



# User guide Saferpay Extension for Shopware 6



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## ABOUT DOCUMENT

| Version No. | Prepared By  | Version Changes   | Date       |
|-------------|--|---|------------|
| V1.0.0      | Athira Divakar                                     | Prepared initial document version   | 06.09.2023 |
| V2.0.0      | Athira Divakar, Harold Gomez, Sujatha A, Hakkim PA | Updated about additional payment methods added in the version, widget authorization | 08.01.2024 |



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## ABOUT SAFERPAY

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

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are

Worldline since the end of 2018 is Europe's largest technology partner for banks and merchants. The tailor-made solutions from Worldline 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 SHOPWARE EXTENSION

The extension adds 24 Saferpay payment methods to Shopware administration on install. The payment methods included are:

1. ALIPAY
2. AMERICAN EXPRESS
3. APPLE PAY
4. BANCONTACT
5. CREDIT/DEBIT CARD
6. DINERS CLUB/DISCOVER
7. DIRECT DEBIT
8. EPS
9. PRZELEWY24
10. GOOGLE PAY

11. IDEAL
12. JCB
13. KLARNA
14. MAESTRO
15. MASTERCARD
16. MYONE
17. PAYDIREKT
18. PAYPAL
19. POST FINANCE CARD
20. POST FINANCE E FINANCE
21. TWINT
22. UNIONPAY
23. VISA
24. WL CRYPTO PAYMENTS

Shopware admin may choose the required payment methods from these, activate them and add in sales channel to show them in storefront. Online payments through these payment methods would be handled by Saferpay API.

## REQUIREMENTS

To install and configure Saferpay extension in Shopware, the following is required:

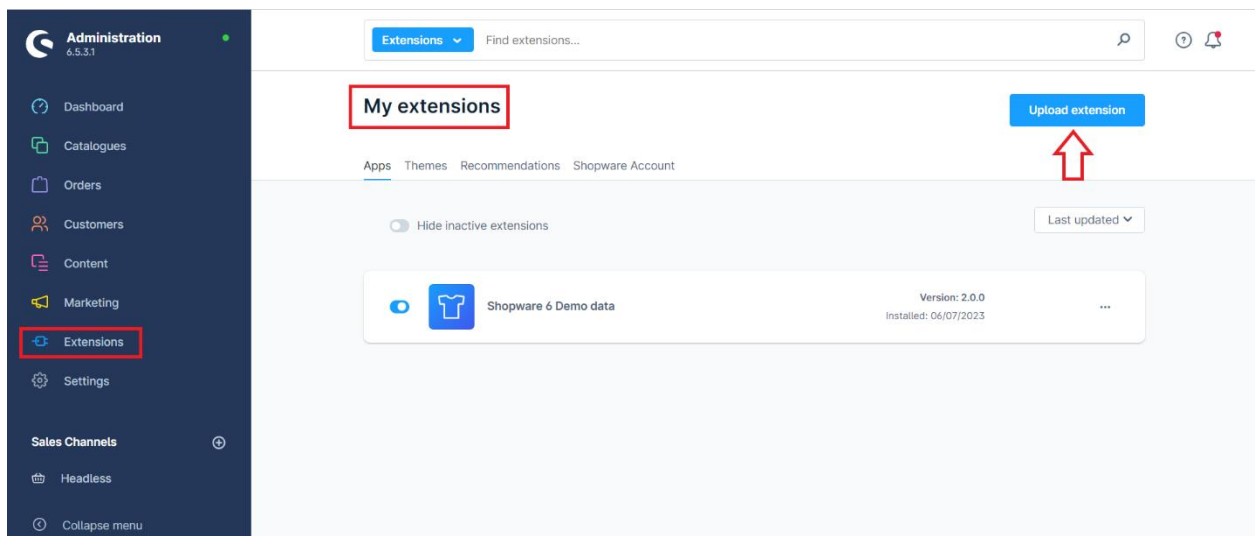
- Shopware 6.5.7.3
- License for Saferpay
- A valid Saferpay account with at least one active Saferpay terminal through which payments can be carried out.
- API credentials like Terminal ID, Customer ID, JSON Username and JSON Password for the Saferpay Live/Test environment.

- Valid acceptance agreement for payment methods.

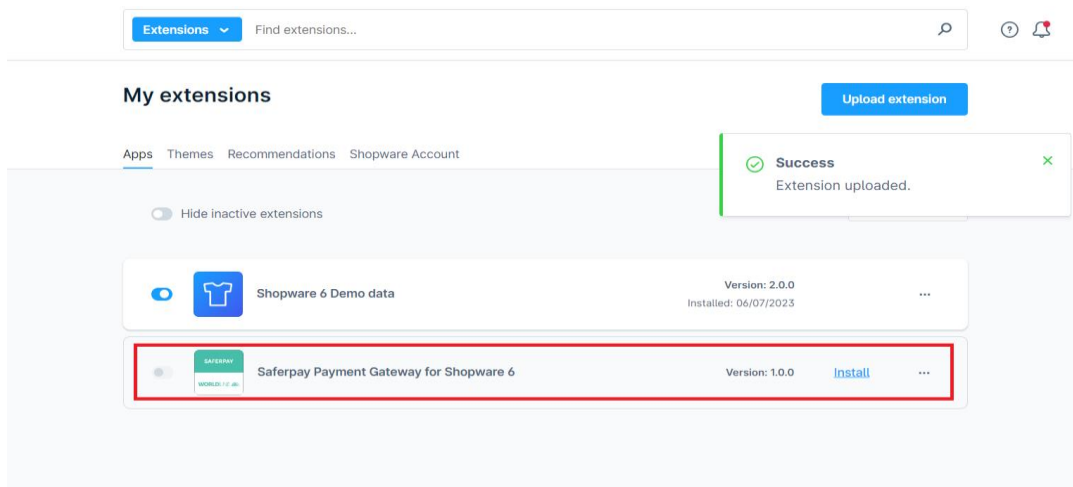
## INSTALLATION

To install the extension, follow the steps below:

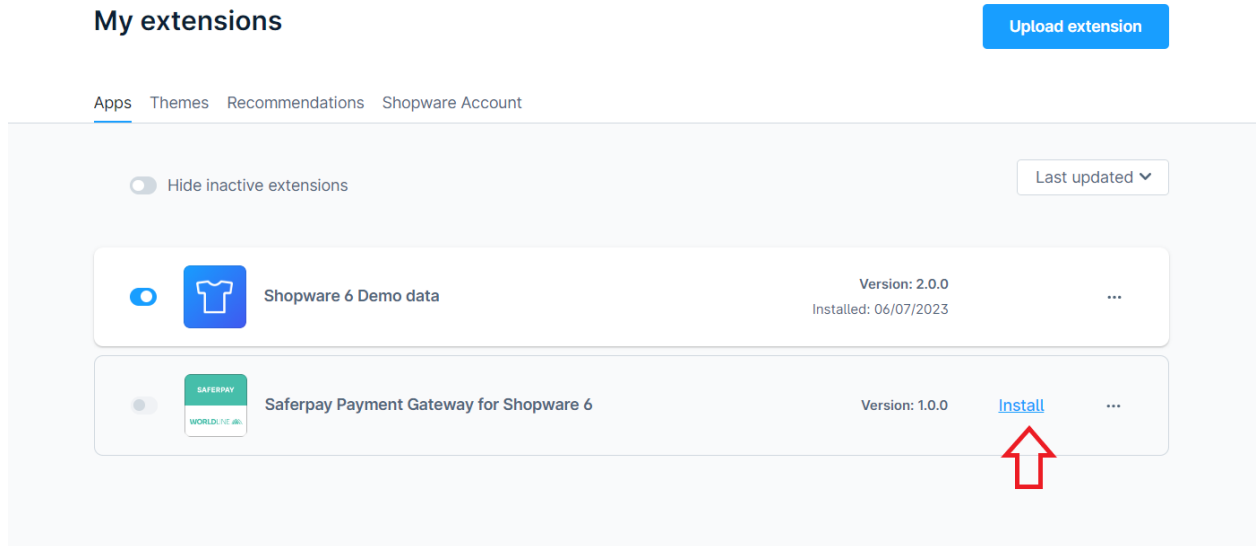
1. Go to Shopware administration, in the left panel, click on 'Extensions' and then click 'My extensions'. In the 'My extensions' page, click on 'Upload extension' button.



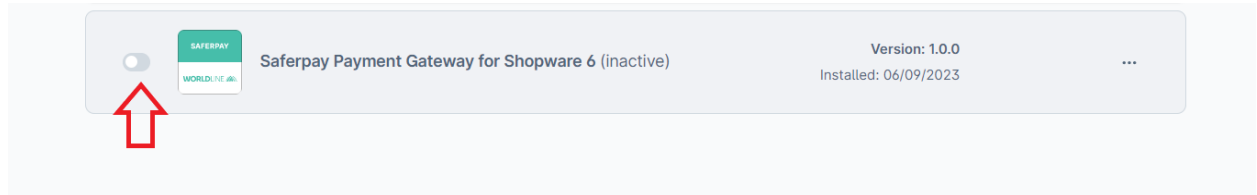
2. Select the extension's zip file from computer location where it was downloaded. The extension will then get uploaded into Shopware instance with a success notification as shown below and will be listed in the 'Apps' tab of 'My extensions'.



3. Click on 'Install' link against the extension, Saferpay Payment Gateway for Shopware 6



4. After the extension is installed, it is in inactive state at first. Activate by clicking the toggle button given near the extension.



## CONFIGURATION



Before using the payment methods in storefront, configure the mode, Saferpay account api details in the extension. For that, click on 'Configure' in the options of the extension.

The general settings which are applicable for all payment methods are managed in configure page of the extension. Payment method specific configurations can be made in Settings > Shop > Payment Methods.

## My extensions

[Upload extension](#)[Apps](#) [Themes](#) [Recommendations](#) [Shopware Account](#) Hide inactive extensions

Last updated ▾

|   |  |   |   |
|---|--|---|---|
|  | <b>Saferpay Payment Gateway for Shopware 6</b> | Version: 1.0.0<br>Installed: 06/09/2023 | ⋮ |
|  | <b>Shopware 6 Demo data</b>                    | Version: 2.0.0<br>Installed: 06/07/2023 | ⋮ |

Configuration menu for the second extension:

- Configure
- Uninstall

## EXTENSION CONFIGURATION


- Sales Channel:** In the configuration page of the extension, select the sales channel for which the configuration should be applied. If 'All Sales Channels' is selected the configuration will be saved for all sales channels. If a particular sales channel needs to be configured differently the sales channel can be selected and then the configurations done will be saved for only that sales channel.
- Operation Mode:** Under general settings, select the operation mode as either 'Test' or 'Live'.
- Saferpay License:** Here you can save the license as Saferpay eCommerce or Saferpay Business.



All Find products, customers, orders... ?

---

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**Saferpay Payment Gateway for Shopware 6** by PIT Solutions Save

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Sales Channel

All Sales Channels

---

**General Settings**

Operation Mode ?

Test


Saferpay License ?

Saferpay eCommerce

Merchant Email Addresses ?

---

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**Saferpay Payment Gateway for Shopware 6** by PIT Solutions Save

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Merchant Email Addresses ?

merchant@example.com, payment@example.com

Check Extra Level of Authentication ?

No, I don't want extra level of authentication.

Liability Shift Behavior ?

If no Liability Shift has been granted transactions will be on-hold, merchant can capture, or cancel them

- Merchant Email Addresses:** In this configuration, you can add email addresses comma separated. After a successful transaction the email addresses will receive an email with Saferpay transaction details.
- Check Extra Level of Authentication:** Here you can select Yes or No if you want extra authentication feature enabled or not. If your shop handles high risk

businesses like Jewellery, Electronics etc. it is recommended to set this configuration as 'Yes'.

6. **Liability Shift Behavior:** This configuration 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 shop 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 unconfirmed 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.



The screenshot shows the configuration interface for the Saferpay Payment Gateway for Shopware 6. The 'Appearance' section is active, displaying three configuration fields: 'Theme' (a dropdown menu currently showing 'Default (lightweight responsive)'), 'Payment Page CSS URL (Widget authorization)' (an empty text input field), and 'Payment page config name' (another empty text input field). Each field has a help icon (a question mark in a blue circle) to its right. A blue 'Save' button is located in the top right corner of the configuration area.

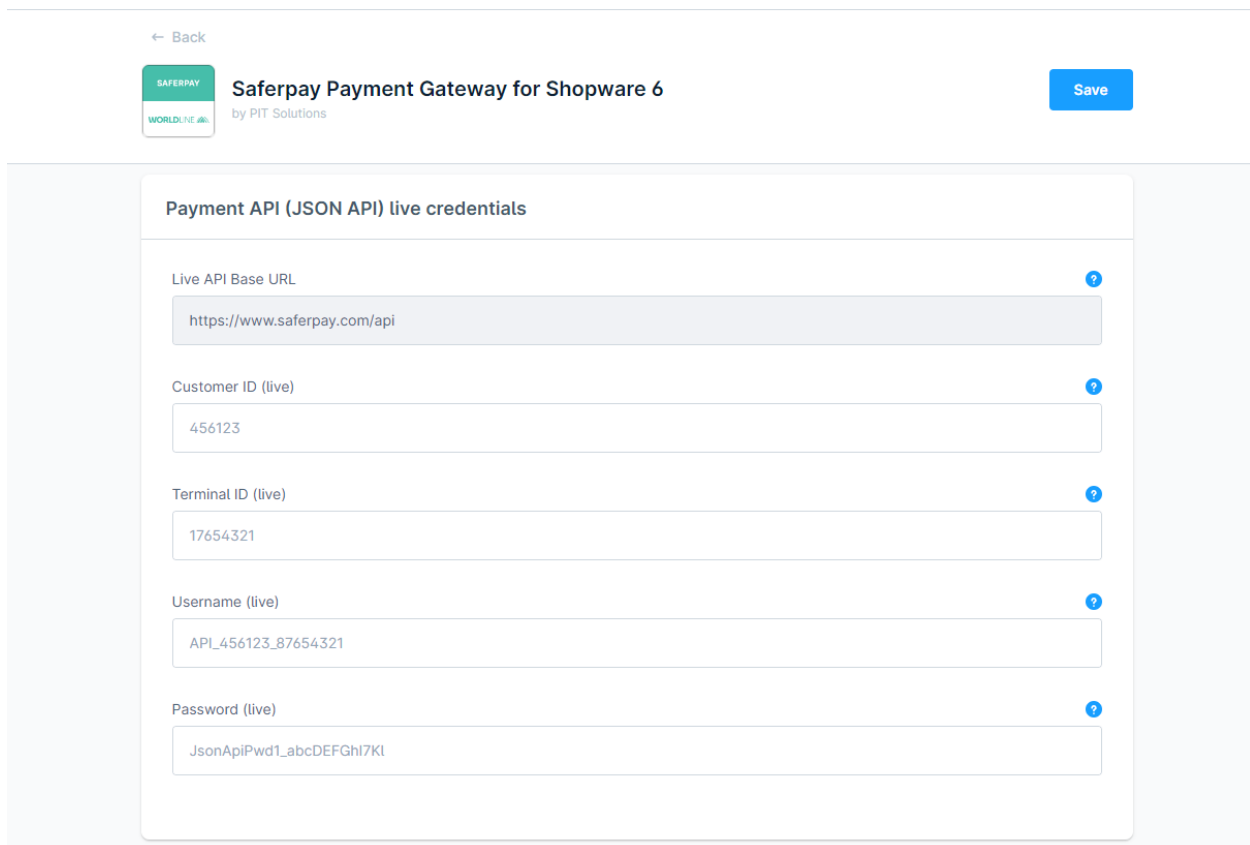
7. **Theme:** Under Appearance, the configurations that determine the appearance of the payment page can be configured. Theme can be chosen to be 'Default (lightweight responsive)', 'Six' or 'None'.

8. **Payment page config name:** In Saferpay backoffice, under Settings > Payment Page Configuration, user can create custom styles to manage the look and feel

of payment page. Once such a configuration is created in Saferpay backoffice, the same can be applied in the shop's payment page by adding the name of the configuration in this configuration of the extension.

9. **Payment Page CSS URL (Widget authorization)** : 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.



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**SAFERPAY** **Saferpay Payment Gateway for Shopware 6** **Save**  
by PIT Solutions

**Payment API (JSON API) live credentials**

Live API Base URL ?  
https://www.saferpay.com/api

Customer ID (live) ?  
456123

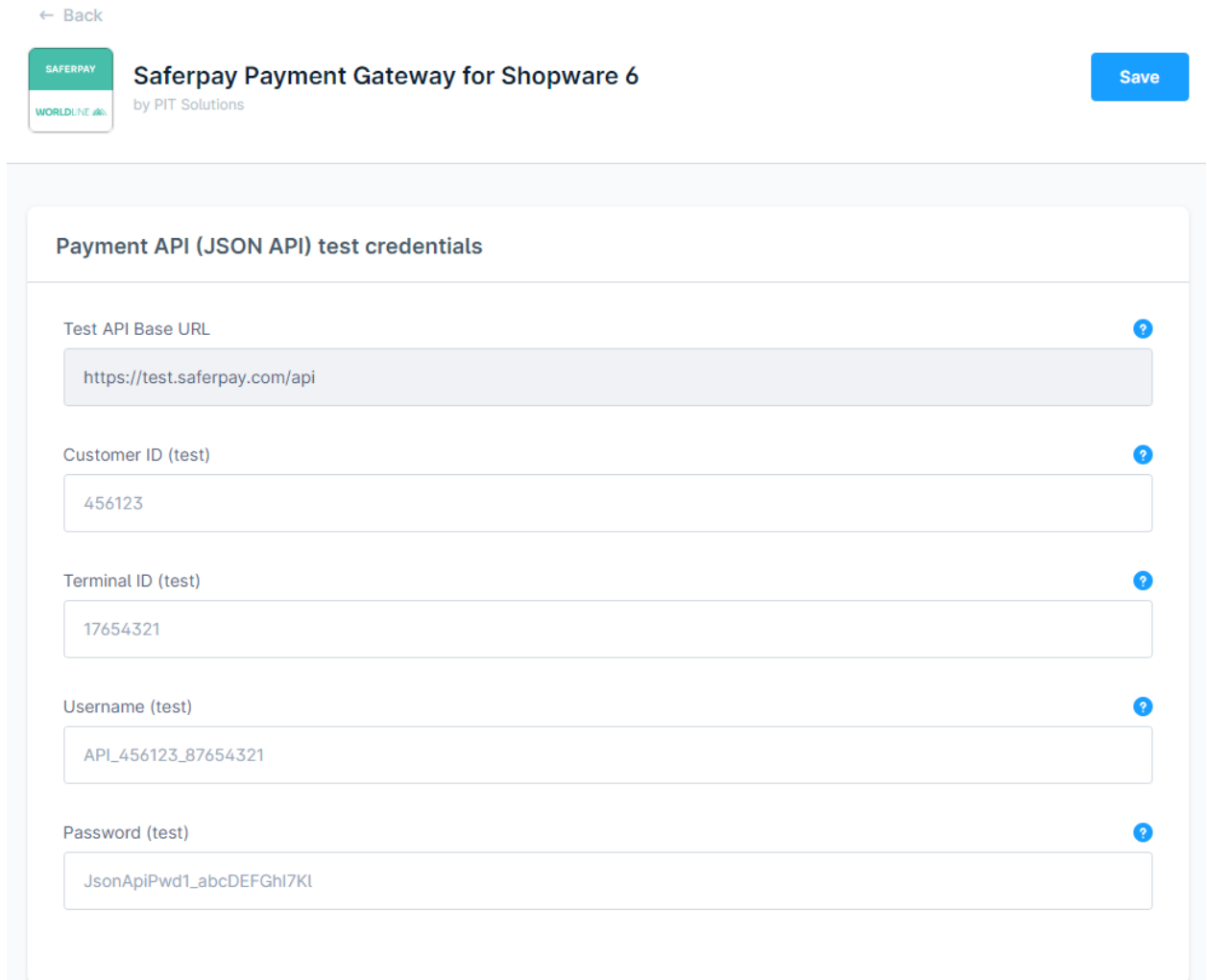
Terminal ID (live) ?  
17654321

Username (live) ?  
API\_456123\_87654321

Password (live) ?  
JsonApiPwd1\_abcDEFGhi7KI

10. **Live API Base URL:** The base url for sending api requests to Saferpay in live operation mode.

11. **Customer ID (live), Terminal ID (live), Username (live), Password (live):** In these fields enter the live credentials provided by Saferpay. If the operation mode is 'Live', these credentials will be sent in the api request to Saferpay.



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**SAFERPAY**  
WORLDLINE

**Saferpay Payment Gateway for Shopware 6**  
by PIT Solutions

Save

**Payment API (JSON API) test credentials**

Test API Base URL ?  
https://test.saferpay.com/api

Customer ID (test) ?  
456123

Terminal ID (test) ?  
17654321

Username (test) ?  
API\_456123\_87654321

Password (test) ?  
JsonApiPwd1\_abcDEFGhI7KI

12. **Test API Base URL:** This is the base url used in test mode of the extension.

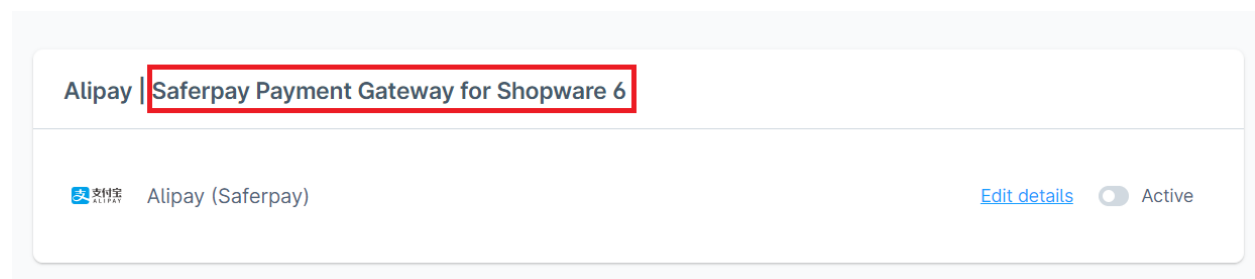
13. **Customer ID (test), Terminal ID (test), Username (test), Password (test):** When the extension is configured in 'Test' operation mode, the values in these fields will be sent in api request to Saferpay. For more information on test account check the [link](#).

After completing the configurations, click on 'Save' button on the top right corner.

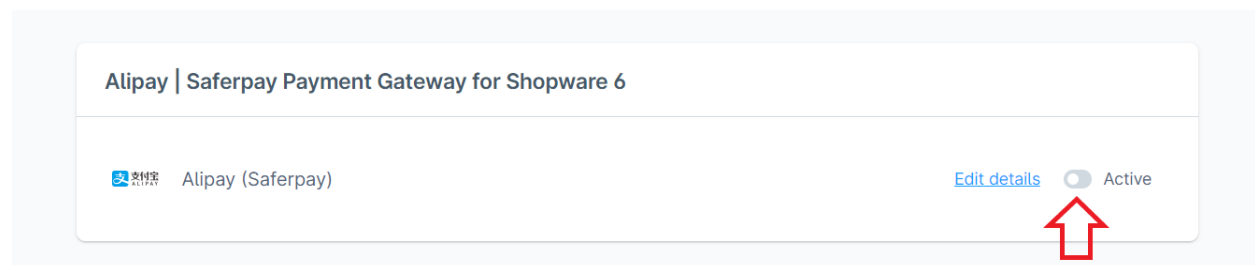
## PAYMENT METHOD ACTIVATION

By default, when the payment methods are installed with the extension, they are in inactive status. User can choose the payment methods to be activated from the list of the payment methods.

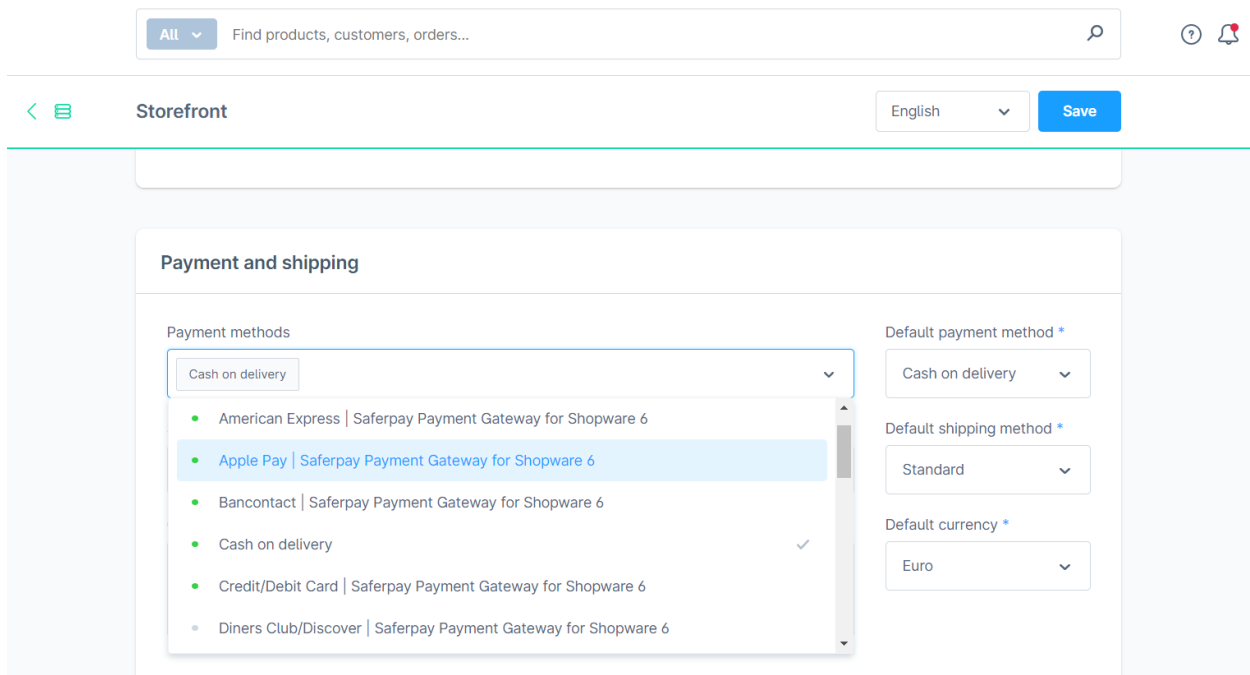
To activate required payment methods, go to Settings > Shop > Payment Methods. This page lists all the payment methods in the shop including the default payment methods of Shopware. To identify the payment methods added using the Saferpay extension, there is the name of the extension appended to the payment method, like below.



The payment method can be activated by clicking on the toggle button against the payment method.



After activating the payment methods, they need to be added to the sales channel too for the payment method to be displayed in storefront. To add payment method to sales channel, select the sales channel from left administration panel, scroll down to 'Payment and Shipping' section.



Select the payment methods to show in the storefront in 'Payment methods'. Active and inactive payment methods will be listed here, active ones will have a green dot near them to identify among others. If you would like to set a payment method as default payment method, it can be selected in 'Default payment method'. The payment method selected here would be on top in the checkout page and selected by default the first time a user tries to checkout. Afterwards his/her recent payment method would be selected by default.

Even if you select an inactive payment method by mistake, a notice in blue colour will be shown above Payment methods saying that the payment method is not available. They won't show in the storefront too if inactive.


## JSON API USERNAME AND PASSWORD GENERATION

To create JSON API username and password, you have to login to Saferpay management interface(Saferpay Backoffice) and go to Settings > JSON API basic authentication. Please refer <https://worldline.com/en-ch/home/top-navigation/developers/e-commerce-developer/integration.html> for more information.


## PAYMENT METHOD CONFIGURATION

Payment method specific configurations can be done in Settings > Shop > Payment Methods. Select the payment method to configure, click on 'Edit details'.

Diners Club/Discover English Cancel Save

 **Saferpay Payment Gateway for Shopware 6**  
PIT Solutions Extension settings

Name \*  Technical name  ? Position

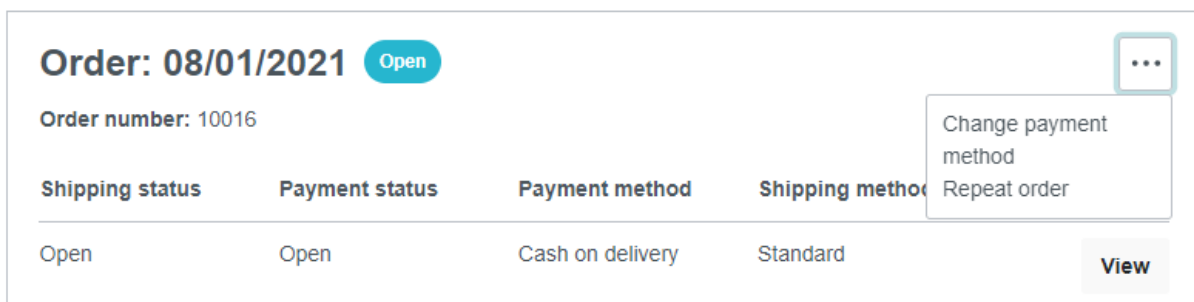
Description  Logo  saferpay\_shopware\_diners.svg ×

Active  Allow payment change after checkout

1. **Name:** The name in which the payment method should be displayed in storefront.
2. **Technical name:** The technical name field is to give the payment method a unique reference.
3. **Position:** In Position field, you can specify a number to show the payment methods in particular order. If three payment methods are there, first with -1, second with 0, third with 1 values, then the payment methods will be displayed in checkout page based on the numeric value of the position entered for them. In this case it will be first, second and third respectively.
4. **Description:** Text description for the payment method.
5. **Logo:** Logo to be displayed in the storefront along with the payment method.

6. **Active:** The status of the payment method can be modified in details page too.
7. **Allow payment change after checkout:** If this configuration is enabled, customers can change the payment method after order completion within the customer account under Orders. If it is deactivated for a payment type, your customer can no longer select this payment type when changing the payment type after completing an order.

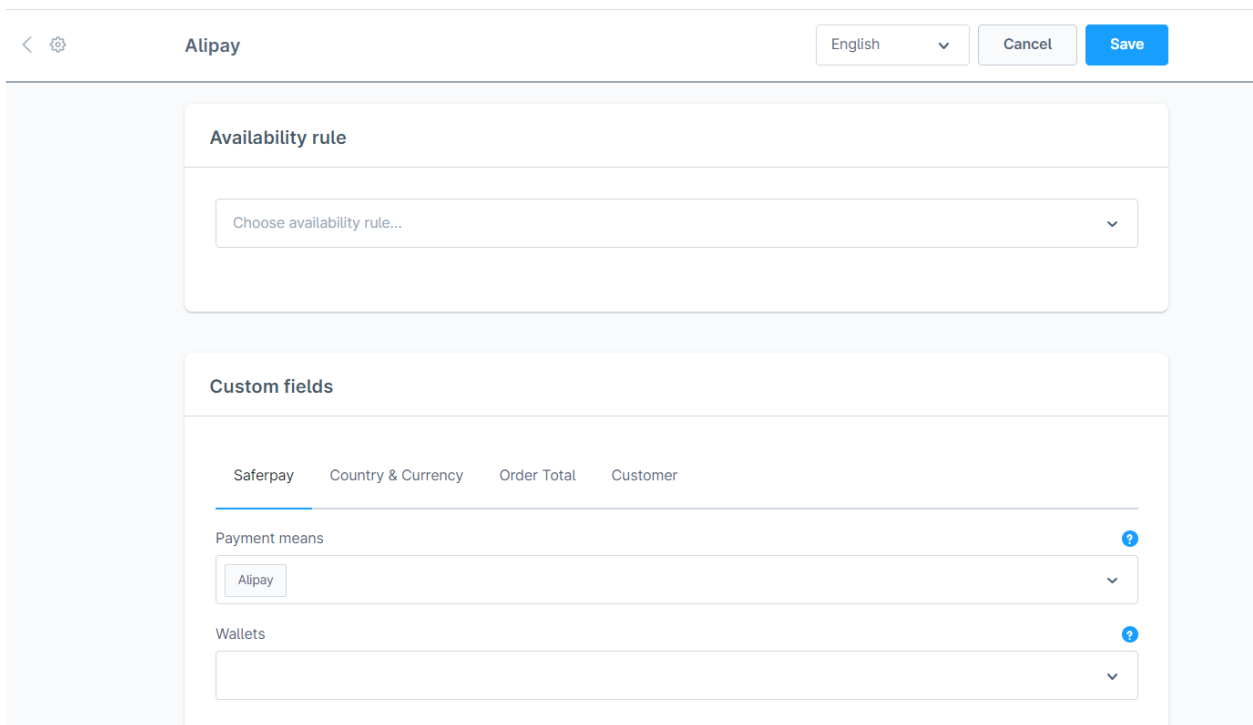
#### Last order



| Shipping status | Payment status | Payment method   | Shipping method |                      |
|-----------------|----------------|------------------|-----------------|----------------------|
| Open            | Open           | Cash on delivery | Standard        | <a href="#">View</a> |

8. **Availability Rule:** Availability Rule is a Shopware feature added for a payment method by default. Here you can mention an additional rule for the payment method to be displayed in storefront.

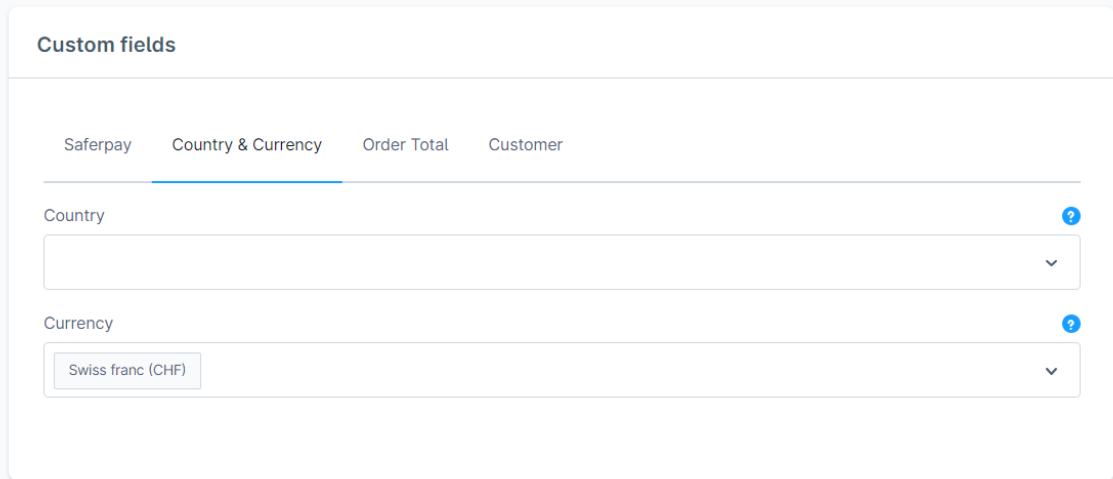




9. **Custom Fields:** These are payment method specific settings that can be added for further customization. The Saferpay extension adds some custom fields for payment methods upon installation.

**9.1 Saferpay:** This custom field set has two custom fields 'Payment Means' and 'Wallets'. For general payment methods, one value will be selected in either of the two custom fields. In case of credit/debit payment method, multiple custom field values may be present. It is advised not to change the custom field values for the smooth functioning of the extension and hence the fields are made non editable.

**9.2 Country & Currency:** This custom field set consists of Country and Currency custom fields. If the payment method has to be availed in all countries, leave the country field blank. If the payment method has to be enables only in a selected country, it can be selected in the Country field.



All payment methods are not available for all currencies. In Saferpay backoffice this availability can be seen in Settings > Payment Means/Terminals. By default, in the extension, the currency availability of the payment method is checked with Saferpay backoffice while adding currency field configuration value above. So the values are preselected in the select field of currency based on their actual availability for those payment methods.

**9.3 Order Total:** This custom field set consists of Minimal Order Total and Maximum Order Total. When the minimal order total is set to \$20 and the order total in cart is \$10, the payment method will not be displayed. Similarly, when maximum order total is \$20 and the order total in cart is \$30, the payment method will not be displayed in checkout page of storefront.

### Custom fields

Saferpay   Country & Currency   Order Total   Customer

---

Minimal Order Total ?

Maximal Order Total ?

**9.4 Customer:** This custom field set consists of customer confirmation email and customer address fields. When customer confirmation email is set to 'Yes', after a successful transaction, an email will be sent to the customer's email address with the transaction details. If a customer's address is sent to Saferpay in a transaction, in Saferpay backoffice journal, the address will be visible in the transaction details. Customer address has four options -

- a) None - customer's billing and shipping address will not be sent to Saferpay,
- b) Send delivery address - customer's delivery address will be sent to Saferpay,
- c) Send billing address - customer's billing address will be sent to Saferpay,
- d) Send both billing and shipping - customer's billing and shipping addresses will be sent to Saferpay.

**Custom fields**

Saferpay   Country & Currency   Order Total   **Customer**

---

Customer Confirmation Email ?

No ▼

Customer Address ?

No ▼

The above four custom fields are available for all payment methods. There are some additional custom fields which are only available for few payment methods. They are listed below:

American Express Deutsch ▼ Cancel Save

---

**Custom fields**

Saferpay   Country & Currency   Order Total   Customer   **Other**

---

Pre-Authorizations ?

Yes ▼

Capturing ?

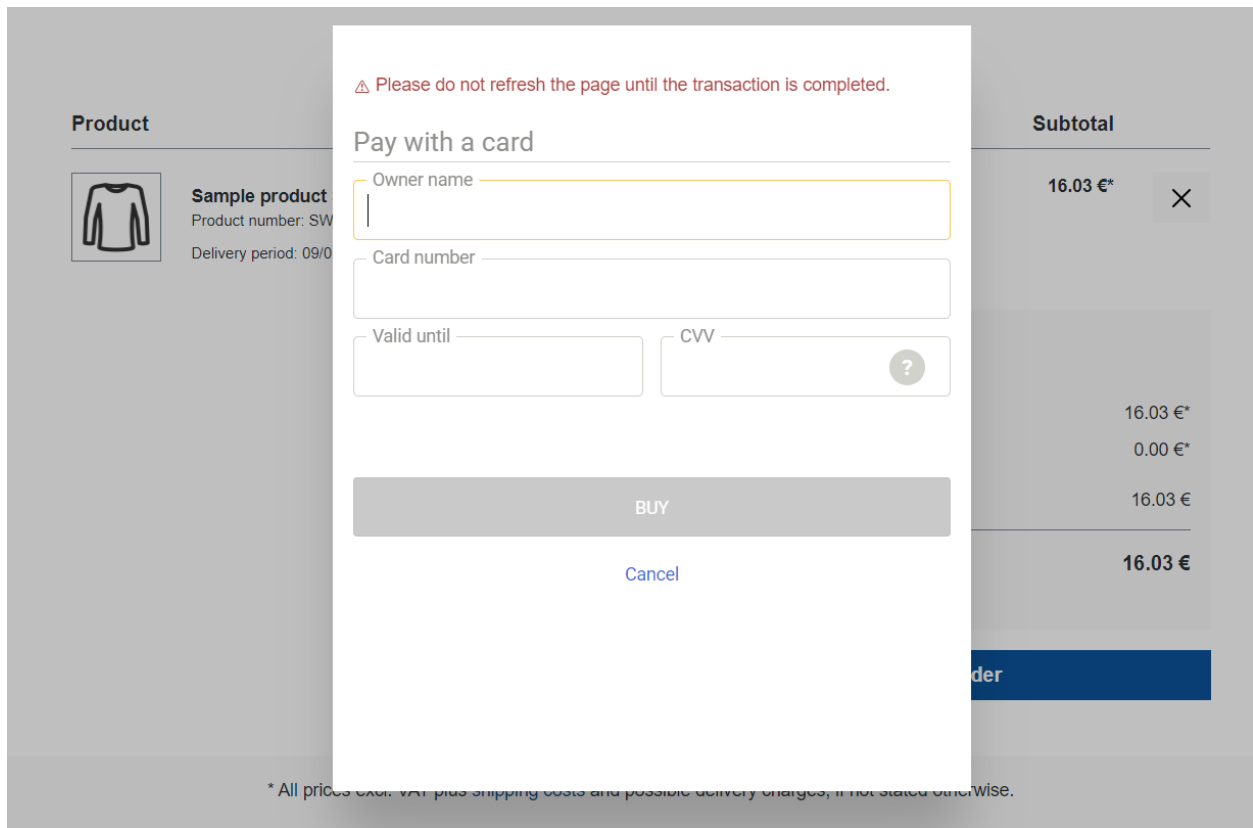
Manual Capture ▼

Authorization Method ?

Widget Authorization ▼

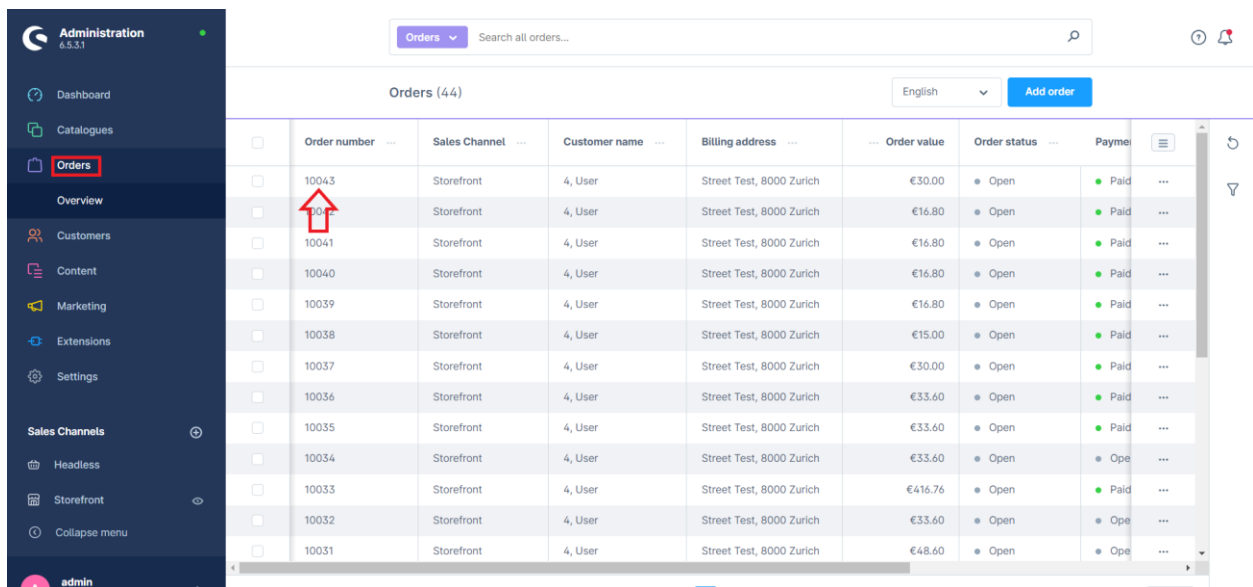
**9.5 Other:** This custom field set consists of custom fields that are specific to some payment methods.

- 
- 9.5.1 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.
- 9.5.2 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 Shopware administration - Orders. If it is set as Auto Capture amount is captured automatically. **Note:** Auto Capture is not possible if Pre-Authorizations is set to **YES**
- 9.5.3 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 user will be redirected from the Shopware store to the Saferpay payment gateway interface to process the payment. On successful completion of the payment the user will be redirected back to the Shopware store. The Saferpay Payment Page Interface is intended for a simplified and universal integration of the payment process by using the Payment Page form. The Saferpay Payment Page can be used both with a Saferpay eCommerce license and with a Saferpay Business licence.
  - B) Widget Authorization - During the order processing the user is served with Saferpay payment forms in a popup within the Shopware store. The Widget Authorization(Transaction Interface) is an extension to Payment Page Interface. It offers the Hosted Entry Form (HEF) to process card payments seamlessly. **The Widget Authorization is only for holders of a business license on the live system.**



## ORDER MANAGEMENT

Orders list can be accessed in Shopware from left administration panel.




| Order number | Sales Channel | Customer name | Billing address          | Order value | Order status | Payment |
|--------------|---------------|---------------|--------------------------|-------------|--------------|---------|
| 10043        | Storefront    | 4, User       | Street Test, 8000 Zurich | €30.00      | Open         | Paid    |
| 10041        | Storefront    | 4, User       | Street Test, 8000 Zurich | €16.80      | Open         | Paid    |
| 10040        | Storefront    | 4, User       | Street Test, 8000 Zurich | €16.80      | Open         | Paid    |
| 10039        | Storefront    | 4, User       | Street Test, 8000 Zurich | €16.80      | Open         | Paid    |
| 10038        | Storefront    | 4, User       | Street Test, 8000 Zurich | €15.00      | Open         | Paid    |
| 10037        | Storefront    | 4, User       | Street Test, 8000 Zurich | €30.00      | Open         | Paid    |
| 10036        | Storefront    | 4, User       | Street Test, 8000 Zurich | €33.60      | Open         | Paid    |
| 10035        | Storefront    | 4, User       | Street Test, 8000 Zurich | €33.60      | Open         | Paid    |
| 10034        | Storefront    | 4, User       | Street Test, 8000 Zurich | €33.60      | Open         | Paid    |
| 10033        | Storefront    | 4, User       | Street Test, 8000 Zurich | €416.76     | Open         | Paid    |
| 10032        | Storefront    | 4, User       | Street Test, 8000 Zurich | €33.60      | Open         | Paid    |
| 10031        | Storefront    | 4, User       | Street Test, 8000 Zurich | €48.60      | Open         | Paid    |



Click on the order number to view the order details of any order. Order details displays three tabs by default - General, Details and Documents. These are managed by Shopware. An additional tab called 'Saferpay' will be displayed after Saferpay extension is installed.

Order 10043 English Cancel Save

General Details Documents **Saferpay**



**Transaction Tab**

|                             |                                  |
|-----------------------------|----------------------------------|
| Saferpay Token :            | 83dktz6myja21knq9nhv8qj59        |
| Saferpay Customer ID :      | 01894491b7f0706291f76f15b6a9f95d |
| Transaction Type :          | PAYMENT                          |
| Authorization Type :        | PaymentPage                      |
| Authorization Method :      | PaymentPage                      |
| Transaction Mode :          | false                            |
| Language Code :             | en-GB                            |
| Payment Method :            | AMEX                             |
| Authorization Amount :      | 30                               |
| Transaction ID :            | 0189b120bb477128b472267f2e739b6f |
| Currency :                  | EUR                              |
| Acquirer Name :             | American Express Saferpay Test   |
| Acquirer Reference :        | 42535758454                      |
| Six Transaction Reference : | 0:0:3:8hCGYSbYbdjJUA96xY4A8Qnh2b |
| Approval Code :             | 790000                           |
| Recurring Transaction :     | false                            |
| TransactionStamp :          | 420718745058736                  |
| Saferpay Payment Method :   | AMEX                             |
| Card Number :               | xxxxxxxxxxxx0008                 |
| Saferpay Expiry Year :      | 2034                             |
| Saferpay Expiry Month :     | 12                               |
| Saferpay Card Country :     |                                  |
| Saferpay Holder Name :      | User Local                       |
| Alias Registered :          | false                            |
| Overall Liability Shift :   | true                             |
| Liable Entity :             | THREEDS                          |
| 3DS Authentication :        | true                             |
| DCC Status :                | false                            |
| DCC Amount :                |                                  |
| DCC Currency :              |                                  |
| Transaction paid :          | false                            |
| Transaction authorized :    | true                             |
| Active :                    | true                             |
| Capture Id :                | 3j82W0A2WAA1SAW5zOrIAOOpfAFA_c   |
| Captured Amount :           | 30                               |

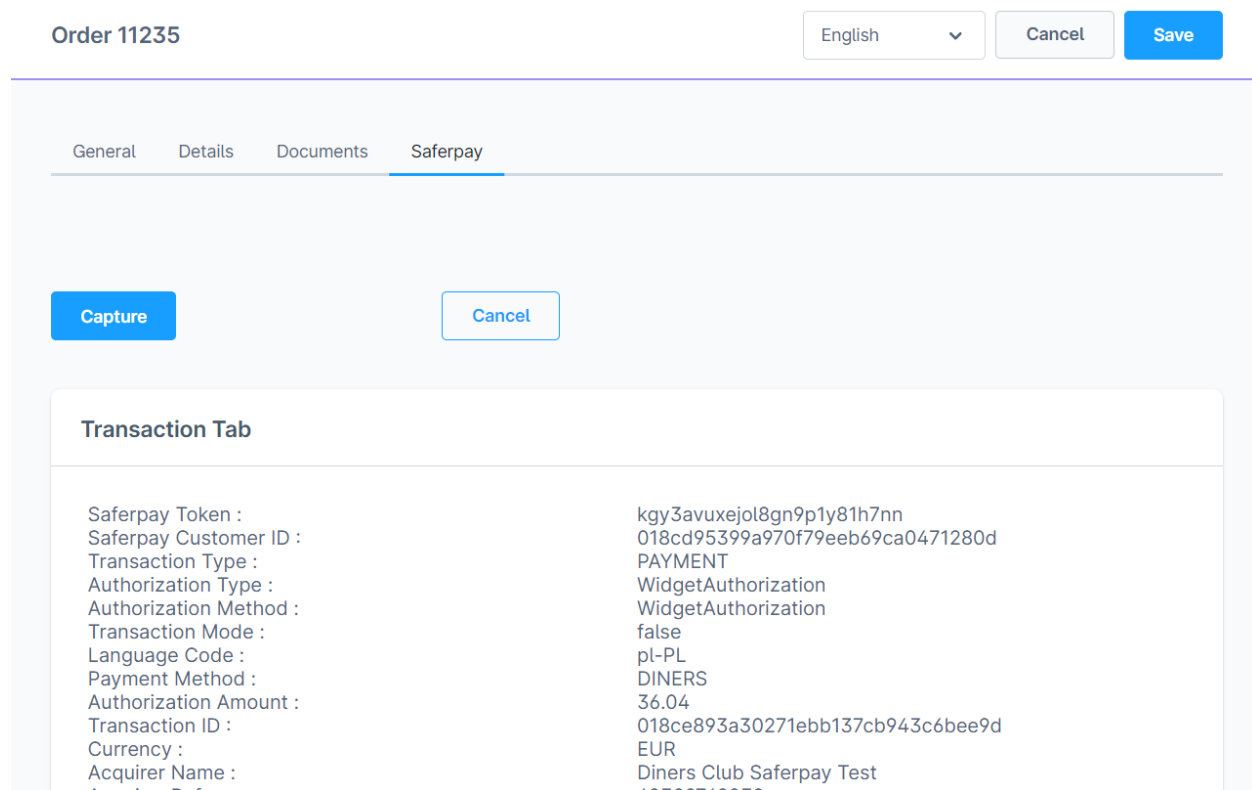
**Transaction History**

| Transaction Status | Transaction Date              |
|--------------------|-------------------------------|
| INITIALIZE         | 2023-08-01T12:44:26.556+00:00 |
| AUTHORIZED         | 2023-08-01T12:44:38.130+00:00 |
| CAPTURED           | 2023-08-01T12:44:41.544+00:00 |

This tab displays the transaction details card and transaction history card. Transaction details displays the values returned from Saferpay as response in api calls during a transaction. Transaction history displays all the api call transaction statuses during the payment process.

## CAPTURE PAYMENT

In the payment method configuration, if “Capturing” is set to “Auto Capture”, the merchant doesn’t need to do anything from the Shopware administration. Payments will be captured automatically by the system. When the “Capturing” is set to “Manual Capture”, the merchant will have the option to Capture or Cancel transactions. If we click Capture, the transaction will be captured after confirmation.



The screenshot shows a web interface for capturing a payment. At the top, it displays "Order 11235" and a language dropdown menu set to "English". There are "Cancel" and "Save" buttons. Below this is a navigation bar with tabs for "General", "Details", "Documents", and "Saferpay". The "Saferpay" tab is active. Below the navigation bar, there are two buttons: "Capture" and "Cancel". Below these buttons is a "Transaction Tab" containing a list of transaction details:

|                        |                                  |
|------------------------|----------------------------------|
| Saferpay Token :       | kgY3avuxej0l8gn9p1y81h7nn        |
| Saferpay Customer ID : | 018cd95399a970f79eeb69ca0471280d |
| Transaction Type :     | PAYMENT                          |
| Authorization Type :   | WidgetAuthorization              |
| Authorization Method : | WidgetAuthorization              |
| Transaction Mode :     | false                            |
| Language Code :        | pl-PL                            |
| Payment Method :       | DINERS                           |
| Authorization Amount : | 36.04                            |
| Transaction ID :       | 018ce893a30271ebb137cb943c6bee9d |
| Currency :             | EUR                              |
| Acquirer Name :        | Diners Club Saferpay Test        |
| Acquirer Reference :   | 030070030                        |



## CANCEL PAYMENT

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

Note: For a payment to be captured/cancelled manually, it has to be in 'Unconfirmed' payment status.

| Order value | Order status | Payment status | Delivery status | Order date          |     |
|-------------|--------------|----------------|-----------------|---------------------|-----|
| €19.99      | ● Open       | ● Unconfirmed  | ● Open          | 2 minutes ago       | ... |
| €30.00      | ● Open       | ● Paid         | ● Open          | 1 August 2023 at 12 | ... |
| €16.80      | ● Open       | ● Paid         | ● Open          | 1 August 2023 at 10 | ... |

## 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. Admin should have to do manual refund, restock of Refunded items should be done manually.

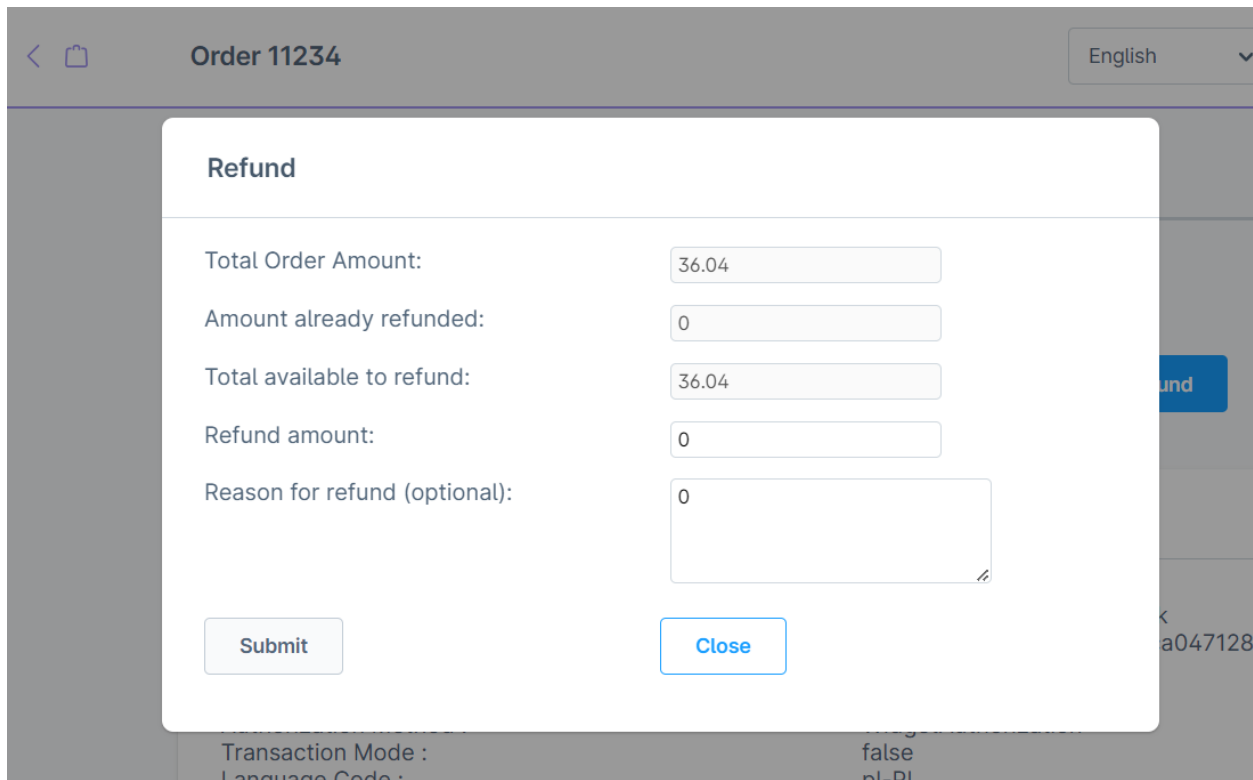
Order 10693 English Cancel Save

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[General](#) [Details](#) [Documents](#) [Saferpay](#)

---

Refund



Order 11234

English

### Refund

|                               |                                    |
|-------------------------------|------------------------------------|
| Total Order Amount:           | <input type="text" value="36.04"/> |
| Amount already refunded:      | <input type="text" value="0"/>     |
| Total available to refund:    | <input type="text" value="36.04"/> |
| Refund amount:                | <input type="text" value="0"/>     |
| Reason for refund (optional): | <input type="text" value="0"/>     |

Transaction Mode : false  
Language Code : pl-PL

## ERROR LOGS

Error Log 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 'Saferpay' tab of order details under 'Error Response Tab'.

< Order 10559 English Cancel Save

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**Transaction History**

| Transaction Status | Transaction Date              |
|--------------------|-------------------------------|
| INITIALIZE         | 2023-09-06T09:59:44.641+00:00 |
| AUTHORIZED         | 2023-09-06T10:00:01.824+00:00 |
| AUTHORIZED         | 2023-09-06T10:00:01.824+00:00 |
| CANCEL             | 2023-09-06T10:01:01.117+00:00 |

**Error Response tab**

Error Code: 1050  
Error Message: Payment authentication has been cancelled or failed due to 3Ds Check.

When customer fails to complete a transaction in frontend or does not get a payment page displayed after checkout page, the error would be logged in 'Saferpay Logs'. This is added in Settings > System.

All

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## Settings

Shop  
System

- Caches & indexes
- Custom fields
- Event logs
- First Run Wizard
- Integrations
- Mailer
- Saferpay Logs**
- Shopware Account
- Shopware updates
- Storefront
- Usage data
- Users & permissions



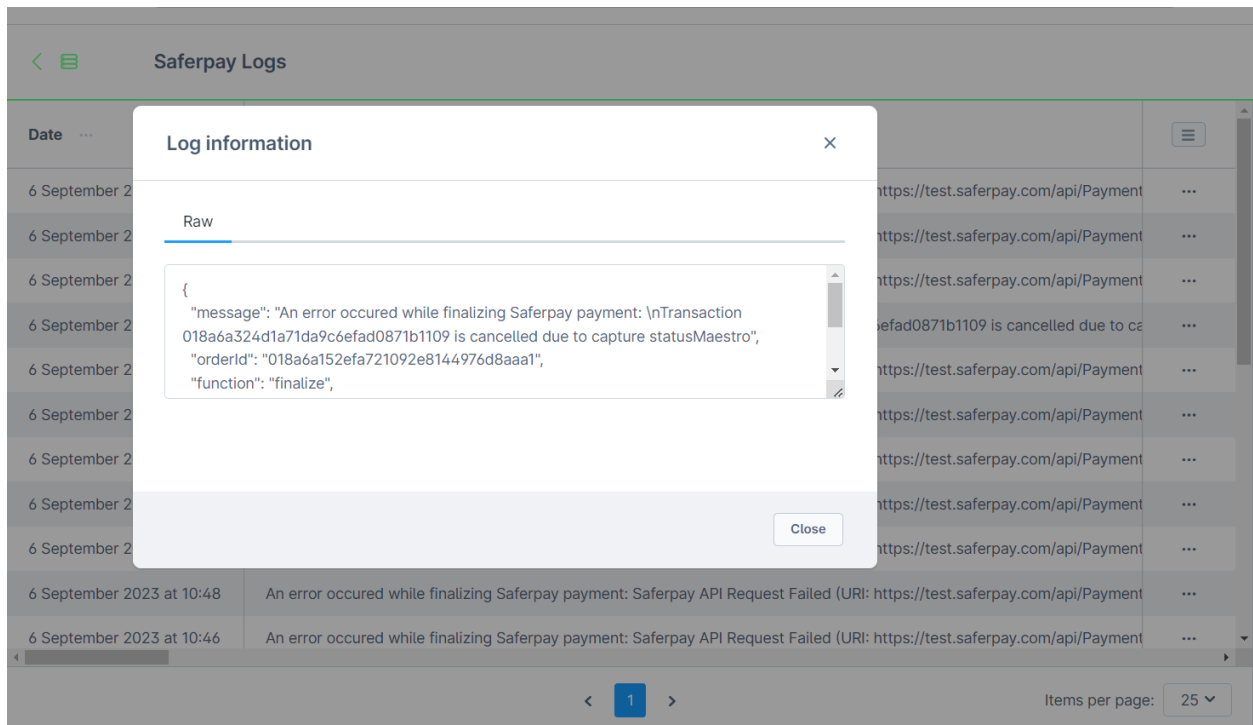
It lists the errors during payment process. To view the details of the error, click on the three dots corresponding to the error. A popup will show the further error details on click of 'View Details'.

Saferpay Logs

< Saferpay Logs

| Date ...                  | Message ...   |     |
|---------------------------|---|-----|
| 6 September 2023 at 12:43 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 11:28 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 11:24 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 11:14 | An error occured while finalizing Saferpay payment: Transaction 018a6a324d1a71da9c6efad0871b1109 is cancelled due to ca     | ... |
| 6 September 2023 at 11:10 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 11:06 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 10:59 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 10:55 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 10:52 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 10:48 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |
| 6 September 2023 at 10:46 | An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment | ... |

< 1 > Items per page: 25



The screenshot shows a 'Saferpay Logs' interface. A modal window titled 'Log information' is open, displaying the raw log data for a failed payment. The log entry is as follows:

```
Raw  
{  
  "message": "An error occured while finalizing Saferpay payment: \nTransaction  
018a6a324d1a71da9c6efad0871b1109 is cancelled due to capture statusMaestro",  
  "orderId": "018a6a152efa721092e8144976d8aaa1",  
  "function": "finalize",  
}
```

The background shows a table of logs with columns for 'Date' and 'Message'. The message column contains the text: 'An error occured while finalizing Saferpay payment: Saferpay API Request Failed (URI: https://test.saferpay.com/api/Payment...'. The interface includes a 'Close' button on the modal and a pagination control at the bottom showing 'Items per page: 25'.

## SAFERPAY IDEAL

Other than general settings, additional settings such as account details are available for Saferpay iDEAL payment method. In Shopware administration, admin can add/remove bank account. Customer will be able to select a bank from the bank choices during checkout.

## Custom fields

Saferpay Country &amp; Currency Order Total Customer Other

## Test Account Details



Test Bank 1

Test Bank 2



## Account Details



ABN AMRO

ASN Bank

bunq

ING

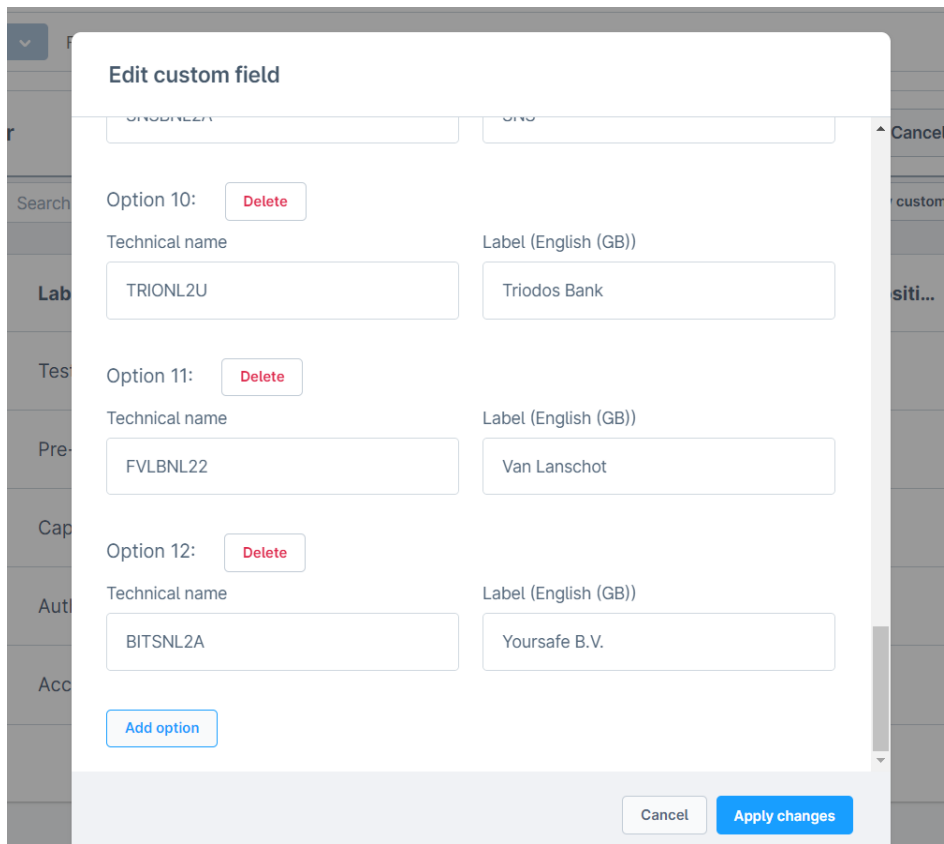
Knab

+7



To add a new account detail or test account detail, go to Settings > System > Custom Fields > Other. Scroll below to custom fields, edit Test Account Details/Account Details and add a new option.

Shopware admin can add more bank options if there are more banks supported by iDEAL. To add additional bank options, go to Settings > System > Custom Fields > Other. Scroll below to custom fields, edit Test Account Details/Account Details and add a new option.



**Edit custom field**

Option 10:

Technical name:  Label (English (GB)):

Option 11:

Technical name:  Label (English (GB)):

Option 12:

Technical name:  Label (English (GB)):

## SAFERPAY KLARNA

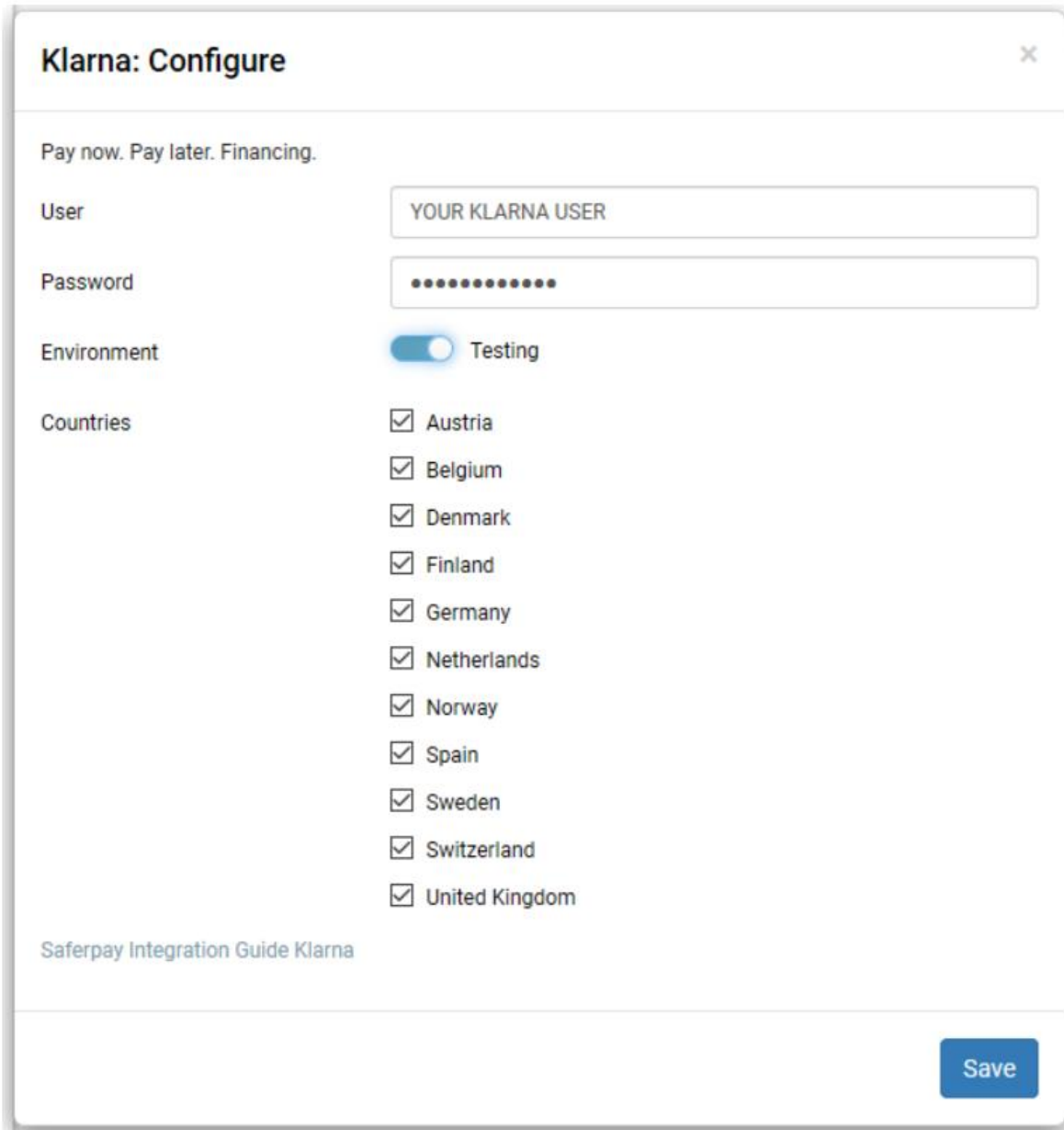
Other than general settings, some additional settings are to be configured to use Klarna payment method.

In Saferpay Backoffice, under Settings > Terminals. Please select the terminal you want Klarna activated on and scroll down to Self Service. Please refer the [link](#).

This service is to be handled differently depending on the Saferpay environment (test/live) you are on, so please pay attention.

You will have two options Klarna and additionally on the Saferpay test environment, Klarna Simulator. For Live mode, configure Klarna. For Test mode, configure Klarna Simulator.

We need to activate the countries in Saferpay Backoffice settings in order for Klarna to work in checkout.



**Klarna: Configure** ×

Pay now. Pay later. Financing.

User

Password

Environment  Testing

Countries

- Austria
- Belgium
- Denmark
- Finland
- Germany
- Netherlands
- Norway
- Spain
- Sweden
- Switzerland
- United Kingdom

[Saferpay Integration Guide Klarna](#)

**Save**

Additionally, Klarna will be displayed only for certain country-currency combinations. The combinations can be referred in the [link](#). In Shopware store, only when the country currency are properly matched Klarna payment will be displayed.



The following links will be helpful while configuring payment methods:

- Credit and Debit Cards:

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

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

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

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

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

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

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

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

- TWINT: <https://docs.saferpay.com/home/integration-guide/payment-methods/twint>
- PayPal: <https://docs.saferpay.com/home/integration-guide/payment-methods/paypal>
- Klarna: <https://docs.saferpay.com/home/integration-guide/payment-methods/klarna-payments>
- eps: <https://docs.saferpay.com/home/integration-guide/payment-methods/eps>

- 
- paydirekt: <https://docs.saferpay.com/home/integration-guide/payment-methods/paydirekt>
  - iDEAL: <https://docs.saferpay.com/home/integration-guide/payment-methods/ideal>
  - SEPA Direct Debit: <https://docs.saferpay.com/home/integration-guide/payment-methods/sepa-direct-debit>
  - Przelewy24: <https://docs.saferpay.com/home/integration-guide/payment-methods/eprzelewy>
  - Bancontact: <https://docs.saferpay.com/home/integration-guide/payment-methods/bancontact>
  - Apple Pay: <https://docs.saferpay.com/home/integration-guide/payment-methods/applepay>
  - Alipay: <https://docs.saferpay.com/home/integration-guide/payment-methods/alipay+>
  - WL Crypto Payments: <https://docs.saferpay.com/home/integration-guide/payment-methods/crypto-payments>
  - Google Pay: <https://docs.saferpay.com/home/integration-guide/payment-methods/google-pay>