User Manual - Saferpay Payment Solution for SAP Commerce Cloud~~Saferpay~~ Plugin

~~For SAP Commerce Cloud & SAP Commerce~~

~~(previously known as SAP Hybris)~~

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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.
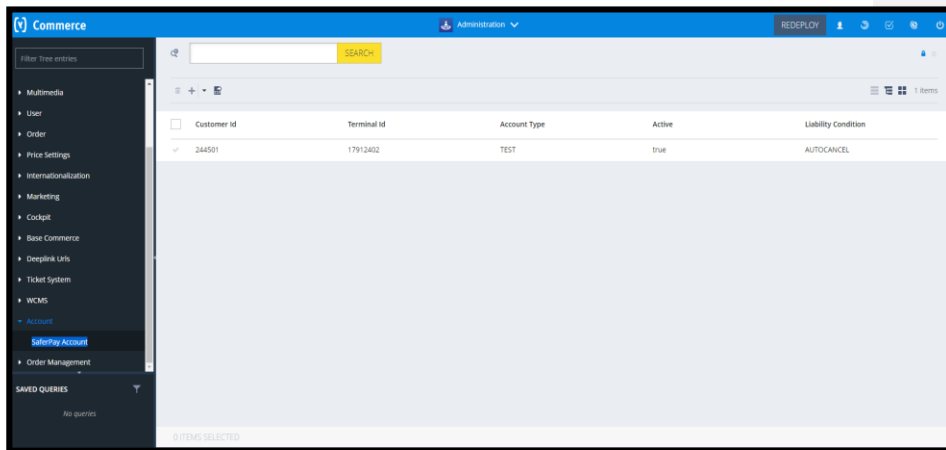
Figure 1.1.1: Saferpay account section in the backoffice view

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
- Styling configurations

*Mandatory properties in the process perspective and the values will get from Saferpay once you created a partner account in the Saferpay.
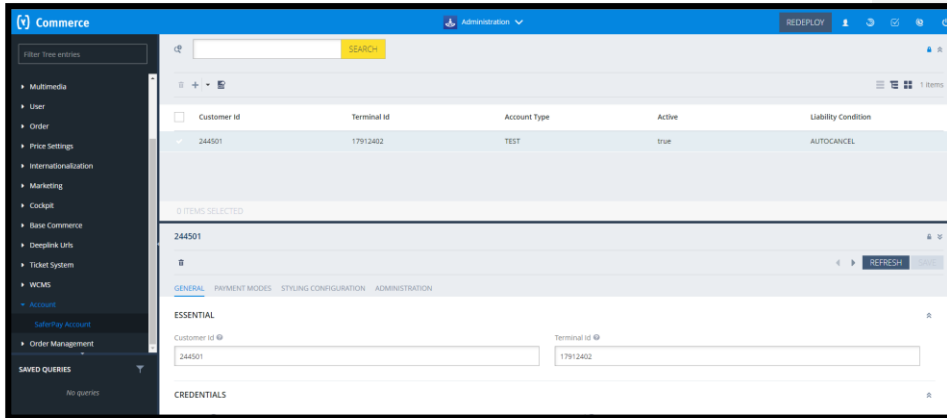
Figure 1.1.2: Saferpay account section edit mode
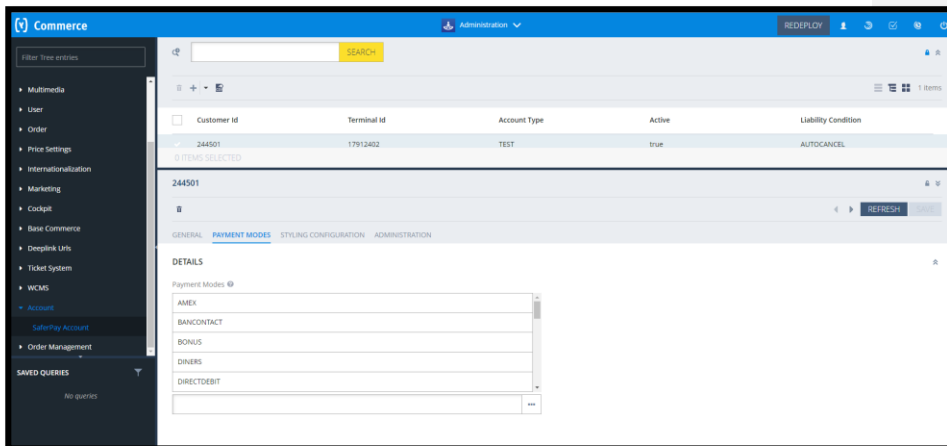
Figure 1.1.3: Payment modes section inside Saferpay account
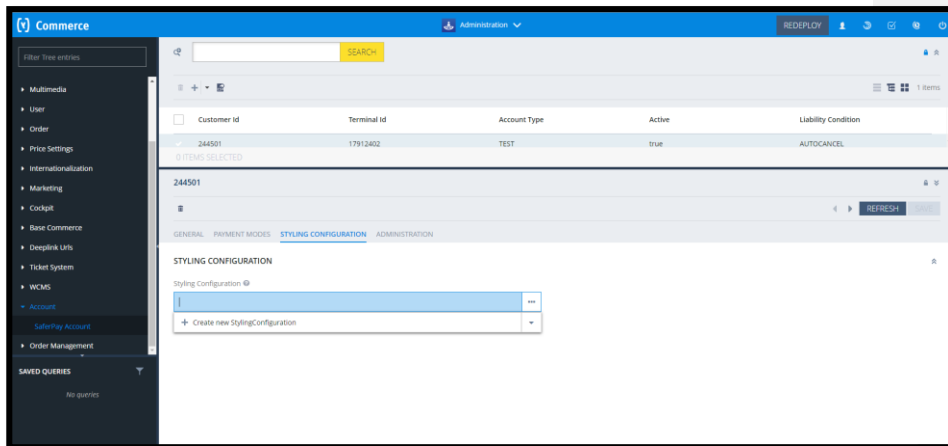
Figure 1.1.4: Saferpay styling configuration section inside Saferpay account

1.2 Payment Modes

Installing the Saferpay Payment Solution for SAP Commerce Cloud ~~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.
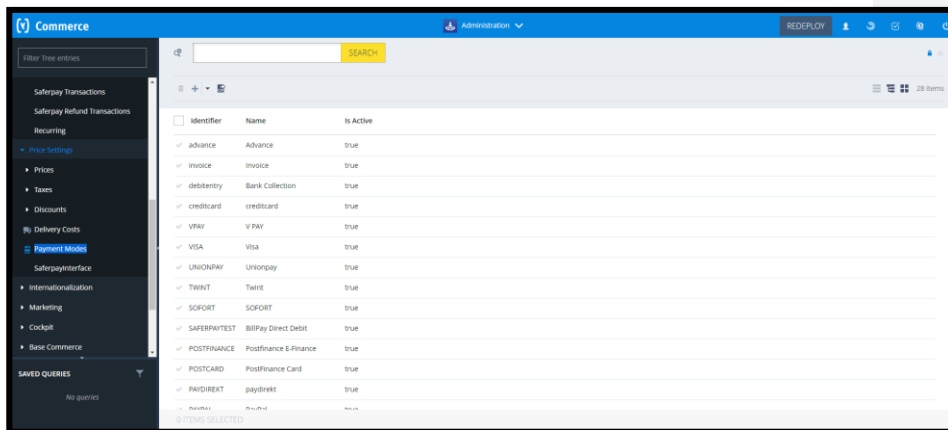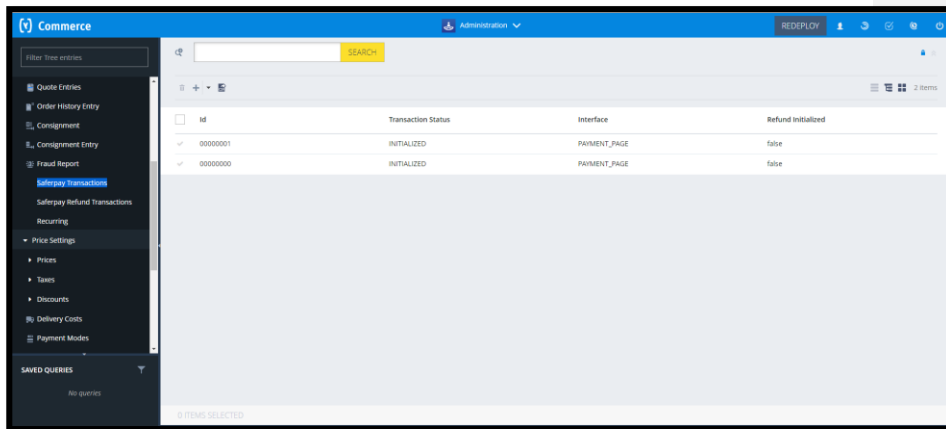
Figure 1.2.1: Payment modes

1.3 Manage Transactions

From our backoffice you can manage two types of transactions:

- Saferpay Transactions
- Saferpay Refund Transactions

1.3.1 Saferpay Transactions

Figure 1.3.1.1: Saferpay transactions

You can see the list of all the transactions, that has been initiated from the hybris. 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

Figure 1.3.2.1: Saferpay refund transactions

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

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

- ON
- OFF
- Transaction
- Refund Transaction
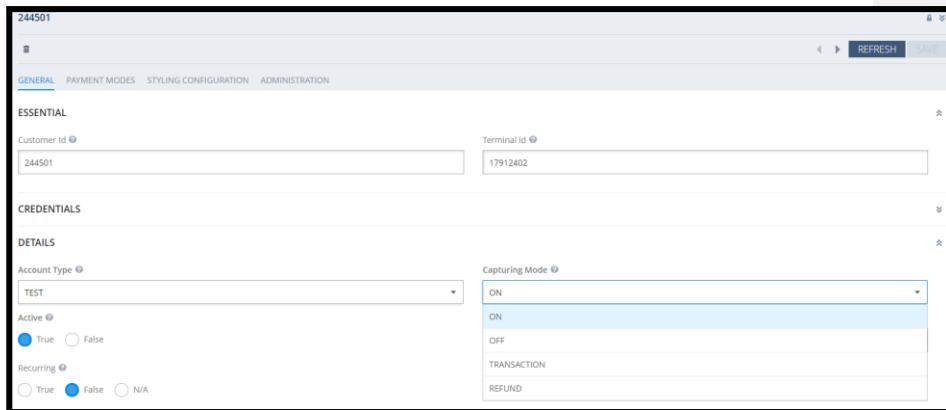
Figure 1.4.1: Capturing mode option in a Saferpay account

- If the capturing mode is **ON**, then all the transactions and Saferpay 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 need to be manually captured 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 need manual capture treatment.
- If the capturing mode is **Refund Transaction**, only refunds will be auto captured, and transactions need manual capture treatment.

1.5 Manual Capture/Cancel

The authorized transactions/refund transactions can be manually captured from our backoffice.
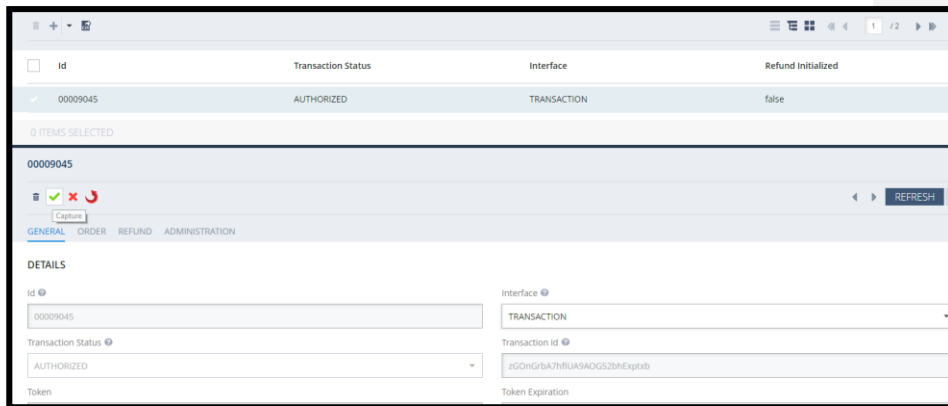
Figure 1.4.1.1: Capture action for an authorized transaction

By clicking on the capture action, you will be prompted to confirm the capturing. In addition, you can provide a lower amount to capture along with a description also. A transaction may only be captured once, also eliminating the option of a cancel.

Figure 1.4.1.2: Confirm capture popup

The authorized transactions can be manually cancelled from our backoffice.

Figure 1.4.1.3: Cancel action of an authorized transaction

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

1.6 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 liability shift of the transaction.
- If the liability condition is AUTOCANCEL, then transactions without liability shift will be auto cancelled.

- If the liability condition is set to MANUAL, then those transactions need 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.

1.7   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 lower amount along with a description. Thus, you can initiate another refund for the remaining amount if you choose a lower amount previously. The refund transactions can be seen in the Saferpay refund transaction section.

Figure 1.6.2: Refund action confirmation

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