

**For SAP Commerce Cloud & SAP Commerce**

**USER  
MANUAL -  
SAFERPAY  
PLUGIN**

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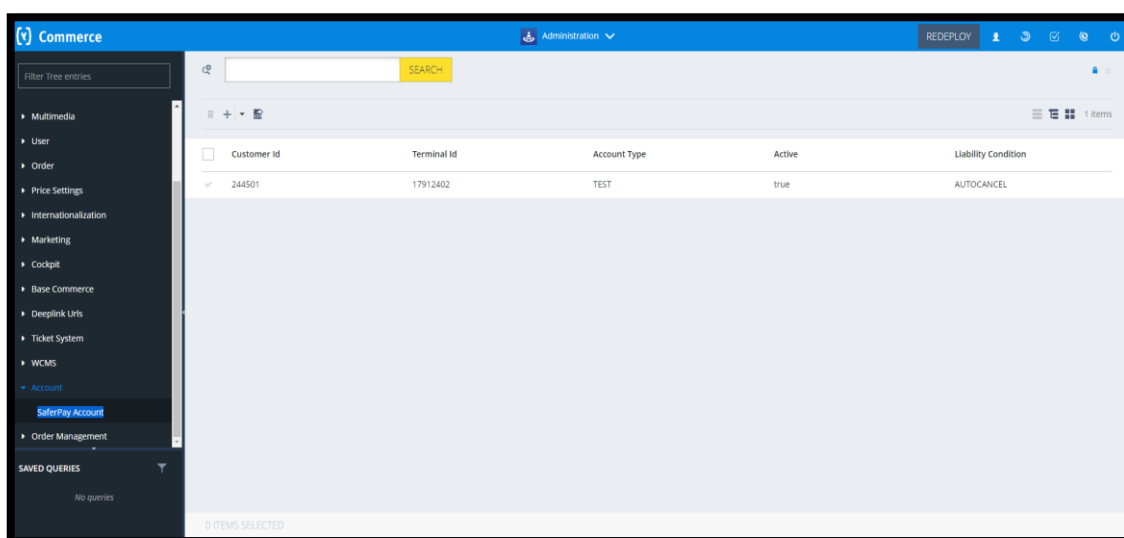
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## 1.0 User Manual

### 1.1 Manage Account

In our Hybris backoffice, we can see the Saferpay Account section, which shows the accounts. You can create any number of Saferpay accounts in the system. But the system will only take the first active account in order to process. So, we recommend to manually set only one account as active at a time.



Customer Id	Terminal Id	Account Type	Active	Liability Condition
244501	17912402	TEST	true	AUTOCANCEL

Figure 1.1.1: Saferpay account section in the backoffice view

While creating an account you can manage the following properties also:

- Terminal id\*
- Customer id\*
- Account type
- Liability Condition
- Capturing mode
- Username\*
- Password\*
- Payment modes
- DCC
- Styling configurations

\*Mandatory properties in the process perspective and the values will get from Saferpay once you created a partner account in the Saferpay.

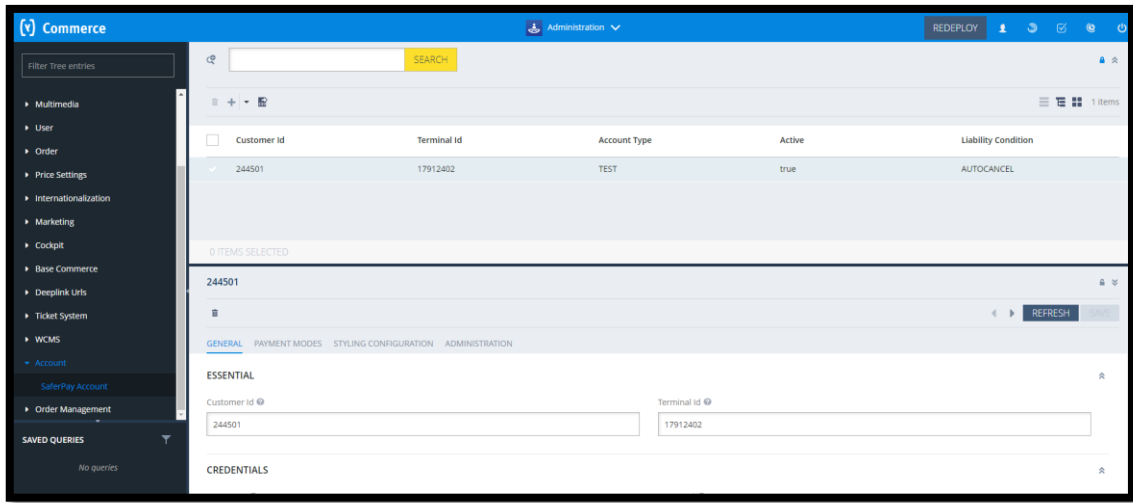


Figure 1.1.2: Saferpay account section edit mode

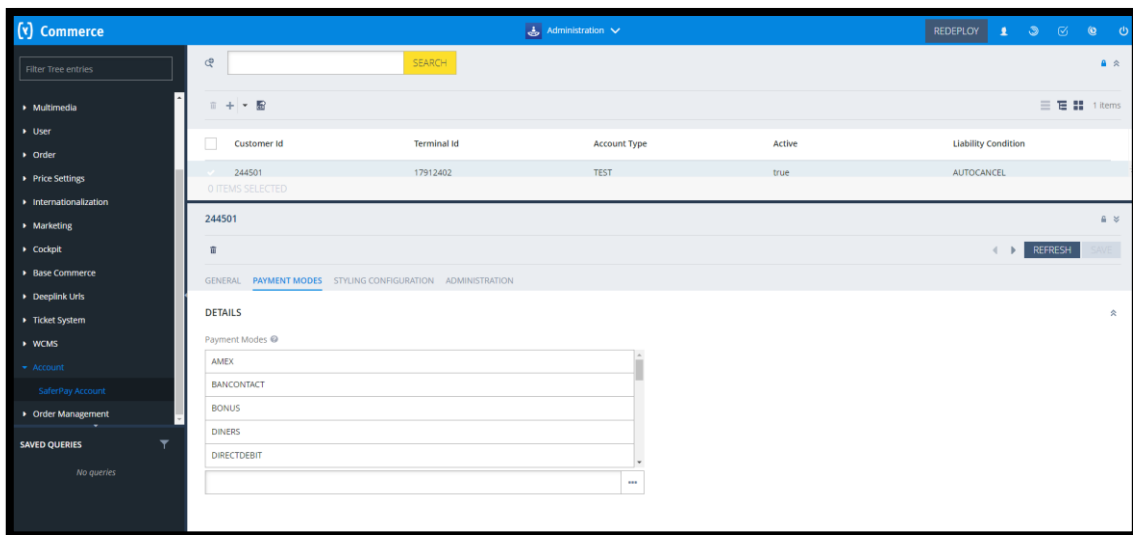


Figure 1.1.3: Payment modes section inside Saferpay account

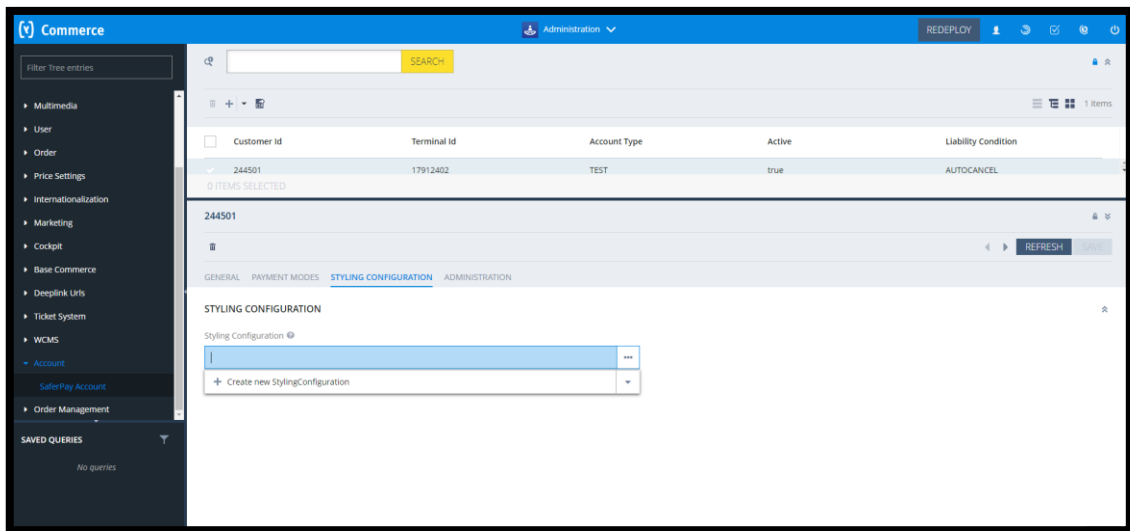


Figure 1.1.4: Saferpay styling configuration section inside Saferpay account

## 1.2 Payment Modes

Installing the Saferpay extension will provide you with most of the payment modes. You can see that in our backoffice. You can also add new Saferpay standard payment modes.

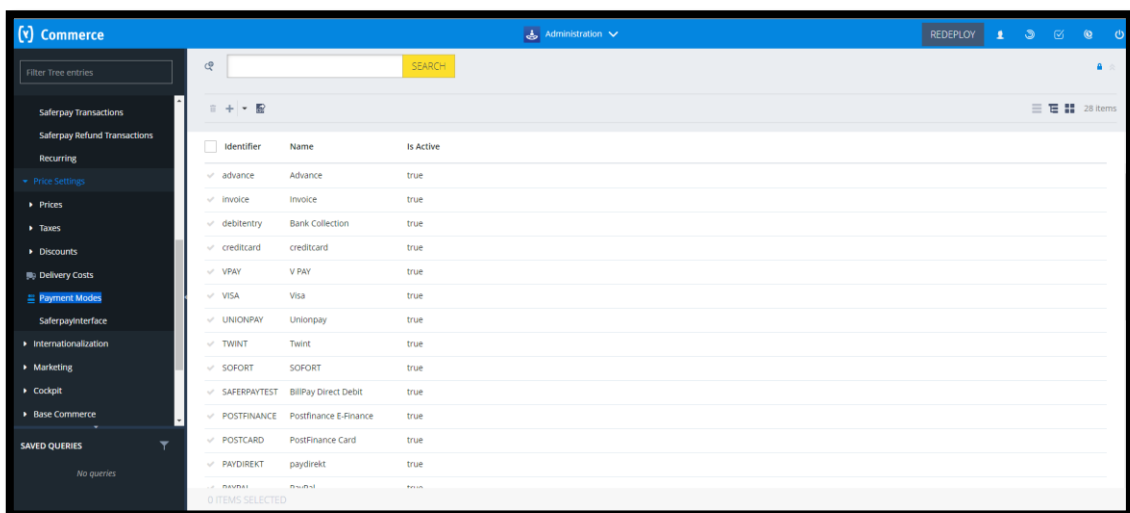


Figure 1.2.1: Payment modes

## 1.3 Manage Transactions

From our backoffice you can manage two types of transactions:

- Saferpay Transactions
- Saferpay Refund Transactions

### 1.3.1 Safepay Transactions

Id	Transaction Status	Interface	Refund Initialized
00000001	INITIALIZED	PAYMENT_PAGE	false
00000000	INITIALIZED	PAYMENT_PAGE	false

Figure 1.3.1.1: Safepay transactions

You can see the list of all the transactions, that has been initiated from the hybrid. By selecting each transaction, you will be able to see:

- The interface used for the transaction
- The status of the transaction
- The token details
- Payment method used
- Liability shift details
- DCC details
- Error status, if it has any errors
- Attached Order

### 1.3.2 Saferpay Refund Transactions

Id	Refund Status	Interface
00009058	CANCELLED	MANUAL
00009057	CAPTURED	MANUAL
00009047	CAPTURED	MANUAL
00009032	CANCELLED	MANUAL
00009031	CAPTURED	MANUAL
00009029	CAPTURED	MANUAL
00009026	CANCELLED	MANUAL
00009025	CAPTURED	MANUAL
00009023	CAPTURED	MANUAL
00009021	AUTHORIZED	MANUAL
00009020	AUTHORIZED	MANUAL
00009018	CAPTURED	MANUAL
00009016	CAPTURED	MANUAL
00009013	CAPTURED	MANUAL
00009011	CAPTURED	MANUAL
00009009	CAPTURED	MANUAL
00009007	CAPTURED	MANUAL

Figure 1.3.2.1: Saferpay refund transactions

Just like Saferpay transactions, you can also see/manage the Saferpay refund transactions. This is an itemtype derived from the Saferpay transaction thus all above mentioned attributes are also available here.

## 1.4 Capturing Mode

This functionality is managed inside the account. It provides four options:

- ON
- OFF
- Transaction
- Refund Transaction

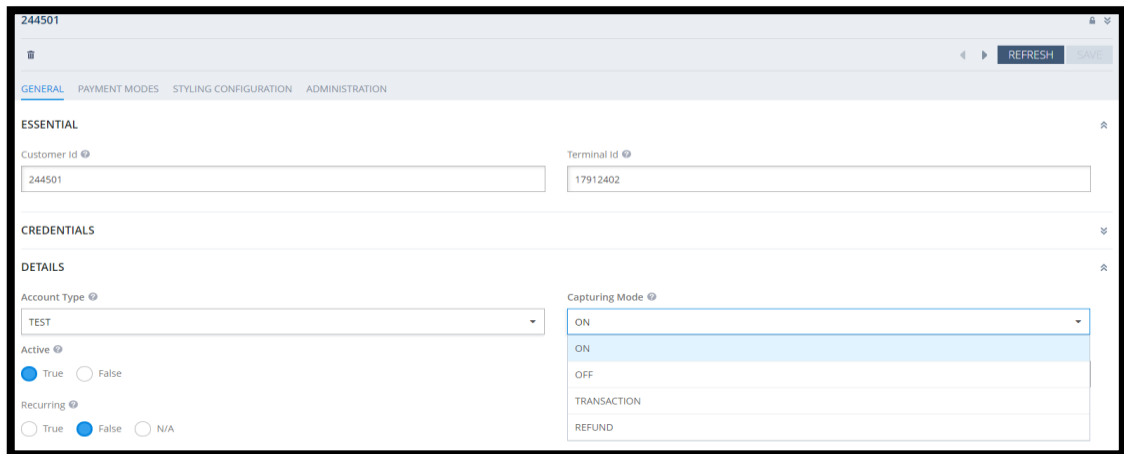


Figure 1.4.1: Capturing mode option in a Safepay account

- If the capturing mode is **ON**, then all the transactions and Safepay transactions will be auto-captured in the process.
- If the capturing mode is **OFF**, then the transactions and refund transactions will be in authorized state and needs to manually capture it via our backoffice. We will talk about it later.
- If the capturing mode is **Transaction**, only the transactions will be auto captured, and refund transactions needs manual capture treatment.
- If the capturing mode is **Refund Transaction**, only those will be auto captured, and transactions needs manual capture treatment.



### 1.4.1 Manual Capture/Cancel

The authorized transactions/refund transactions can be manually captured from our backoffice.

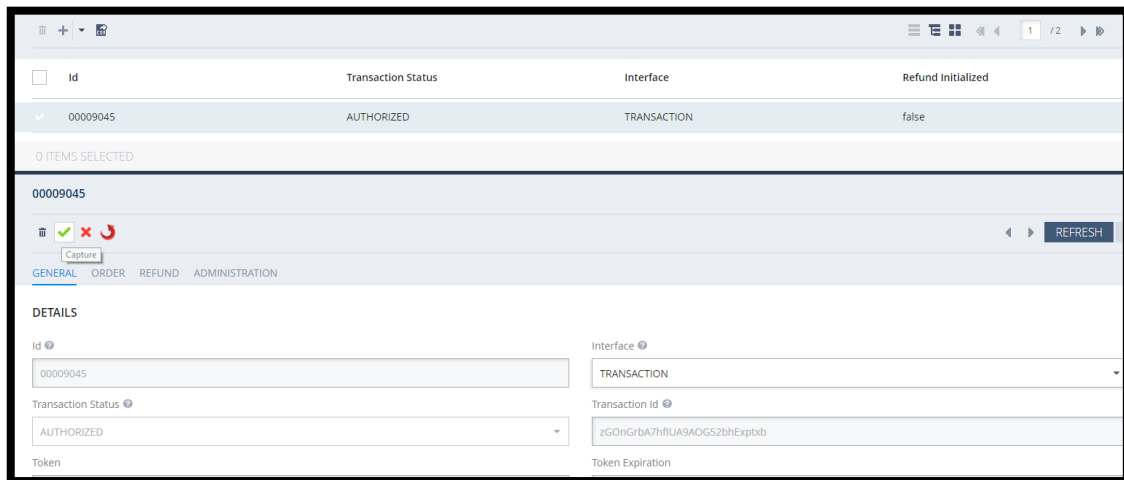


Figure 1.4.1.1: Capture action for an authorized transaction

On clicking on the capture action, you will be prompted to confirm the capturing. In addition, you can provide a less amount to capture along with a description also.

**Capture** [Close]

**Do you want to capture this transaction?**  
*(A transaction may only be captured once. You can always capture less, than authorized. A higher amount usually get rejected)*

Amount:

Reason:

CANCEL DONE

**Figure 1.4.1.2: Confirm capture popup**

The authorized transactions can be manually captured from our backoffice.

<input type="checkbox"/>	Id	Transaction Status	Interface	Refund Initialized
<input checked="" type="checkbox"/>	00009045	AUTHORIZED	TRANSACTION	false

0 ITEMS SELECTED

00009045 [Refresh] [Cancel]

GENERAL ORDER REFUND ADMINISTRATION

**DETAILS**

Id: 00009045  
 Transaction Status: AUTHORIZED  
 Interface: TRANSACTION  
 Transaction Id: zGDnGrbA7HtUASAGS2bhExrpb

**Figure 1.4.1.3: Cancel action of an authorized transaction**

On clicking on the cancel action, you will be prompted to confirm the cancellation.

## 1.5 Liability Condition

There is an option to manage the liability condition in the Saferpay account.

**LIABILITY SHIFT DETAILS**

There are three available behaviors when the LiabilityShift condition is false.

- AUTOCANCEL -Transactions will be cancelled automatically
- AUTOCAPTURE -Transactions will be captured automatically
- MANUAL -The Merchant can decide whether the transaction needs to be CAPTURED or CANCELLED

Liability Condition

AUTOCAPTURE ▼

**Figure 1.5.1: Liability shift attribute in Saferpay account model**

**LIABILITY SHIFT DETAILS**

AUTOCANCEL

AUTOCAPTURE

MANUAL

AUTOCAPTURE ▼

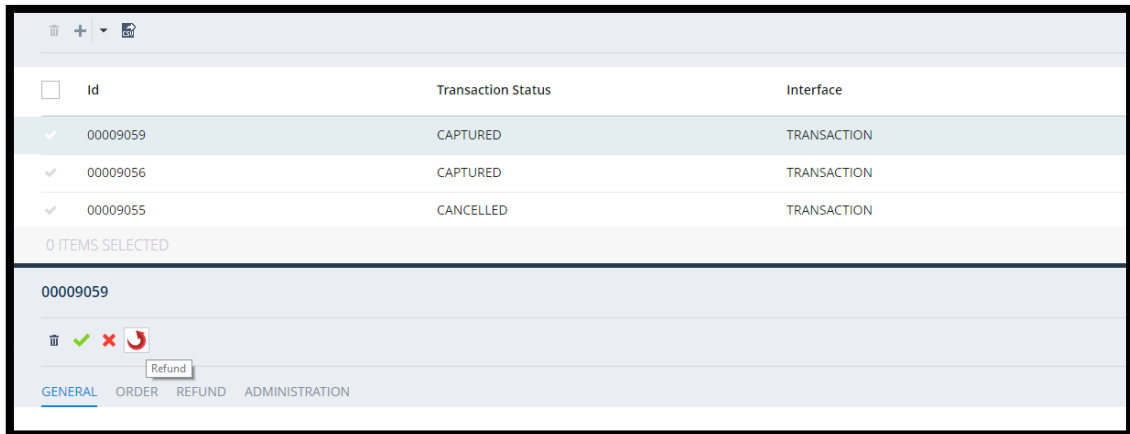
**Figure 1.5.2: Liability shift options**

- If the liability condition is AUTOCAPTURE, then the transaction will be captured all the time regardless of the liability shift of the card.
- If the liability condition is AUTOCANCEL, then the card without the liability shift will be auto cancelled.
- If the liability condition is selected as MANUAL, then those transactions needs manual actions (manual capture/ manual cancel) by the merchant via our backoffice.

*Note: Please be noted that the functionality capturing mode comes on top of this liability shift options, means capturing mode is superior.*

## 1.6 Manual Refund

A captured transaction is refundable. This refund action can be initiated via our backoffice.



**Figure 1.6.1 Refund action**

Refund action can only be initiated for a captured transaction. On clicking on the action, you will be prompted with a confirmation popup. It also allows you to enter a lesser amount along with a description. Thus, you can initiate another refund for the remaining amount if you choose a lesser amount previously. The refund transactions can be seen in the Saferpay refund transaction section.

Refund ✕

Do you want to refund this transaction?

Amount

Reason

CANCEL DONE

Figure 1.6.2: Refund action confirmation