

# USER GUIDE

# SAFERPAY PLUGIN

# FOR

# WOOCOMMERCE

Status	Released
Author:	PIT Solutions and SIX Payment Services
Document date:	14 December 2020
Classification:	Public
Version:	1.0.3

# TABLE OF CONTENTS

<b>ABOUT DOCUMENT .....</b>	<b>3</b>
<b>ABOUT SAFERPAY .....</b>	<b>4</b>
<b>ABOUT WORDPRESS PLUGIN .....</b>	<b>5</b>
<b>REQUIRMENTS.....</b>	<b>6</b>
<b>INSTALLATION .....</b>	<b>6</b>
<b>CONFIGURATION .....</b>	<b>10</b>
<b>PAYMENT METHOD SPECIFIC CONFIGURATION .....</b>	<b>15</b>
<b>SAFERPAY FEATURES.....</b>	<b>24</b>
DESIGN CUSTOMIZATION.....	24
<b>ORDER MANAGEMENT.....</b>	<b>25</b>
CAPTURE PAYMENT .....	26
CANCEL PAYMENT .....	26
REFUND PAYMENT .....	29
ALIAS MANAGER .....	32
ERROR LOGS .....	34

## ABOUT DOCUMENT

Version No.	Prepared by	Version Changes	Date
V1.0.0	Sherin Mathew & Aswathy PG , PIT Solutions Pvt Ltd	Prepared initial document version	18.08.2020
V1.0.1	Hakkim P Ahammed, PIT Solutions Pvt Ltd	Reviewed and updated	19-08-2020
V1.0.2	Preethi S, Hakkim P Ahammed & Aswathy PG , PIT Solutions Pvt Ltd	Updated with new features 3DS popup for iFrame and hosted fields, iDeal Pre-selection for bank account, My Account Add card section modification, CVC modification for saved cards.	28-10-2020
V1.0.3	Hakkim P Ahammed & Aswathy PG , PIT Solutions Pvt Ltd	WordPress compatible version updated	14-12-2020

## ABOUT SAFERPAY

Saferpay is the easy, flexible, secure and the comprehensive e-payment solution from SIX Payment Services for easier and more secure payment in your online shop.

Worldline is European market leader in payment technology. More than 11,000 payment experts ensure future-oriented innovations and services in over 30 countries. With 45 years of experience, Worldline is an innovative pan-European company that covers the entire value chain of cashless payment transactions with its highly secure payment and transaction services.

SIX Payment Services has been part of Worldline since the end of 2018, making it Europe's largest technology partner for banks and merchants. The tailor-made solutions from SIX Payment Services include a broad portfolio of payment terminals and the acceptance and processing of national and international payments with credit, debit and prepaid cards as well as the smartphone.

## ABOUT WORDPRESS PLUGIN

This plugin is implemented to integrate Saferpay Payment methods in Woocommerce. It supports the following payment methods of Saferpay to work with WooCommerce plugin.

1. VISA
2. MASTERCARD
3. MAESTRO
4. AMERICAN EXPRESS
5. BANCONTACT
6. DINERS/DISCOVER
7. JCB
8. BONUS CARD
9. SEPA ELV
10. MYONE
11. MASTERPASS
12. UNIONPAY
13. PAYPAL
14. TWINT
15. PAYDIREKT
16. IDEAL
17. EPRZELEWY
18. POSTFINANCE CARD
19. POSTFINANCE EFINANCE
20. APPLEPAY
21. CREDIT CARD (SAFERPAY FIELDS)

This plugin supports all the features of online payment methods like payment capturing, refunding & cancellation. All these payment operations are done in the WooCommerce backend & will be synced to Saferpay account also.

## REQUIREMENTS

To install and configure Saferpay plugin in WordPress, the following is required:

- WordPress (5.0 to 5.4.4) and WooCommerce (tested 3.9 to 4.0.1) plugin.
- License for the Saferpay.
- A valid Saferpay account with at least one active Saferpay terminal through which payments can be carried out.
- API credentials like Terminal ID, Customer ID, JSON Username and JSON Password for the Saferpay Live- and/or Test environment.
- Valid acceptance agreement for payment methods.

## INSTALLATION

To install Saferpay Plugin, follow the steps below.

Step 1: Download Saferpay plugin ZIP package.

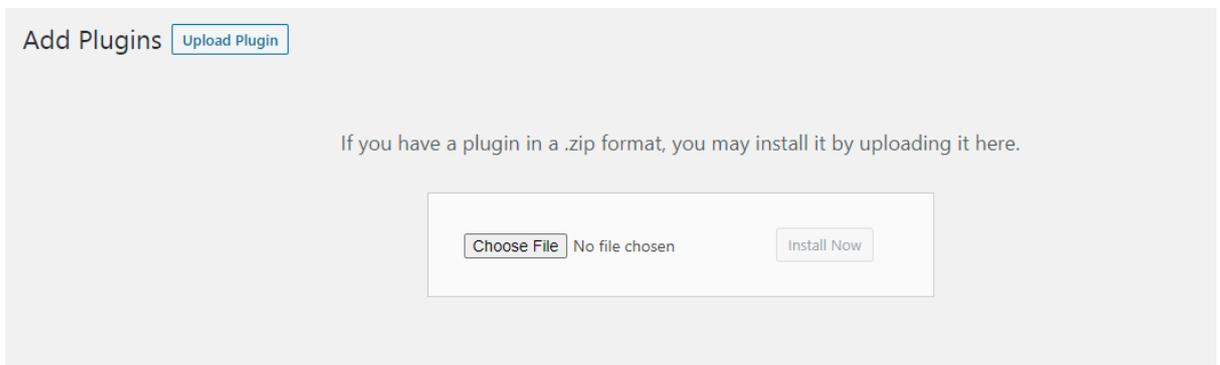
Step 2: Go to WordPress admin dashboard and visit Plugins » Add New. After that, click on the ‘Upload Plugin’ button on top of the page.



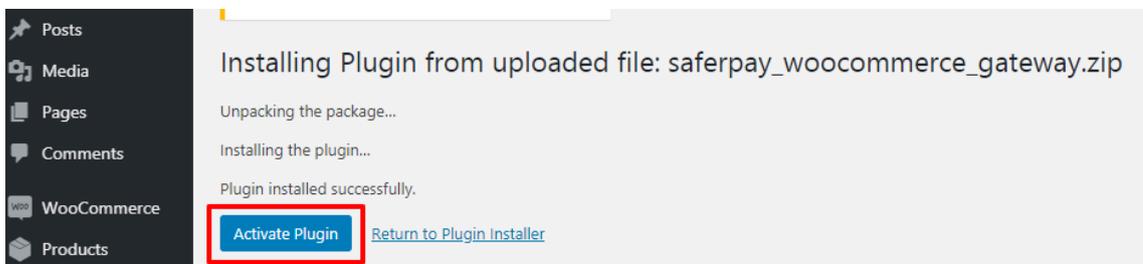
Step 3: Then a plugin upload form will appear. Here you need to click on the ‘Choose File’ button and select the plugin file you downloaded earlier.

Step 4: After you have selected the file, you need to click on the ‘Install Now’ button.

WordPress will now upload the plugin file from your computer and install it for you. You will see a success message after the installation is finished.



Step 5: Once installed, you need to click on the Activate Plugin link to start using the plugin.

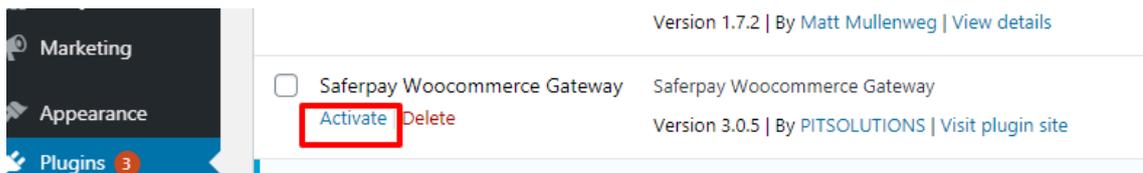


### Manual installation via FTP

In rare cases, your wordpress hosting provider may have file restrictions that could prevent you to install a plugin from the admin area. In this situation, best way is to install the plugin manually using FTP.

First you will need to download the plugin’s source as zip file. Next, you need to extract the zip file on your computer. Open the FTP client on your computer and connect to your website using the login credentials provided by your web host. Once connected, you need to go to the /wp-content/plugins/ folder on your website, and then upload the extracted plugin folder to that path.

After uploading the files, you need to visit the WordPress admin area and click on the Plugins link in the admin menu. You'll see saferpay plugin successfully installed on the plugins page. You need to click on the Activate link below the plugin to start using it.



After successfully installing the plugin, you can either enable test mode or live mode

## Test mode configuration

We need to enter the provided test credentials into Saferpay settings:

**Menu → Settings → Saferpay Settings**

Initially, enable test mode and we need to enter the provided test credentials into Saferpay settings:

Required Data:

- Test-Customer ID
- Test-Terminal ID (eCommerce Terminal).
- Test JSON API username.
- Test JSON API password.

**Saferpay Basics**

Enable Test mode  Test Mode  
*Place the payment gateway in test mode to using test API keys.*

Saferpay License **Saferpay Business** ▾  
*Choose your license.*

Test API Base URL   
*The test API base url given by the Saferpay.*

Test Customer ID   
*Get your test customer id as given by the Saferpay.*

Test Terminal ID   
*The test terminal id as given by the Saferpay.*

Test JSON Username   
*The test JSON username given by the Saferpay.*

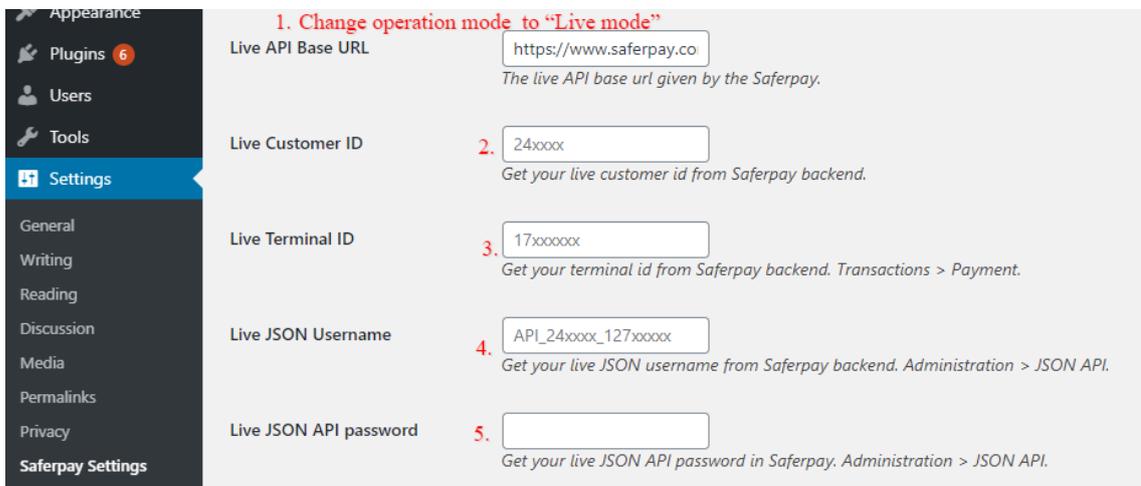
Test JSON API Password   
*The test JSON API password as given by Saferpay.*

## Live mode configuration

Switch to Saferpay Operation mode to live & we need to enter the provided test credentials into Saferpay settings:

The following data is required

- Live-Customer ID
- Live-Terminal ID
- Live JSON API username
- Live JSON API password



## CONFIGURATION

Saferpay Plugin configuration includes two section

1. Saferpay general settings
2. Payment method specific settings

### SAFERPAY GENERAL SETTINGS

Configure general Saferpay settings from Menu → Settings → Saferpay Settings

The following configurations are available in Saferpay basic settings

1. **Enable Test Mode:** It defines the Saferpay Operation mode. If it is enabled, it allows the payment gateway to work in test mode by using test API keys otherwise it will work as live mode. By default, test mode is enabled.
2. **Saferpay Licence:** Choose the Saferpay licence you own. Saferpay has two licences:
  - Saferpay eCommerce
  - Saferpay Business

In case you have Saferpay Business without the corresponding license, the API will throw an error.

3. **Test API Base URL:** These fields already have default values of API base URL .  
**Eg:** <https://test.saferpay.com/api>. **Note:** *Recommended not to change it in ideal case. Changes applicable only if there is an update in base test url from saferpay side.*
4. **Test Customer ID:** Enter your test customer id given by Saferpay while creating a partner account in Saferpay.
5. **Test Terminal ID:** Enter your test terminal id given by the Saferpay.
6. **Test JSON Username:** Enter test JSON username given by the Saferpay
7. **Test JSON API Password:** Enter test JSON API password given by Saferpay. To get JSON API username and password you have to login to Saferpay management interface and go to Settings -> JSON API basic authentication. Please refer <https://www.six-payment-services.com/en/site/e-commerce-developer/integration.html> for more information.
8. **E-Mails:** Saferpay will send an email to the address specified in this field. You can add multiple emails separated by a comma.
9. **Check Extra Level of Authentication:** Recommended for high risk businesses (Jewellery, Electronics, etc.) to stick to the highest level of security. Else you can have it as “No, I don’t want extra level of authentication.”
10. **Liability Shift Behavior:** This field determines how to handle the transactions if a fraudulent card is used on the website. When we use this functionality, the liability shifts to the authorizing bank and the store owner receives no claim for any chargeback. It has two options:
  - **Option A:**” If no liability shift has been granted transaction will be on-hold, merchant can capture or cancel transaction”. Here order placed via fraudulent card will be on-hold and merchant can capture or cancel transaction accordingly.
  - **Option B:** If no liability shift has been granted transactions will be auto cancelled. Here order placed via fraudulent card will be cancelled.

11. Payment Page CSS URL: Enter a valid CSS URL which is included in the payment page. This file must be hosted on an SSL/TLS secured web server (the URL must start with https://) Example: https://merchanthost/merchant.css.

Refer <https://saferpay.github.io/sndbx/CssiFrame.html> for more details.

12. Description of the order: A human readable description provided by the merchant that will be displayed in Payment Page.

13. Payment Page Configuration Name: Here you can define the payment page configuration name. The configuration can be created from Saferpay Back office ('Settings > PaymentPage Configuration'). If the configuration is not found by in Saferpay (setting / backoffice)?; the default configuration will be used.

14. If you are using live mode enter Live Customer ID, Live Terminal ID, Live JSON Username and Live JSON API password given by Saferpay while creating a partner account in Saferpay. To get access information for live environment you have to [request](#) an offer here. To get access information to test account please follow this [link](#).

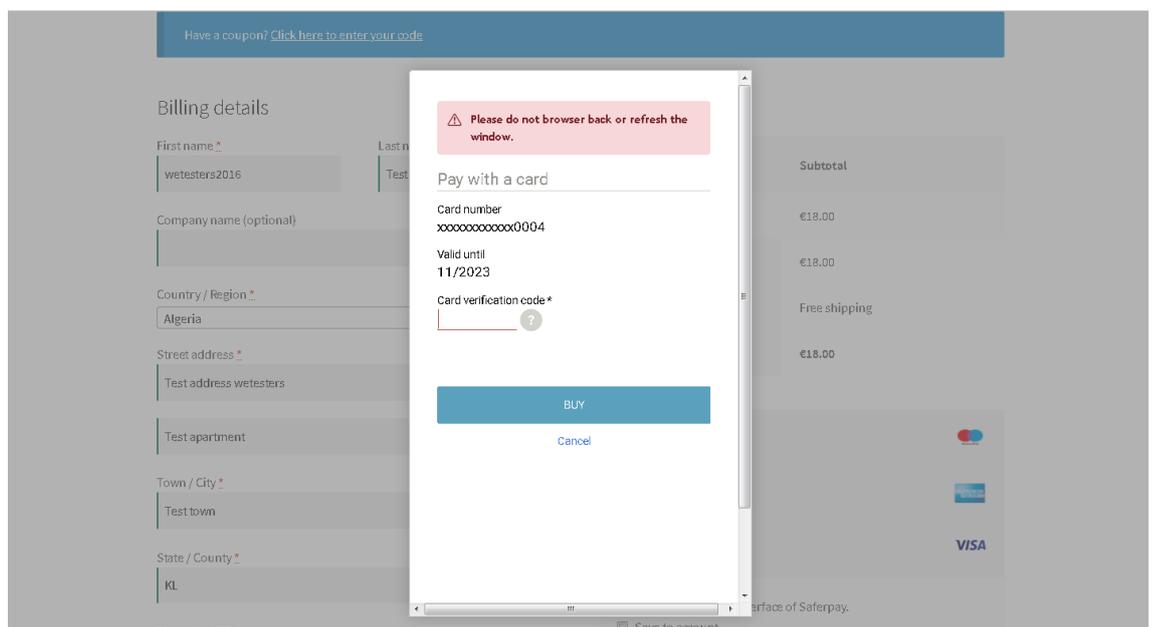
15. Payment Page Theme: Choose the theme to customize the appearance of Saferpay payment pages. As per default a lightweight responsive styling will be applied. Three type of settings are available :

- a. Default light weight responsive theme
- b. Six
- c. No Theme

16. Allow save card in user profile: This allows merchant to enable/disable save card option in user profile. If it is enabled, allows your customer to save the credit card information in 'My account' and to reuse the saved information for future payments.

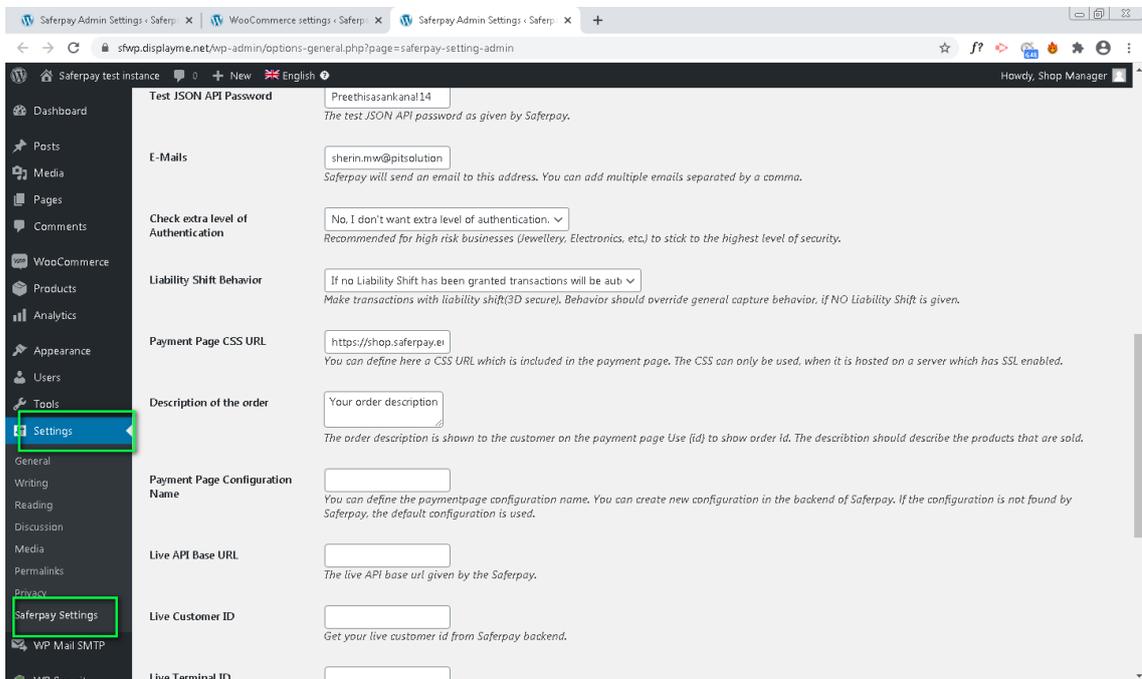
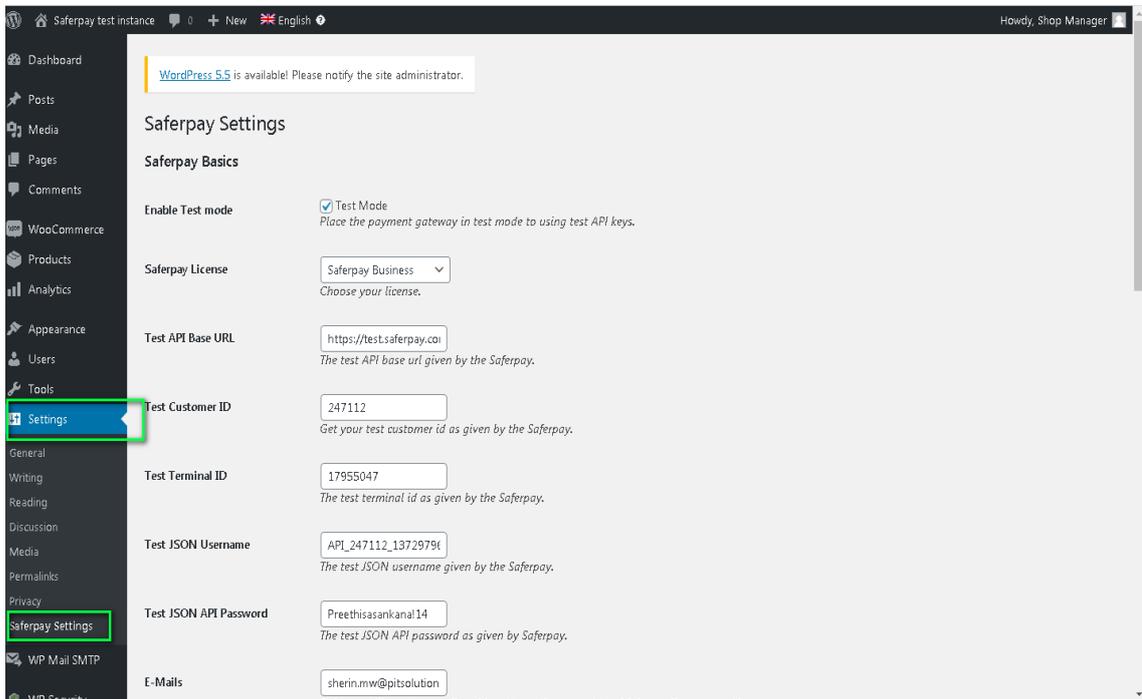
17. Is User required to re-enter his CVC, when using a saved card: If we choose “Yes,Re-enter CVC “ user will be prompted to enter CVC again during checkout while using saved card for their transaction.

If “No need to re-enter CVC” chosen user will not be prompted to enter CVC during checkout while using saved card for their transaction.



Screenshot: User prompted to enter CVC again during checkout when “Yes,Re-enter CVC “option selected in Saferpay Settings

18. My account add card template: Here we can choose templates for adding card details in my account Saved Cards section for users. Four sample templates are available.



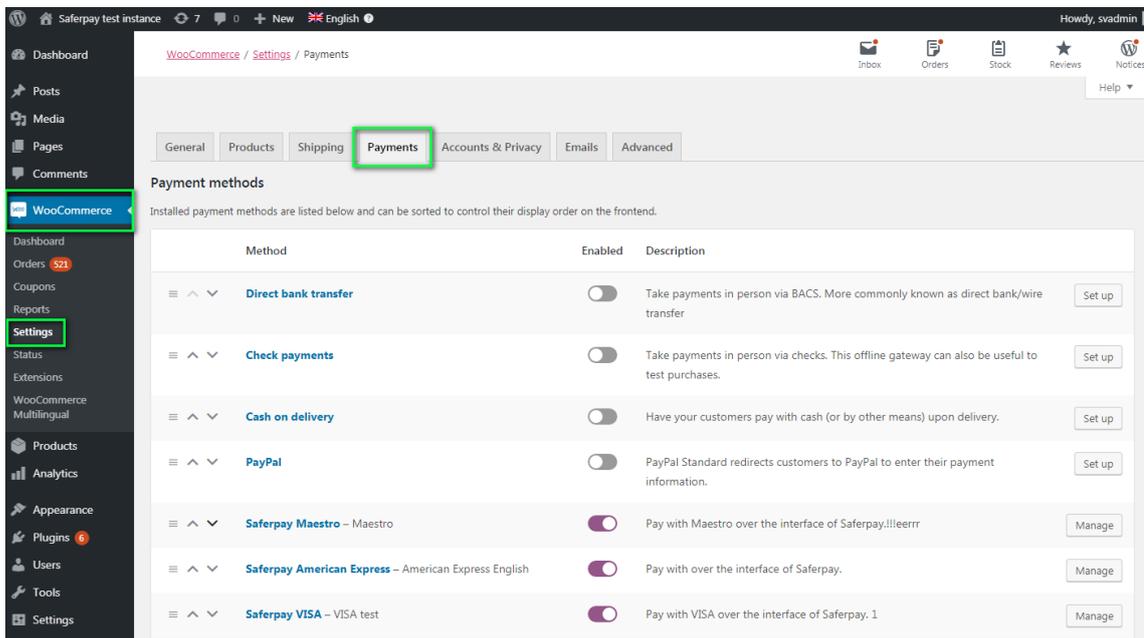
## SAFERPAY BASICS SETTINGS

### PAYMENT METHOD SPECIFIC CONFIGURATION

Individual payment methods which comes under Saferpay plugin can be configured from

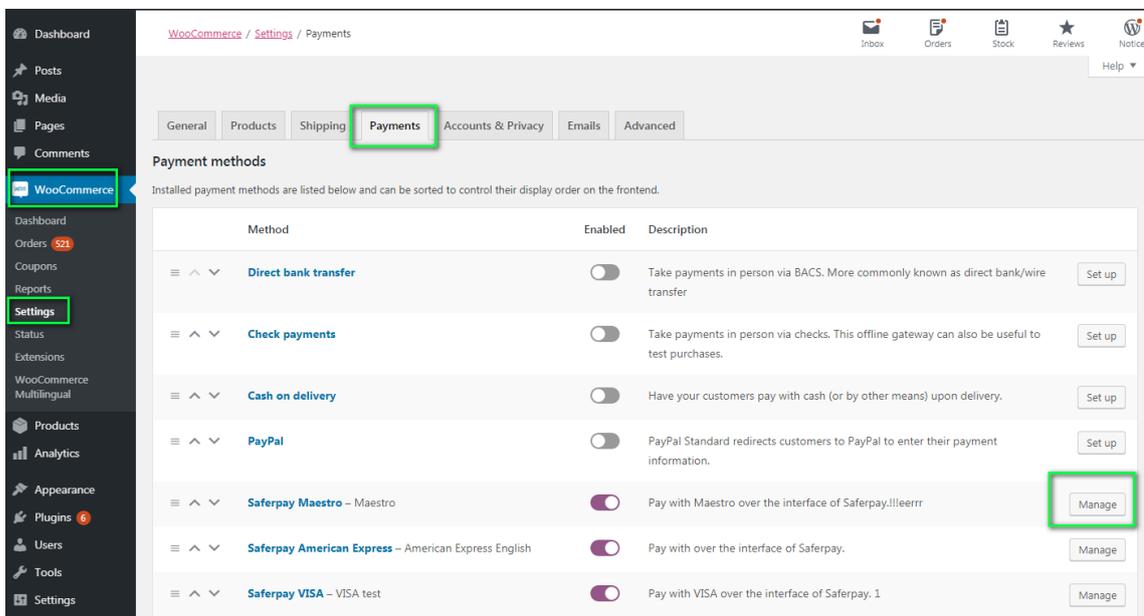
WordPress back-end under Menu WooCommerce → Settings → Payments.

Not all payment will be in your contract so be careful while enabling payment methods.



## LIST OF PAYMENT METHODS

Settings of each installed payment methods can be easily configured by clicking Manage button.

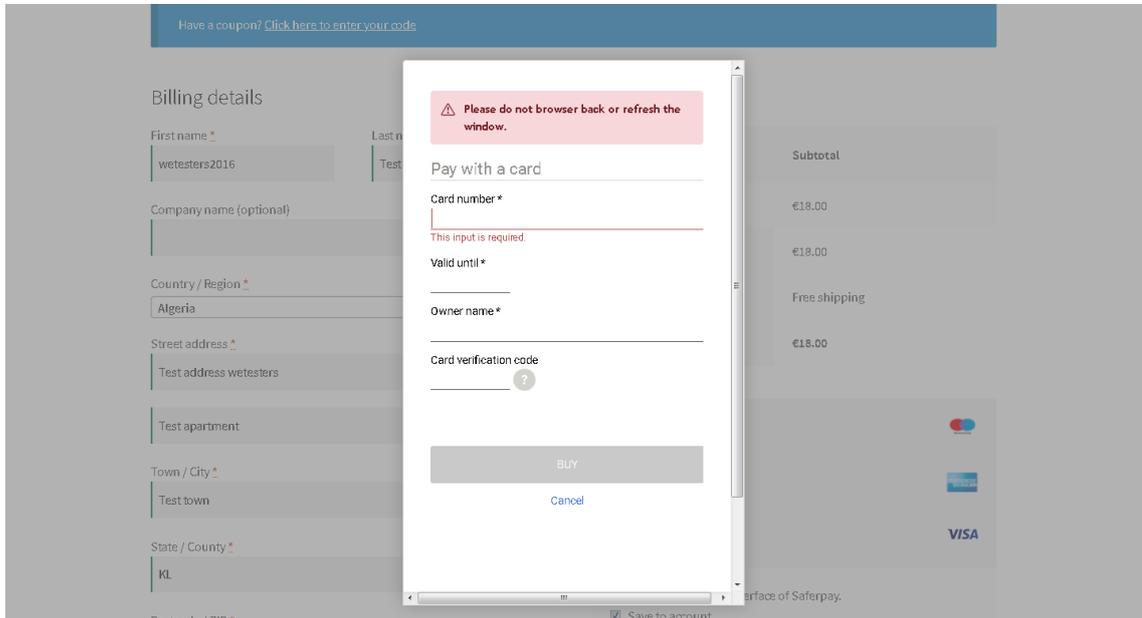


## PAYMENT SETTINGS

Saferpay payment method specific configuration are explained in detail below:

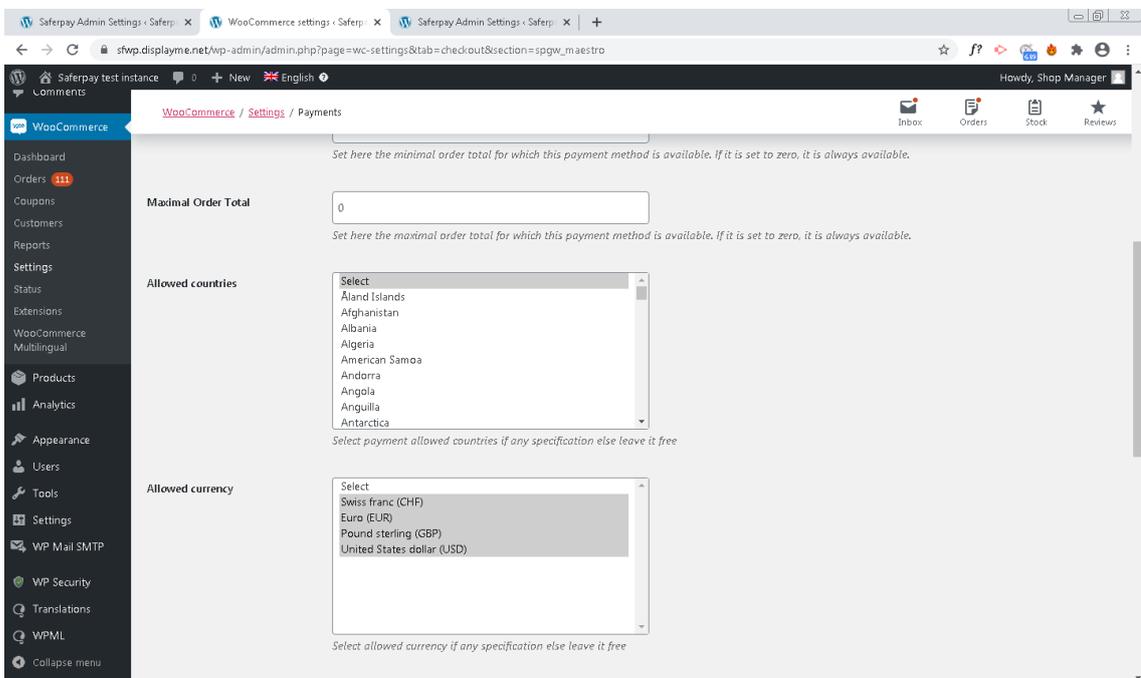
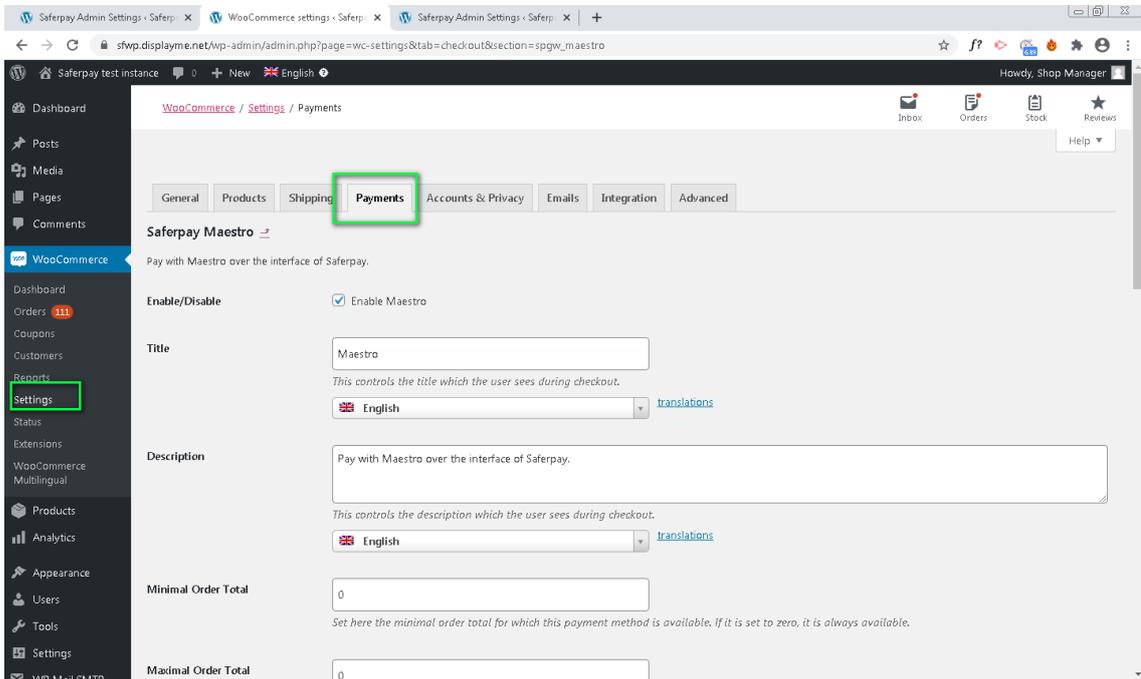
1. **Enable/Disable:** Here you can set the visibility of installed payment method during checkout.
2. **Title:** Here you can set title of payment method which is displayed in shop during checkout.
3. **Description:** Here you can set a description of payment method which is displayed in shop during checkout.
4. **Minimal Order Total:** Here you can set availability of payment method according to minimal order total. If it is set to zero payment method will be always available during checkout irrespective of order total.
5. **Maximal Order Total:** Here you can set availability of payment method according to maximal order total. If it is set to zero payment method will be always available during checkout.
6. **Allowed Countries:** If you wish to accept payment from specific countries, you can select the countries. Multiple countries can be selected by Press Ctrl key. If there is no specification leave it.
7. **Allowed currency:** Choose the currencies that can be processed with this payment. Select allowed currency if any specification else leave it.
8. **Customer Address:** Here you can set customer address sent to Saferpay  
If it is set to **No**, Customer address won't be sent to Saferpay. If it is set to **Send delivery address**, Customer delivery address would be sent to Saferpay. If it is set to **Send billing address**, Customer billing address would be sent to Saferpay. If it is set to **Send both shipping and billing address**, Customer's both billing and shipping address would be sent to Saferpay.
9. **Pre-Authorizations:** It extends the validity of an authorization up to 30 days. If it is set to **YES**, *Only Manual Capture option will be possible under Capturing settings.*
10. **Customer Confirmation Email:** Here you can set whether Saferpay send confirmation email to customer. It is only applicable if the customer is redirected to Saferpay.

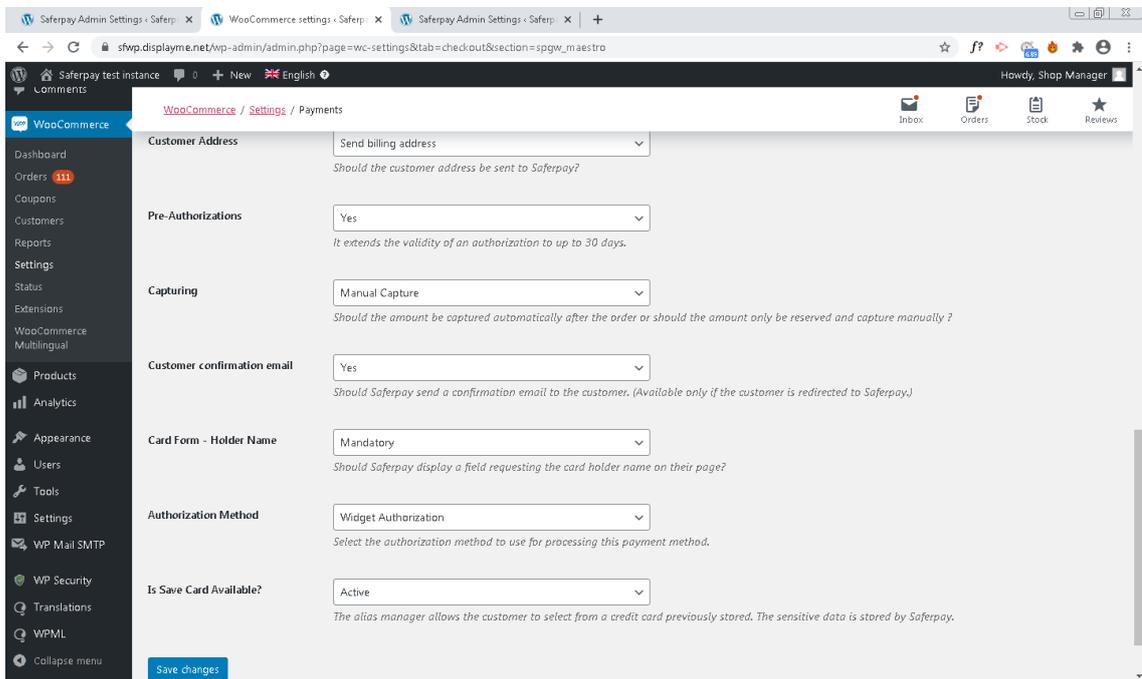
11. Card Form – Holder Name: If it is set to None, Saferpay should not display a field requesting the card holder name in payment interface. If it is set to mandatory, Saferpay should display a field requesting the card holder name in payment interface.
12. Capturing: Here you can set capturing mode. If it is set as Manual Capture amount is only reserved and you should capture it manually through WordPress back-end. If it is set as Auto Capture amount is captured automatically.
13. Authorization Method: Here you can set authorization method used for payment processing. Two options are available under these settings.
  - a. Payment page – During the order processing the user will be redirected from the WooCommerce shop to the Saferpay payment gateway interface to process the payment. On successful completion of the payment the user will be redirected back to the WooCommerce shop. The Saferpay Payment Page Interface is intended for a simplified and universal integration of the payment process by using the PaymentPage form. The Saferpay PaymentPage can be used both with a Saferpay eCommerce license and with a Saferpay business license. All Saferpay supported payment methods can be processed with the Payment Page Interface.
  - b. Transaction Interface (Widget Authorization) - During the order processing the user is served with Saferpay payment forms in a pop up within the WooCommerce shop. The Transaction Interface is an extension to PaymentPage Interface. It offers the Hosted Entry Form (HEF) to process card payments seamlessly. This interface can also be used in combination with Secure Card Data to store/tokenize payment data during the payment process. The Transaction Interface is only for holders of a business licence on the live system.



### 3DS pop up displayed during Checkout

14. Is Save Card Available? Here admin can set **Active** or **Inactive** status. By enabling this, the customer can register cards and use it for future payments. Card details will be stored in Saferpay. This option is available only for Widget Authorisation method. Once you have configured Saferpay payment method, review all the settings carefully. If everything is fine, click Save changes button.



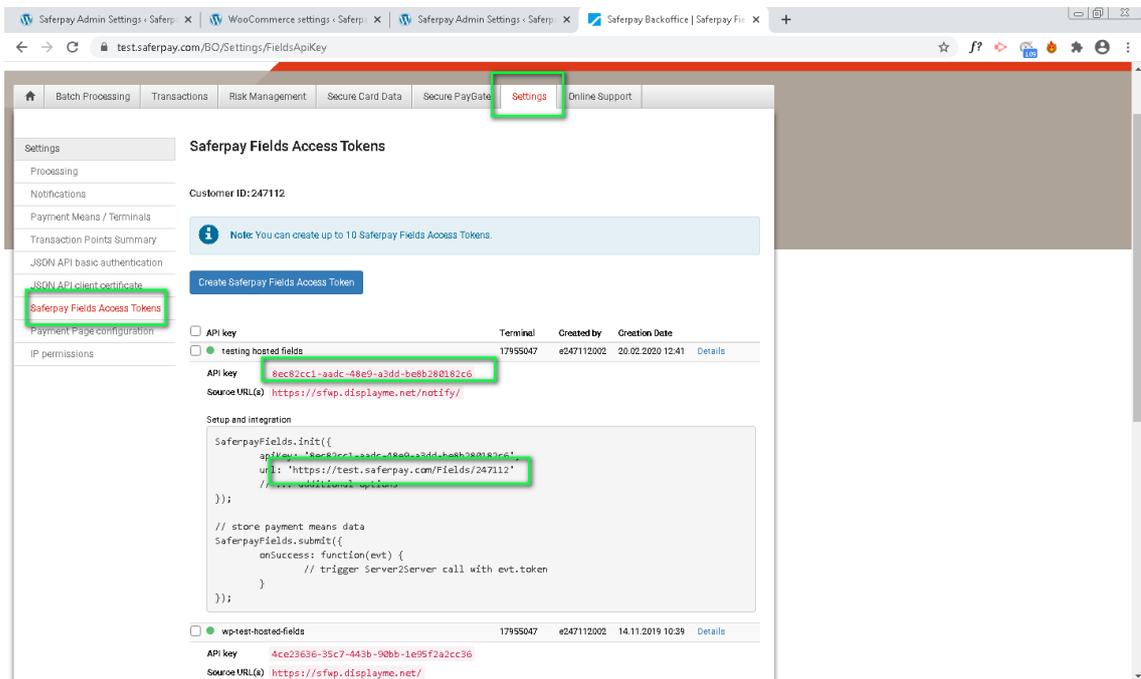


## Hosted Field Settings (Saferpay Credit Card)

Other than general settings some additional settings need to be configured to use Saferpay credit card/Saferpay fields:

1. Saferpay Fields Access Token: Enter API Key generated from Saferpay back office.
2. Source URL(s)

You can get 1 and 2 from Saferpay Back office. After login navigate to Settings > Saferpay Fields Access Tokens.



**Css URL(s):** You can define here a CSS URL. The CSS can only be used, when it is hosted on a server which has SSL enabled. Refer <https://saferpay.github.io/sndbx/CssiFrame.html#css-usecss> for detailed information

**JS-Library-URL:** Here enter JS library URL.

**Credit Card Theme:** Here user can able to choose four sample template for credit card payment.

During the order processing the user is served with Saferpay payment forms in a pop up within the WooCommerce shop.

**SAFERPAY CREDIT CARD ADDITIONAL SETTINGS**

Belarusian ruble (BYN)  
Canadian dollar (CAD)  
*Allowed currency if any specification else leave it free*

**Safepay Fields Access Token**  
4ce23636-35c7-443b-90bb-1e95f2a2cc36  
*You can create this from Safepay Backoffice. After login navigate to Settings > Safepay Fields Access Tokens.*

**Source URL(s)**  
https://test.safepay.com/Fields/247112  
*You can create this from Safepay Backoffice. After login navigate to Settings > Safepay Fields Access Tokens.*

**JS-Library-URL**  
https://test.safepay.com/Fields/lib/1.2/safepay-fields.js

**Css URL(s)**  
  
*You can define here a CSS URL. The CSS can only be used, when it is hosted on a server which has SSL enabled.*

**Allowed payment methods**  
Select  
Visa  
MasterCard  
Maestro  
American Express  
Diners Club  
Bancontact  
JCB  
*Select allowed payment methods if any specification else leave it free*

**SAFERPAY CREDIT CARD ADDITIONAL SETTINGS**

**Customer Address**  
Send both billing and shipping  
*Should the customer address be sent to Safepay?*

**Capturing**  
Auto Capture  
*Should the amount be captured automatically after the order or should the amount only be reserved and capture manually?*

**Authorization Method**  
Widget Authorization

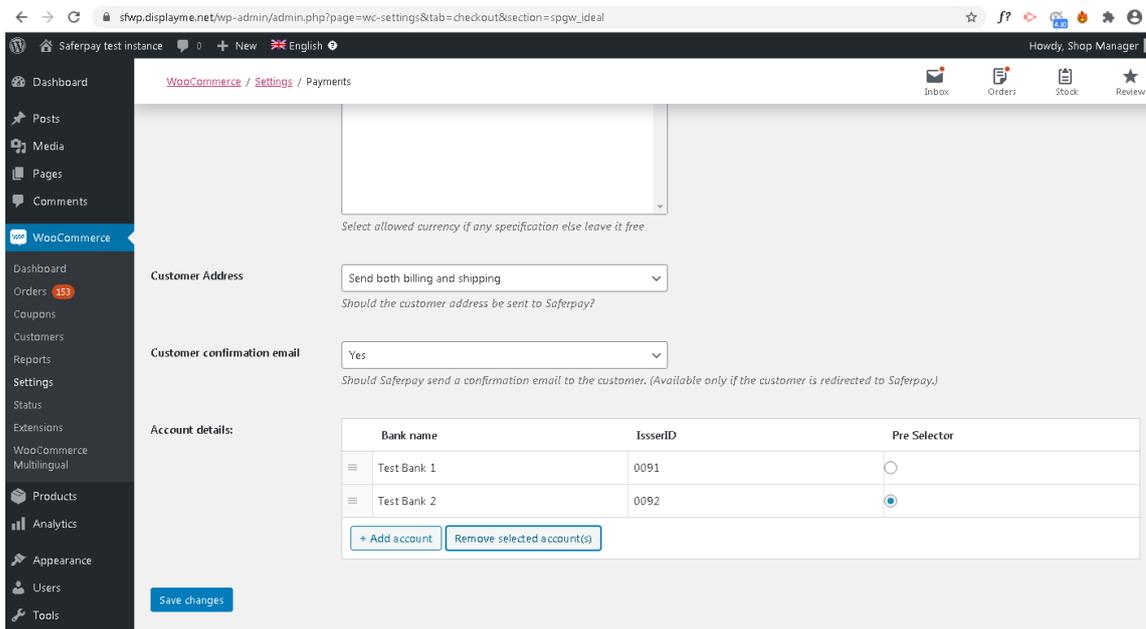
**Credit Card Theme**  
Sample 1  
*The backend of Safepay allows the definition of credit card configurations. This field contains the name of such a configuration name allows the detailed control over the layout of the credit card field.*

Save changes

## Safepay iDeal

Other than general settings, additional settings such as account details are available for Safepay iDeal payment method. Here admin able to add /remove bank account.

Admin able to pre select bank account that should be displayed during checkout



Saferpay iDeal additional settings.

## SAFERPAY FEATURES

### DESIGN CUSTOMIZATION

If you want to customize the default design of Saferpay interface, Saferpay provides the following options:

1. CSS-Styling: The CSS styling-options can be used over following methods.

- Payment page
- Transaction Interface
- Alias Insert

Note: The CSS file that is referenced by the CssUrl parameter must be stored on a web server that supports HTTPS.

Refer <https://saferpay.github.io/sndbx/CssiFrame.html#css-usecss> for detailed information.

2. Theme: This parameter let you customize the appearance of the displayed payment pages. By default default a lightweight responsive styling will be enabled. If you don't want any styling please choose 'NONE'.
3. Payment Page Configuration: You can create different PP configurations to be applied over Transaction initialize and PaymentPage Initialize. The configuration itself can be created inside the Saferpay Backend under “Settings > Payment Page Configuration”.

**Note:** If a custom CSS is provided, any design related settings set in the payment page configuration will be overwritten and the default design will be used.

## ORDER MANAGEMENT

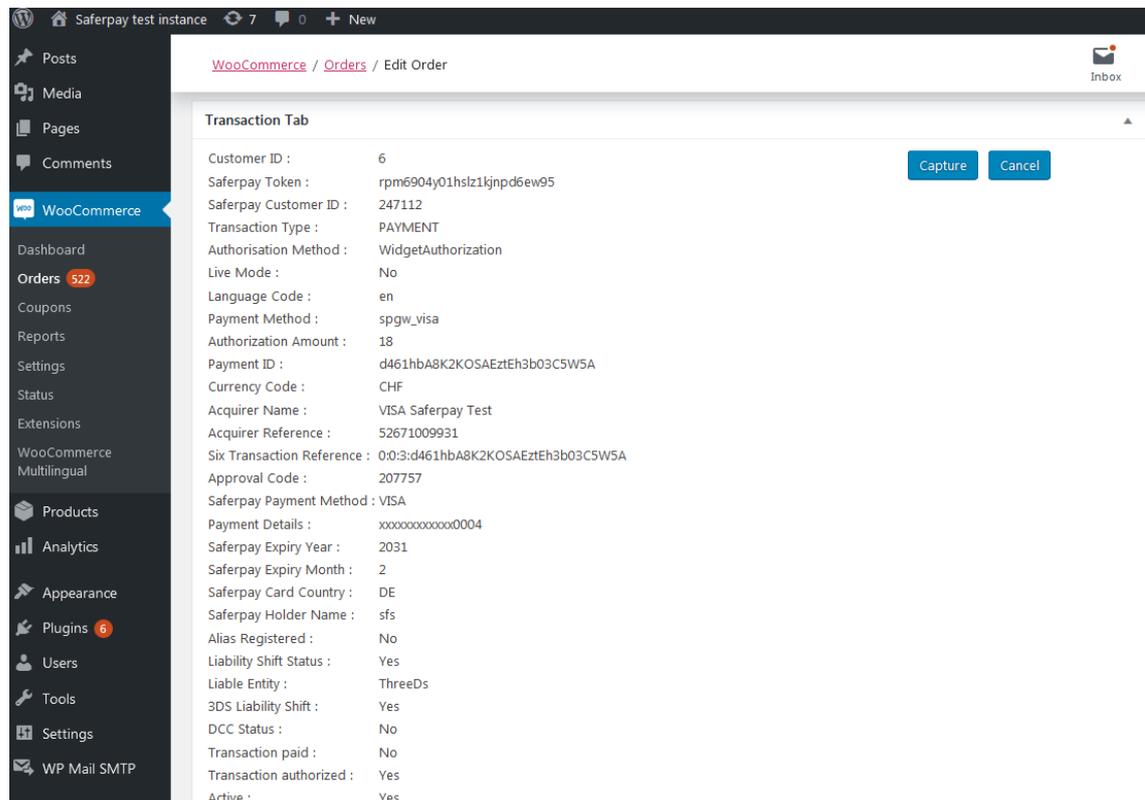
Orders done by customers are displayed under WooCommerce → Orders. Here you can view the list of all orders available.

Order	Date	Status	Total
#6493 Madhav Test	2 hours ago	On hold	CHF18.00
#6491 Madhav Test	2 hours ago	Cancelled	CHF18.00
#6485 Madhav Test	4 hours ago	Processing	CHF45.00
#6482 Madhav Test	4 hours ago	Cancelled	CHF45.00
#6379 Madhav Test	Dec 13, 2019	On hold	CHF55.00
#6376 Madhav Test	Dec 13, 2019	Cancelled	CHF55.00
#6374 Madhav Test	Dec 13, 2019	Cancelled	CHF55.00
#6337 Madhav Test	Dec 12, 2019	On hold	CHF55.00
#6301 Dinner Test	Dec 11, 2019	Processing	CHF45.00

### LIST OF ORDERS

Each order details can be viewed by clicking on Order. Here you can see order details

Under each order, transaction details are displayed in transaction tab



## TRANSACTION DETAILS

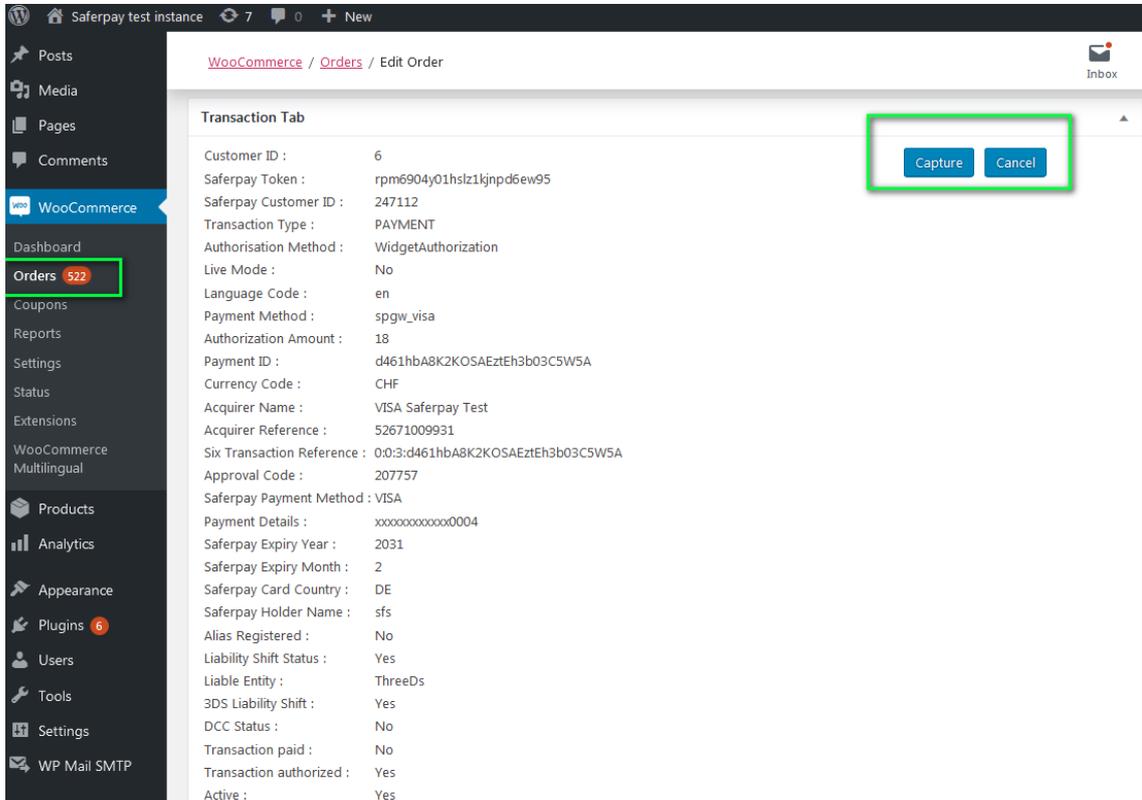
### CAPTURE PAYMENT

In the payment configuration, if “Capturing” is set to “Auto Capture”, merchant don’t need to do anything from WordPress backend. Payments will be captured automatically by the system.

When the “Capturing” is set to “Manual Capture”, merchant will have the option to Capture or Cancel transactions. If we click Capture, transaction will be captured.

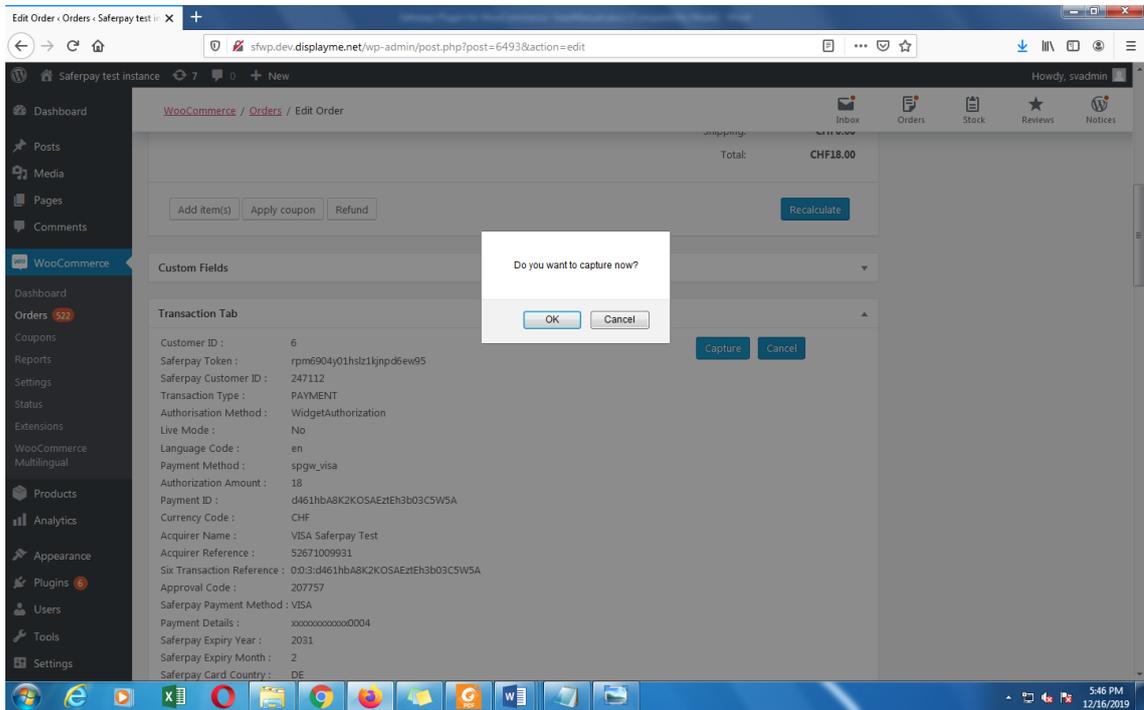
### CANCEL PAYMENT

Only authorized, but not captured orders can be cancelled. Cancellation of an order prevents any future change from being made to it. If we click CANCEL, transaction will be cancelled.



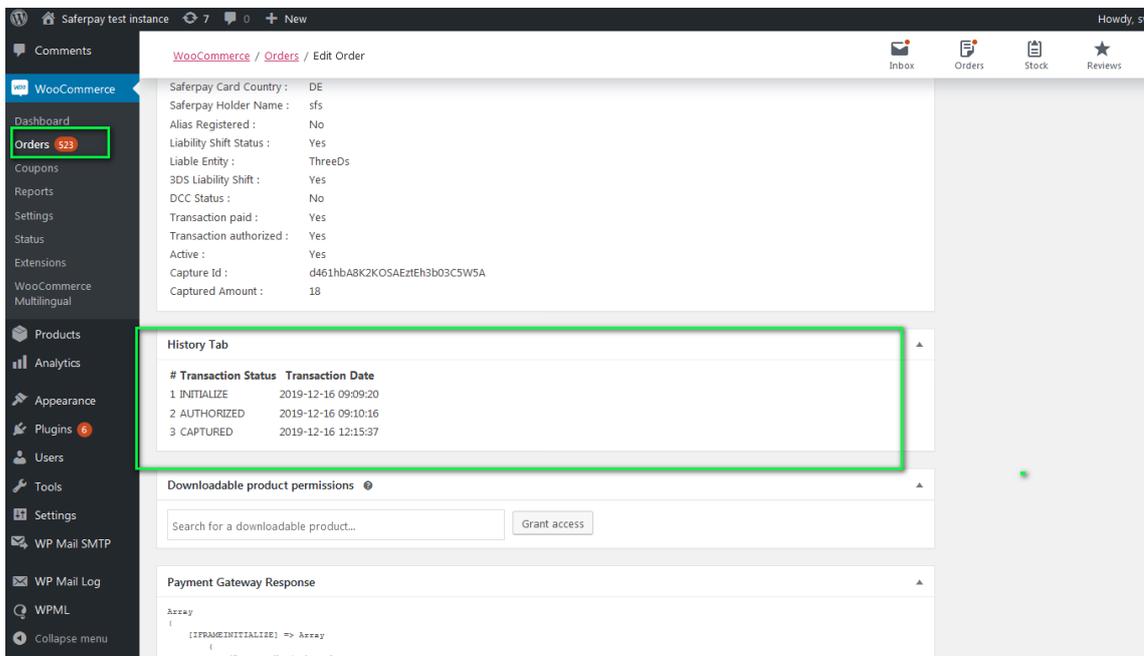
### Order Details Transaction Tab with Capture/CANCEL button

While clicking Capture button, capture confirmation pop up will be displayed. If we click OK button, amount will be successfully captured and order status will be changed to Processing.



### TRANSACTION CAPTURE

You can see transaction status and date under history tab mentioned in order detail page.



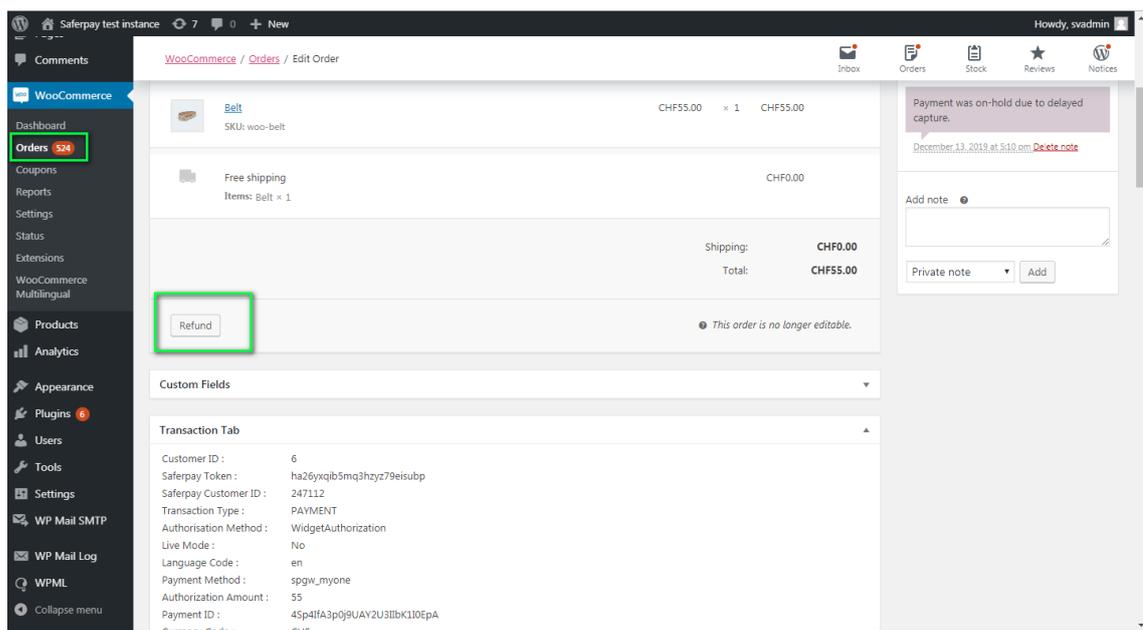
### TRANSACTION STATUS UNDER HISTORY TAB

## REFUND PAYMENT

Just like Saferpay transactions, you can also manage the Saferpay refund transactions. Saferpay refund will only be available if transactions are captured properly. If transactions are not captured click ‘Capture’ button available in transaction tab, then only Saferpay refund button will be enabled. Manual refund buttons are available all the time. Admin should have to do manual refund and update details in Saferpay back office manually.

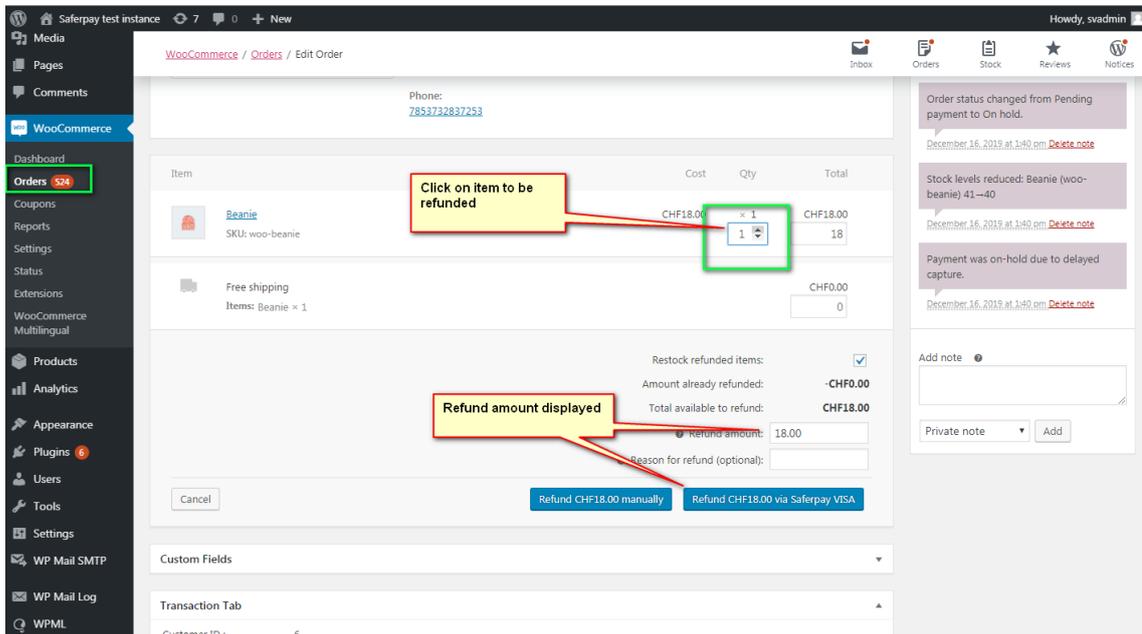
For Saferpay Refund do the steps mentioned below

1. Capture order from backend
2. Then click Refund button



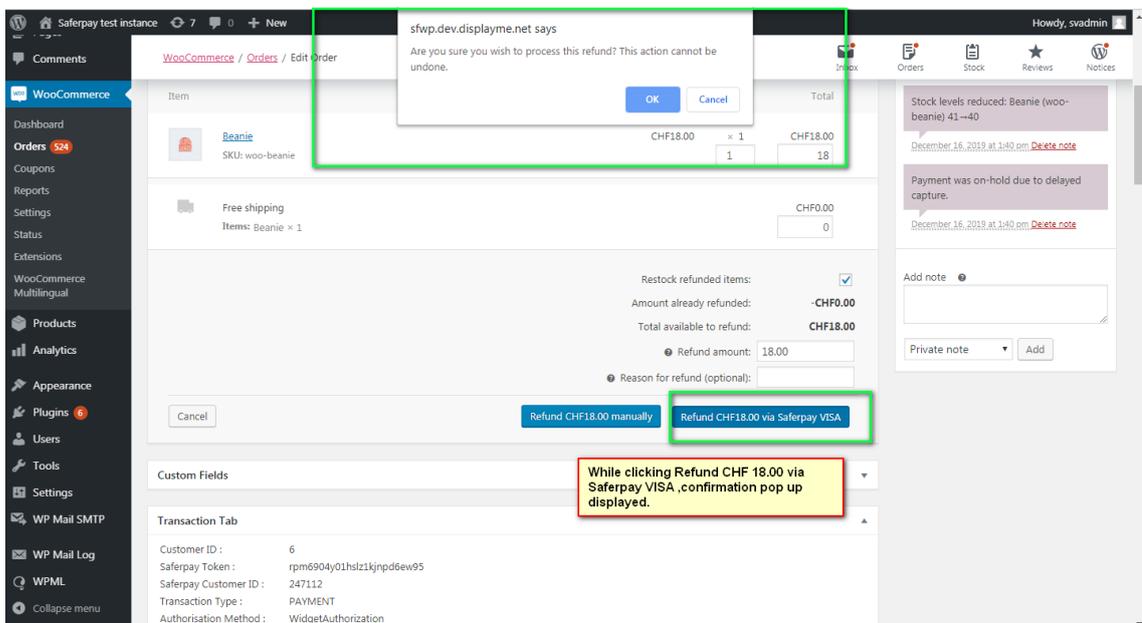
### SAFERPAY REFUND

3. Click on items to be refunded. Refunded amount will be displayed.



Note: Partial amount can also be refunded by entering amount in Refund amount field.

4. After that Click on button available for Refund via Saferpay. Confirmation pop up will be displayed.



5. If we click OK amount will be successfully refunded and order status will be changed to Refunded.

WooCommerce / Orders / Edit Order

Date created: 2019-12-16 13:39 Madhav Test  
 Status: Refunded  
 Customer: madhav (#6 - madhav@yopmail.com)  
 Email address: madhav@yopmail.com  
 Phone: 7853732837253

Item	Cost	Qty	Total
Beanie SKU: woo-beanie	CHF18.00	× 1	CHF18.00
Free shipping Items: Beanie × 1			CHF0.00
Refund #6581 - December 18, 2019, 11:09 am by svadmin			-CHF18.00
Shipping:			CHF0.00
Total:			CHF0.00
Refunded:			-CHF18.00

Order notes

- Order status changed from Processing to Refunded.  
December 18, 2019 at 11:09 am [Delete note](#)
- Item #17 stock increased from 40 to 41.  
December 18, 2019 at 11:09 am [Delete note](#)
- Safepay Refund ID 831r5fa678u4u10u13fa6d5AWQb - Refunded: 18 CHF  
Reason for refund:  
December 18, 2019 at 11:09 am [Delete note](#)
- Payment received from safepay. Order status changed from On hold to Processing.  
December 16, 2019 at 4:45 am [Delete note](#)
- Order status changed from Pending payment to On hold.  
December 16, 2019 at 1:40 am [Delete note](#)
- Stock levels reduced: Beanie (woo-beanie) 41 -> 40

Order notes are available on right side for each order. From here admin can track order details.

Date created: 2020-01-16 02:49 John Pay Test  
 Status: Refunded  
 Customer: Union Pay (#19 - union@yopmail.com)  
 Email address: union@yopmail.com  
 Phone: 65785685687

Order notes

Item	Cost	Qty	Total
Beanie SKU: woo-beanie	CHF180.00	× 2	CHF360.00
Flat rate Items: Beanie × 2			CHF0.00
Refund #2080 - January 16, 2020, 9:30 pm by admin			-CHF360.00
Shipping:			CHF0.00
Total:			CHF0.00
Refunded:			-CHF360.00

Order notes

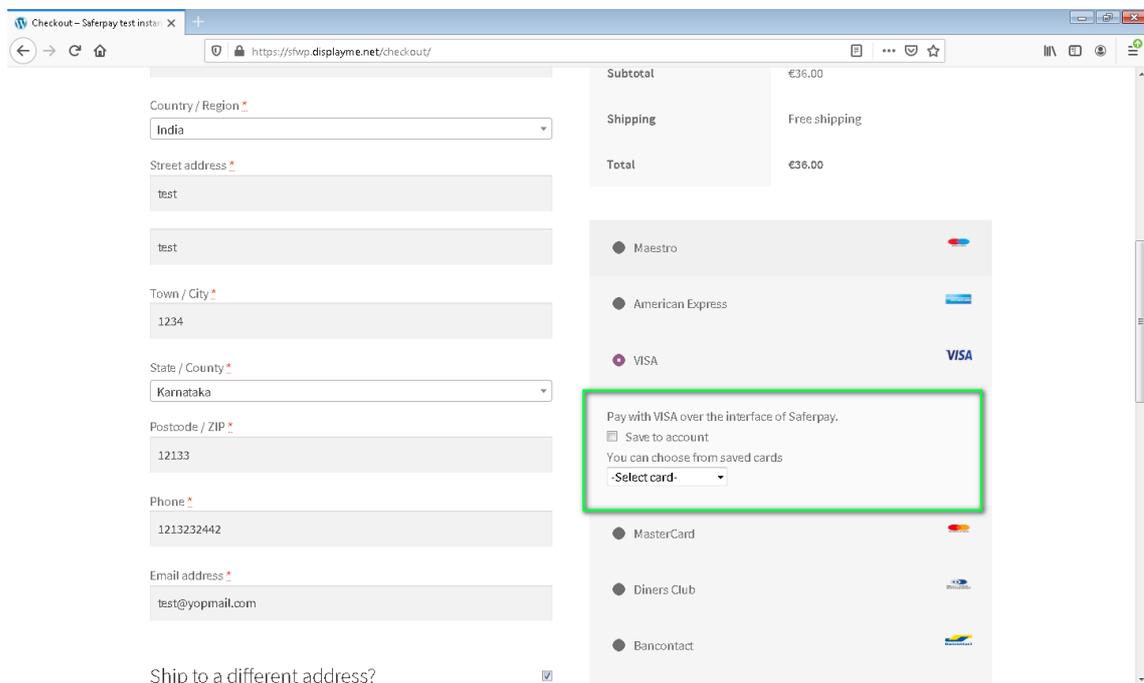
- Order status changed from Processing to Refunded.  
January 16, 2020 at 9:30 pm [Delete note](#)
- Safepay Refund ID Gv03CSAp4610AE6AM2AbjUnvUA - Refunded: 360 CHF  
Reason for refund:  
January 16, 2020 at 9:30 pm [Delete note](#)
- Payment received from safepay. Order status changed from On hold to Processing.  
January 16, 2020 at 9:30 pm [Delete note](#)
- Payment was on-hold due to delayed capture.  
January 16, 2020 at 3:36 am [Delete note](#)
- Payment authorization rejected by safepay. Order status changed from Pending payment to On hold.  
January 16, 2020 at 2:50 am [Delete note](#)

## ALIAS MANAGER

Alias Manager allows your customer to save the credit card information in his account and to use for the future payments.

Saferpay Secure Card Data or SCD in short, is a service for saving sensitive payment means information in the certified Saferpay data centre. By using SCD, the payment data is separated from the merchant application and no longer comes in contact with it. The stored Secure Card Data can be referred from future payments initiated via Transaction” interface.

This feature is available for payment methods that supports secure card data. Sensitive payment data is stored only in certified Saferpay data centre. If the settings ‘**Is Save Card Available?**’ is Active in Payment method configuration page, then logged in customers can save and use their card for future transactions.



In addition to this, customer can manage the saved cards from his customer account in My account section. A new tab “Saved Cards” is added in my account page from which customers can add, update and delete cards from his account.

The screenshot shows the 'My account' interface. On the left is a navigation menu with 'Saved Cards' highlighted. The main content area is split into two sections: 'Add Card' and 'Saved Cards'.

**Add Card Form:**

- Card Number: 0000 0000 0000 0000
- Holder Name: Cardholders
- Expiration: MM/YYYY
- Cvc: 000
- Buttons: Add Card

**Saved Cards Table:**

Card Number	Card Type	Actions
xxxx.xxxx.xxxx.0004	VISA	Delete Edit

Note: ADD CARD option will only be available for customers if “Allow save card in user profile” set to **Yes** in Saferpay general settings.

Card Number – Displays the masked credit card number provided by Saferpay.

Customers have the option to update the expiry date of the card that is already saved by clicking Edit button.

## ERROR LOGS

Error Log section provides information about transactions performed by Saferpay that could not be completed successfully.

Error details provided by payment gateway will be logged and displayed in order details under 'Error Response Tab'.

The screenshot shows the WooCommerce 'Edit Order' interface. The 'Error Response Tab' is highlighted with a green border and contains the following information:

- History Tab:** A table with columns '# Transaction Status' and 'Transaction Date'. It lists two transactions: '1 INITIALIZE' at '2020-08-14 11:28:21' and '2 FAILED' at '2020-08-14 11:28:49'.
- Error Response Tab:** Contains the following error details:
  - Error Code: 1051
  - Saferpay Response error code : 402
  - error message : Payment Required
  - API Error Response: 3DS\_AUTHENTICATION\_FAILED
  - API Error Message: 3D-Secure authentication failed
- Downloadable product permissions:** A search bar and a 'Grant access' button.
- Payment Gateway Response:** A code block showing the raw JSON response from the gateway, including fields like 'ResponseCode', 'SpecVersion', 'RequestID', 'Token', and 'Expiration'.