Click to Pay - <https://docs.saferpay.com/home/integration-guide/payment-methods/click-to-pay>

Blik - <https://docs.saferpay.com/home/integration-guide/payment-methods/blik>

4. Order Management

Once payment is completed and authorized through Saferpay, order-level management actions can be performed from the OXID admin panel under Administer Orders → Orders.

Select an order to view detailed Saferpay transaction data from the custom Saferpay Payment tab and perform the following actions:



4.1. Transaction Status

The current transaction status (e.g., AUTHORIZED, CAPTURED) is displayed at the top of the 'Saferpay Payment' tab.

Redirect

- **When?** Right after the customer clicks the Place Order button and is being redirected to the payment page.
- **Details:** A transaction entry is created, but the payment has not yet been completed. This may happen if the customer abandons the payment or an error occurs.
- **OXID Internal Status:** *Pending Payment*

Pending Payment

- **When?** The customer is still in the payment process (e.g., bank transfer in progress). Only for Account to Account payment method
- **Details:** Payment is not yet completed or confirmed.
- **OXID Internal Status:** *Pending Payment*

Authorized

- **When?** The payment has been approved by the customer's bank, but funds are not yet transferred.
- **Details:** Requires manual or automatic capture based on the capture and liability settings.
- **OXID Internal Status:** *Ok*

Captured

- **When?** Funds have been successfully captured from the customer.
- **Details:** This is the final step for most transactions.
- **OXID Internal Status:** *Ok*

Refund Pending

- **When?** A refund has been initiated but not yet completed.
- **Details:** The refund is still processing.
- **OXID Internal Status:** *Ok*

Refunded

- **When?** The transaction has been successfully refunded.
- **Details:** The customer has received their money back.



- **OXID Status:** *Payment Refunded*

4.2. Actions Available

- Capture Payment

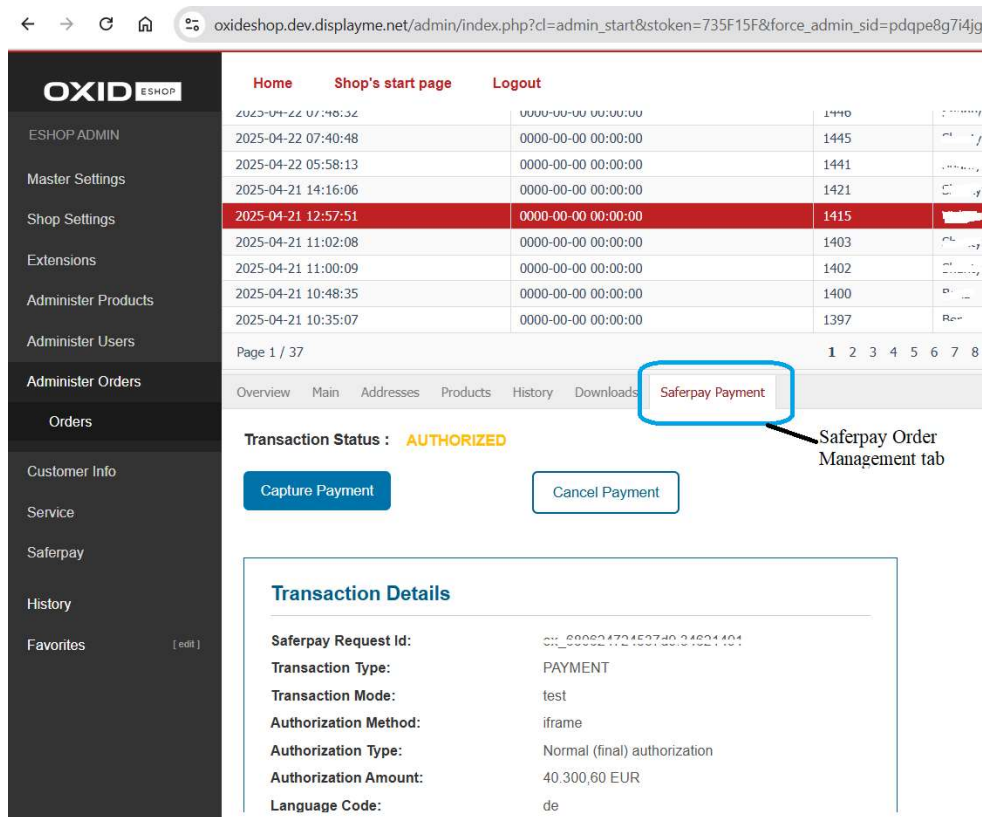
If the payment configuration **Capture Type** is set to **Automatic**, the transaction will be captured automatically by Saferpay after authorization. No manual action is required from the OXID backend in this case.

However, if the capture type is **Manual**, the **Capture Payment** button becomes visible when a transaction is in the **AUTHORIZED** state. Please refer Figure 11.

Clicking this button:

- Triggers the capture of the authorized amount.
- Finalizes the payment so it can be settled.

Once captured, the payment status will be updated accordingly in both the OXID admin and Saferpay Backoffice. Please refer figure 12.



The screenshot shows the OXID eShop admin interface. On the left is a sidebar with navigation links: ESHOP ADMIN, Master Settings, Shop Settings, Extensions, Administer Products, Administer Users, Administer Orders, Orders, Customer Info, Service, Saferpay, History, and Favorites. The main content area displays a table of transactions. The transaction with ID 1415, dated 2025-04-21 12:57:51, is highlighted in red. Below the table, the transaction status is shown as **AUTHORIZED**. There are two buttons: **Capture Payment** and **Cancel Payment**. A blue box highlights the **Saferpay Payment** tab in the top navigation bar, with an arrow pointing to it from the text 'Saferpay Order Management tab'. Below the buttons, the **Transaction Details** section is visible, showing the following information:

Saferpay Request Id:	000004704597d024604404
Transaction Type:	PAYMENT
Transaction Mode:	test
Authorization Method:	iframe
Authorization Type:	Normal (final) authorization
Authorization Amount:	40.300,60 EUR
Language Code:	de

Figure 11

- **Cancel Payment**
Cancels the authorized transaction, preventing any capture from occurring. Only available before the payment is captured. Please refer figure 11.
- **Refund Payment**

The **Refund Payment** option allows the merchant to return a previously captured amount to the customer.

Note: This option is only available **after a payment has been successfully captured** (i.e., in the "CAPTURED" state). Please refer Figure 12.

When clicking **Refund Payment**:

- You can issue a full refund for the transaction.
- The refunded amount will be displayed in the **Transaction Details** section.

Refunds are processed via Saferpay and reflected in both the OXID admin and in the Saferpay Backoffice.

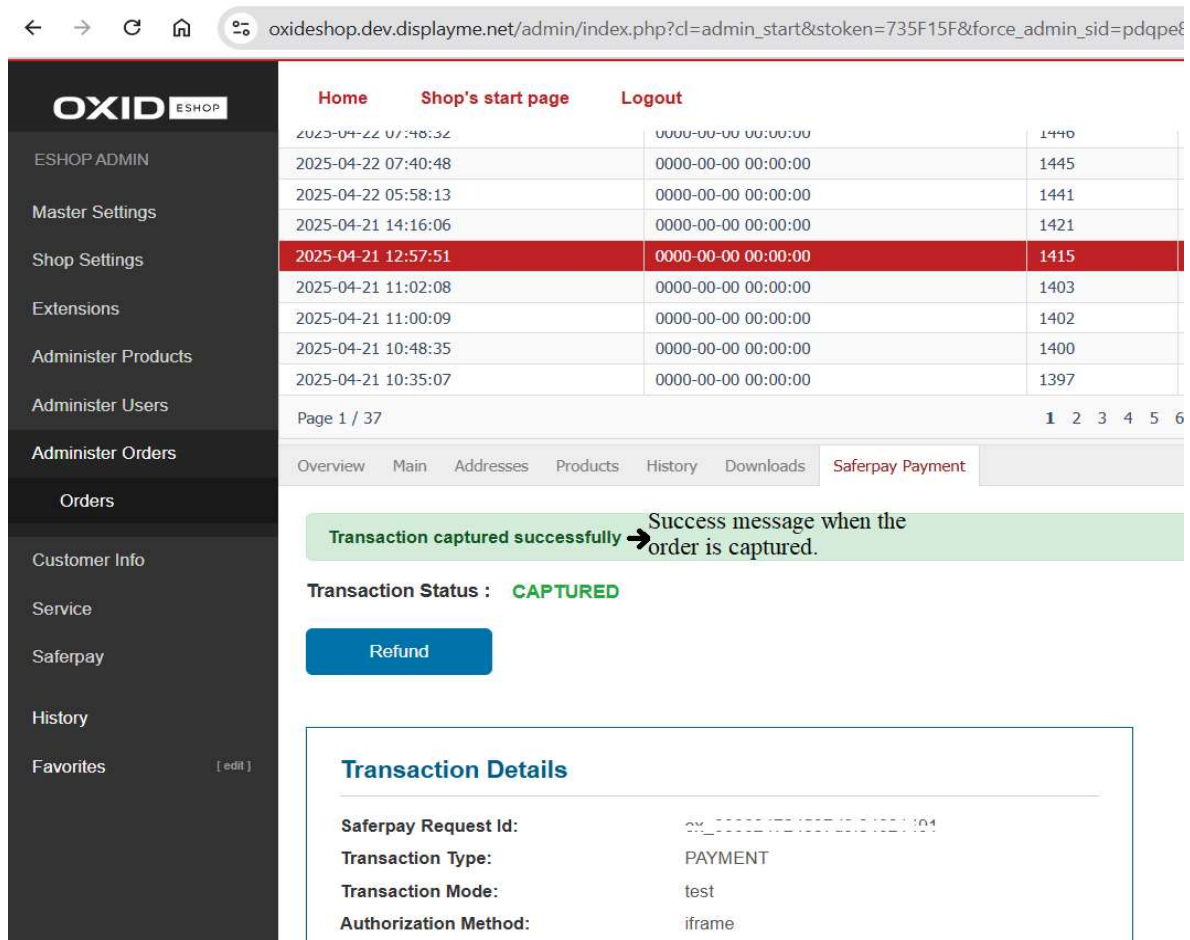


Figure 12

5.Transaction Overview

The **Transaction Overview** section provides a detailed breakdown of the payment transaction processed via Saferpay. This information is crucial for merchants to verify the status and key attributes of each order's payment. Below is an explanation of the fields shown: Please refer Figure 13.

Transaction Details	
VISA	
Saferpay Request Id:	ox_68471bea06be99.78353357
Transaction Type:	PAYMENT
Transaction Mode:	test
Authorization Method:	paymentpage
Authorization Type:	Normal (final) authorization
Authorization Amount:	40.300,60 EUR
Language Code:	de
Payment Method:	saferpay_visa
Transaction ID:	I35A73bx76O8rA8A6OxhAQR5AArb
Currency:	EUR
Acquirer Name:	VISA Saferpay Test
Acquirer Reference:	22676033528
Worldline Transaction Reference:	0:0:3:I35A73bx76O8rA8A6OxhAQR5AArb
Approval Code:	175725
Transaction Stamp:	2025-06-09 19:39:28
Saferpay Payment Method:	VISA
Card Number:	xxxx xxxx xxxx 0001
Saferpay Expiry Year:	2025
Saferpay Expiry Month:	6
Saferpay Card Country:	CH
Overall Liability Shift:	Yes
Liable Entity:	THREEDS
3DS Authenticated:	Yes
3DS Authentication Type:	FRICITIONLESS
Transaction Paid:	No
Active:	No

Figure 13

Transaction Details



User Manual – Saferpay OXID eShop

Field	Description
Saferpay Request Id	Unique identifier for the transaction generated by Saferpay.
Transaction Type	Type of transaction processed. Common values: PAYMENT, REFUND.
Transaction Mode	Indicates if the transaction was a real transaction or processed in test mode.
Authorization Method	Shows how the payment form was presented, e.g., iframe or payment page.
Authorization Type	Type of authorization requested: Normal (final) or Pre-authorization.
Authorization Amount	Total amount authorized by the customer.
Language Code	Language used in the payment interface (e.g., de = German).
Payment Method	Indicates the type of payment method used (e.g., saferpay_visa).
Transaction ID	Unique ID generated for the transaction in Saferpay.
Currency	The currency used for the transaction (e.g., EUR).
Acquirer Name	Name of the acquiring bank that processed the card transaction.
Acquirer Reference	Reference number provided by the acquirer for tracking purposes.
Worldline Transaction Reference	Internal reference number generated by Saferpay.
Approval Code	Code indicating authorization success from the card issuer.
Transaction Stamp	Exact timestamp of when the transaction was initiated.
Saferpay Payment Method	Payment method detected and processed (e.g., VISA).
Card Number	Masked card number of the customer's credit card.
Card Expiry Year / Month	Expiration details of the customer's card.
Saferpay Card Country	Country from which the card originates (e.g., CH = Switzerland).
Alias Registered	Indicates if the card was saved as a reusable alias (Yes/No).



User Manual – Saferpay OXID eShop

Field	Description
Overall Liability Shift:	Indicates if the liability for fraud-related chargebacks has shifted to the card issuer, based on 3D Secure verification.
Liable Entity	Indicates who is liable in case of chargebacks (THREEDS for 3D-Secure).
3DS Authenticated	Shows whether 3D Secure authentication was performed.
3DS Authentication Type	Indicates the type of Strong Customer Authentication (SCA) applied.
Transaction Paid	Whether the payment has been fully processed and marked as paid.
Active	Indicates whether the transaction is currently active.
Amount	Shows the amount authorized/captured/refunded.

6.Special Cases

Wallet payment methods

Google Pay

- Google Pay supports both **wallet** and **card entry form** flows.
- **Supported card brands:** Visa , MasterCard and American Express.

Apple Pay

- Apple Pay also supports **wallet** and **card entry** methods.
- **Supported card brands:** Visa , MasterCard , American Express, Maestro and Diners Club.

Account to Account (A2A) Payment Method

- With A2A, payments rely on **bank transfers**, and **approval may take time**.
- During the waiting period, **Saferpay assigns the transaction a Pending status**.
- **OXID Status:** *Pending Payment* – introduced specifically to reflect this transitional state.
- **Timeouts:** If no update is received within **120 hours (5 days)**, the transaction will **expire**.

WL Crypto Payments



User Manual – Saferpay OXID eShop

Cryptocurrency transactions (via Bitcoin Suisse integration) have distinct limitations and refund behavior.

Payment Notes:

- The currencies supported are **CHF or EUR** only.
- **EUR payouts** are currently limited to **Belgium and Luxembourg**.

Refund Process:

- Refunds are not instant and must go through a manual approval process.
- **Status flow:**
 - Initially set to **PENDING**.
 - Once processed by Bitcoin Suisse and confirmed, Saferpay updates the refund to **CAPTURED**.

7. Alias Management

Description:

Alias Management allows returning customers to securely store their card details (tokenized) for faster and more convenient future purchases. This is achieved through Saferpay's **Secure Card Data (SCD)** service, which ensures sensitive card information is safely stored in Saferpay's PCI-certified data centre – keeping it entirely separate from your store's infrastructure.

Frontend Impact:

When enabled:

- A dedicated “**Saved Cards**” tab will appear in the **My Account** section, when “**Enable Saved Cards Option**” in global settings is set to “Yes” (see Figure 14).
- Logged-in customers can **add, manage (update/delete), and use** saved payment methods directly from this section.
- All card data entry and management is handled securely via Saferpay's hosted card entry form.

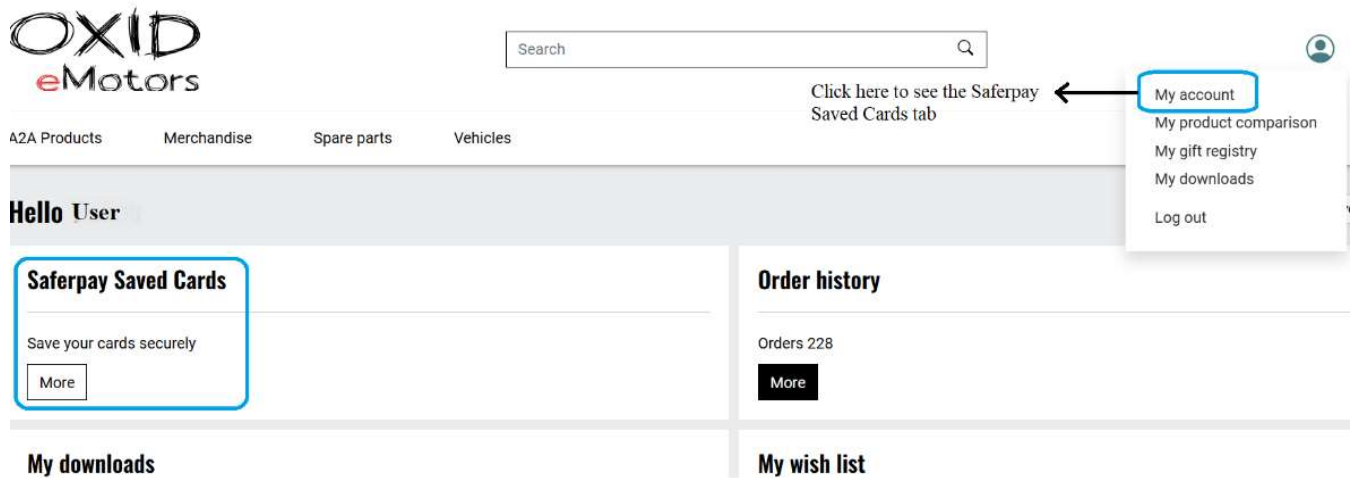


Figure 14

How to Use the "Saved Cards" Section Please refer Figure 15

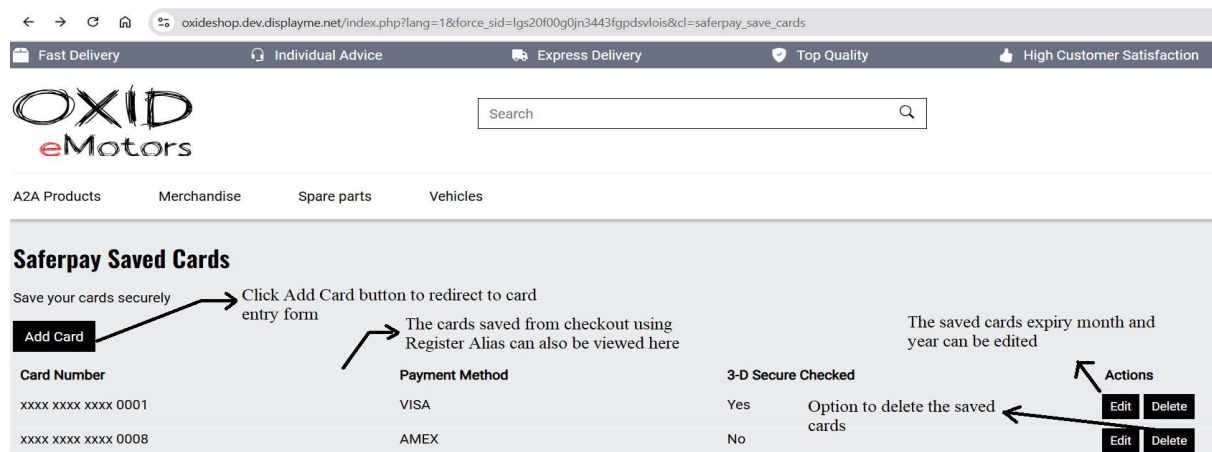


Figure 15

The "Saferpay Saved Cards" section under *My Account* allows customers to securely manage their saved payment cards. Here's how it works:

Add a New Card

- Click the "Add Card" button.
- You will be redirected to the Saferpay-hosted card entry form, where you can enter and securely save your card details.

View Saved Cards



User Manual – Saferpay OXID eShop

- All cards saved during checkout using Register Alias will also appear here, along with the cards saved from saved cards section.
- The list includes the masked card number, payment method (e.g., VISA, AMEX), and whether 3-D Secure was applied.

Edit Saved Card

- Customers can edit the expiry month and year of a saved card by clicking the "Edit" button next to the respective entry. After changing the month and year the update button needs to be clicked. Please refer Figure 16

Saferpay Saved Cards

Save your cards securely

Add Card

Card Number	Payment Method	3-D Secure Checked	Actions
xxxx xxxx xxxx 0001	VISA	Yes	<div><div>Edit</div><div>Delete</div><div>Month ▼</div><div>Year ▼</div><div>Update</div></div>

List of Saved Cards

Month dropdown menu options: 1, 2, 3, 4

Figure 16

Delete Saved Card

- To remove a saved card from the account, click the "Delete" button under the Actions column.

Saved Card Information Displayed:

- **Card Number:** Masked format provided by Saferpay (e.g., **** * 1234).
- **Payment Method:** Type of saved payment method.
- **3-D Secure Checked:** Indicates whether **3-D Secure (3DS) verification** was performed during card registration.
Cards added through the **Saved Cards** section will typically be **3D secured**, as the Saferpay **Secure APIs** are used for saving cards, ensuring an extra layer of security and compliance with **PSD2 requirements**. This helps reduce fraud.
- **Expiry Date Management:** Customers can update the expiry date of already saved cards.



8. Cron Jobs and Manual Cleanup

To keep the database clean and operations efficient, the plugin uses **automated background tasks (cron jobs)** along with **manual cleanup buttons** provided in the backend. Refer Figure 17.

NB:- For cron jobs to work, **cron must be set up on the server**. Please ensure your system administrator has configured it appropriately.

Two CLI console commands are provided for automated cleanup:

- Vendor/bin/oe-console saferpay:clear-pending-orders
→ Clears abandoned orders that are stuck in **"Pending Payment"** state beyond the allowed time (e.g., 1 hour, or 120 hours for A2A payments).
- vendor/bin/oe-console saferpay:clear-pending-alias
→ Deletes **inactive alias registrations** that are older than 2 days.

Cancel Abandoned Orders

- **Scope:** Orders stuck in the "Pending Payment" status.
- **Logic:**
 - Standard payments: These orders are automatically deleted **after 1 hour** if they remain unpaid.
 - **Exception:** For *Account to Account (A2A)* payments, deletion is delayed to **120 hours (5 days)** to allow for possible bank approval delays.
 -

Delete Expired Aliases

- **Scope:** Secure card tokens (aliases) that were never activated.
- **Logic:**
 - An alias is considered expired if:
 - It is inactive.
 - And it was created more than **2 days ago**.
 - These expired aliases are automatically deleted to maintain security.

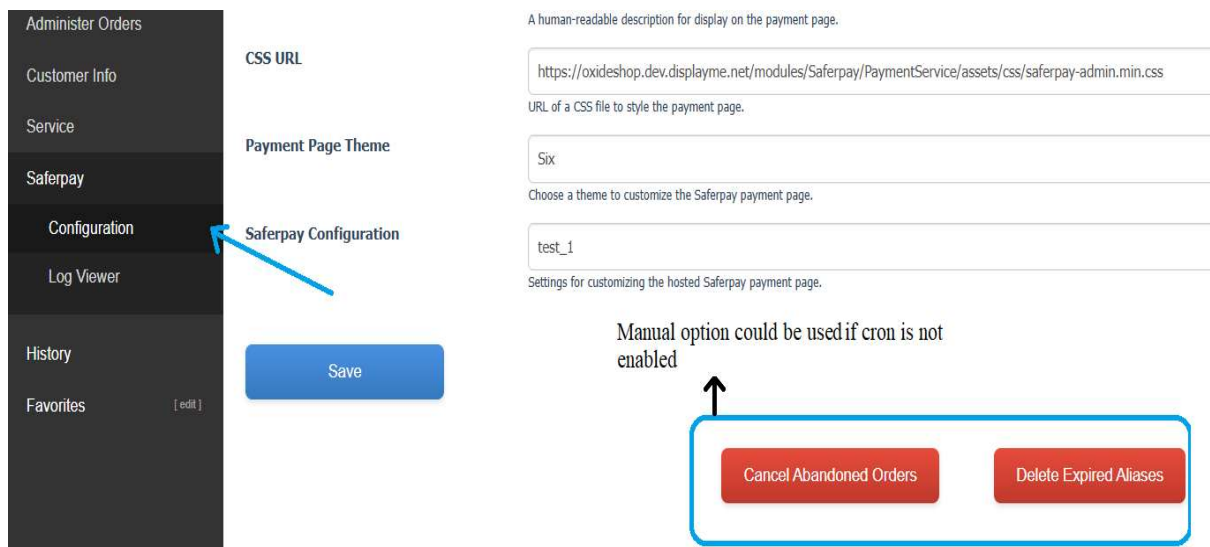


Figure 17

9. Error Logs

All error-related activities and exceptions triggered by the plugin are logged and can be viewed directly from the OXID backend under:

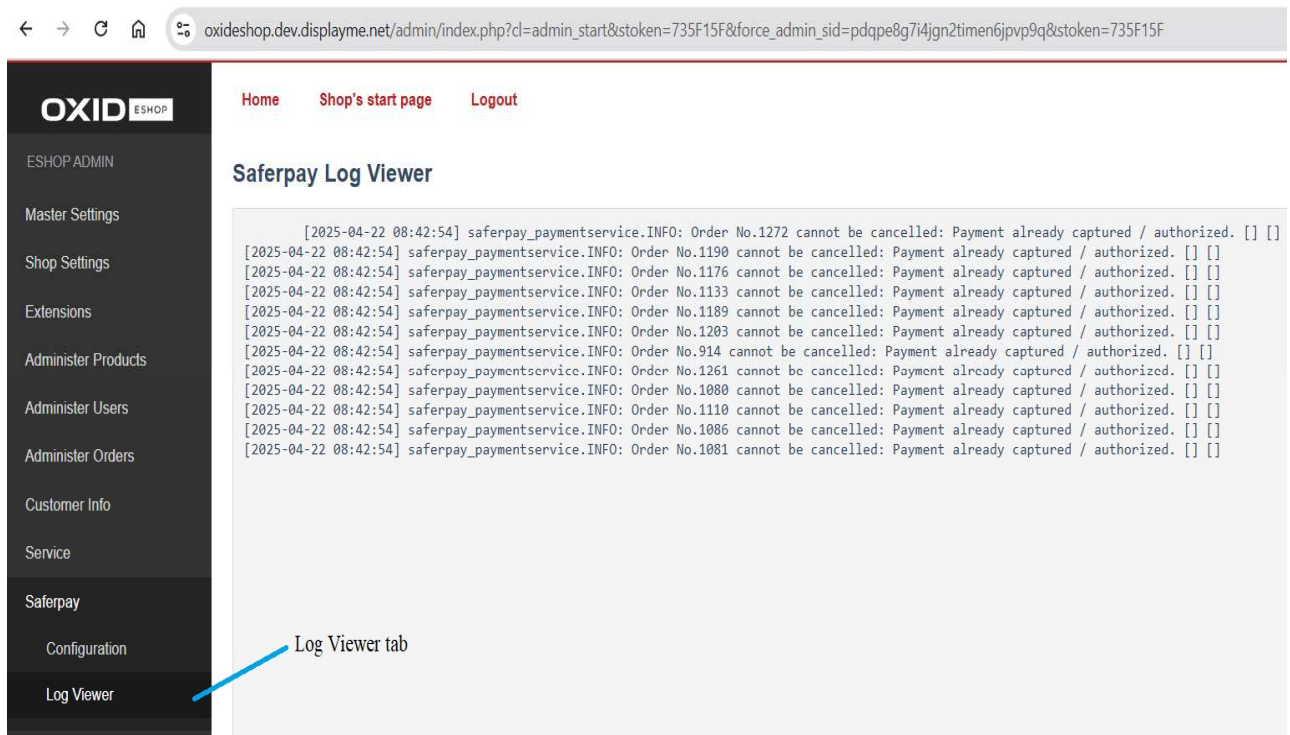
Saferpay → Log Viewer . Please refer Figure 18.

This section provides a centralized view of:

- **Saferpay transaction errors** (e.g., failed payments, invalid responses)
- **Exception logs** triggered during payment processing
- **Configuration or API issues** (e.g., invalid credentials, connectivity problems)

This tool is especially useful for developers and support teams when troubleshooting issues or validating system behaviour.

For in-depth error tracing, the logs include timestamps.



oxideshop.dev.displayme.net/admin/index.php?cl=admin_start&token=735F15F&force_admin_sid=pdqpe8g7i4jgn2timen6jvp9q&token=735F15F

OXIDESHOP

ESHOP ADMIN

Master Settings

Shop Settings

Extensions

Administer Products

Administer Users

Administer Orders

Customer Info

Service

Saferpay

Configuration

Log Viewer

Home Shop's start page Logout

Saferpay Log Viewer

```
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1272 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1190 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1176 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1133 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1189 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1203 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.914 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1261 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1080 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1110 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1086 cannot be cancelled: Payment already captured / authorized. [] []
[2025-04-22 08:42:54] saferpay_paymentservice.INFO: Order No.1081 cannot be cancelled: Payment already captured / authorized. [] []
```

Figure 18