



# **Skrill Magento 2 Module Configuration Guide**

## **Integration with Skrill via Magento 2**

**This guide describes how to install and configure the Magento 2 module for taking payments on the Skrill Payment Platform**

**[www.skrill.com](http://www.skrill.com)**

**Issue 3.1**

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## 1. ABOUT THIS GUIDE

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This guide describes how to install and configure the Skrill Magento 2 module for taking payments on the Skrill Hosted Payment Platform. It assumes that you have an existing Magento merchant account.

### Text conventions used in this guide

The table below lists the text conventions used in this guide.

Convention	Description
<i>Reference</i>	Indicates a reference to another section in this guide. For example, see <i>Installing and Configuring Magento</i> on page 3.
Code example	Used for example code, functions and commands.
<i>File path</i>	Indicates a file path or folder structure, or a UI label.
<b>Menu1 &gt; Menu option2</b>	Indicates a menu path or a UI control requiring user action, such as clicking or typing.

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## 2. INTRODUCTION TO THE MAGENTO 2 MODULE

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Magento is an open-source eCommerce platform that provides online merchants with a flexible shopping cart system, and control over the look-and-feel, content and functionality of their online stores.

Magento has been fully integrated with Skrill's Payment Solution module to provide a simple and secure way of connecting to Skrill's online payment processing platform. Skrill customers using Magento have access to a wide range of card and alternative payment methods.

### **Signing up for a Skrill account**

Before you can start taking payments through Skrill, you will first need to sign up and be approved for a Skrill merchant account. You can do this by completing the online application [here](#).

Once your application has been approved you can configure your Skrill Payment Solution module and start taking payments.

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## 3. INSTALLING AND CONFIGURING MAGENTO

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This section covers the following the following topics:

- ***Installation Prerequisites***
- ***Installing the Skrill Hosted Payment Solution module***, on page 4
- ***Uninstalling the Magento 2 module using SSH commands***, on page 5
- ***Secret word and API password***, on page 5
- ***Configuring the Magento 2 module to connect to your Skrill account***, on page 8
- ***Configuring Magento to use more than one currency***, on page 13
- ***Removing or reducing the form header and footer***, on page 16
- ***Customer payment experience***, on page 17
- ***Viewing payment information***, on page 19
- ***Refunding payments***, on page 21
- ***Configuring administrator permissions***, on page 23

### Installation Prerequisites

Before Installing the Skrill Magento 2 module, check that your web server meets the following requirements:

- Magento runs on Linux x86-64 distributions such as RedHat Enterprise Linux (RHEL), CentOS, Ubuntu and Debian. It can be run on a Windows server, although this is not officially supported. See the Magento links below for more details.
- The Skrill Magento 2 module is compatible with version 2.0.2 of Magento Community edition onwards. The installation procedure described here has been tested on Magento Community version 2.0.2 and 2.1.3.
- Composer (latest stable version).
- A valid security certificate is required for HTTPS. Self-signed SSL certificates are not supported. Transport Layer Security (TLS) requirement: PayPal and repo.magento.com both require TLS 1.1 or later.
- MySQL database with sample data.
- For Magento 2.0.x – PHP (5.5.22-5.5.x, 5.6.x, 7.0.2, 7.0.6-7.0.x)
- For Magento 2.1.x – PHP (5.6.5-5.6.x, 7.0.2, 7.0.4, 7.0.6-7.0.x)
- curl (version 7.20.0 - 7.44.0).

For further details of the requirements, visit the Magento website at <http://devdocs.magento.com/guides/v2.0/install-gde/system-requirements-tech.html> (for Magento 2.0.x) or <http://devdocs.magento.com/guides/v2.1/install-gde/system-requirements-tech.html> (for Magento 2.1.x).

## Installing the Skrill Hosted Payment Solution module

There are several ways to install your Magento 2 module:

- *Installing the module in your Magento 2 shop using Extension Manager*
- *Install the module using Composer and SSH commands*
- *Install the module using a file upload and SSH commands*

Choose whichever best suits your situation.

### Installing the module in your Magento 2 shop using Extension Manager

1. Go to your Magento 2 shop administration interface ([www.yourshop.com/admin](http://www.yourshop.com/admin))
2. In the left menu click **System > Web Setup Wizard**.
3. Click **Extension Manager**.
4. Enter your Public and Private keys, and then click **Sign in** (find them in your Magento account under **My profile > Access Keys**). If you are redirected to **System Upgrade**, click **Extension Manager** again.
5. Below **Extensions Ready to Install**, click **Review and Install**
6. Select the **Extension Name skrill/skrill**, and then click **Install**.
7. Click **Start Readiness Check**, and wait for it to complete.
8. Click **Next**.
9. Optionally click **Create Backup**, and then wait for the backup to finish (this step is not necessary if you are using the demo/development site).
10. Click **Next**.
11. Click **Install**.

If the status becomes stuck at **Pending**, navigate to the magento base folder and run the following commands at least three times consecutively:

```
your_php_location bin/magento cron:run
your_php_location update/cron.php
your_php_location bin/magento setup:cron:run
```

### Install the module using Composer and SSH commands

1. Log into your server terminal.
2. Navigate to your Magento 2 root folder.
3. Run the following commands in this order:

```
composer require skrill/skrill
php bin/magento setup:upgrade
php bin/magento module:status
php bin/magento cache:clean
php bin/magento cache:flush
```

4. If you are running Magento 2 in production mode you also need to run the following commands in this order:

```
php bin/magento cache:clean
php bin/magento cache:flush
php bin/magento setup:static-content:deploy
php bin/magento indexer:reindex
```

## Install the module using a file upload and SSH commands

1. Download the plugin zip file from Magento Market place.
2. Unzip the plugin file into a temporary folder, and then copy the files into this folder:

**`your_magento_2_root/app/code/Skrill/Skrill`**

3. To check the plugin status, run the command:

```
php bin/magento module:status
```

4. To enable the plugin, run the command:

```
php bin/magento module:upgrade
```

5. Optionally, check the plugin status as in step 3.

If you are running Magento 2 in production mode, also run the following commands in this order:

```
php bin/magento cache:clean
php bin/magento cache:flush
php bin/magento setup:static-content:deploy
php bin/magento indexer:reindex
```

## Uninstalling the Magento 2 module using SSH commands

To uninstall the Magento 2 module:

1. Log into your server terminal.
2. Navigate to your Magento 2 root folder.
3. Run the following commands in this order:

```
composer remove Skrill/Skrill
php bin/magento setup:upgrade
php bin/magento cache:flush
```

If you are running Magento 2 in production mode, also run the following commands in this order:

```
php bin/magento cache:clean
php bin/magento cache:flush
php bin/magento setup:static-content:deploy
php bin/magento indexer:reindex
```

## Secret word and API password

Before configuring the Skrill Magento 2 module you must set up a ***secret word*** and ***API/MQI password*** for your Skrill merchant account. The secret word is used to authenticate the data sent back to your Magento server after payment. This prevents payment or money transfer requests from other IP addresses if your API password is compromised.

Before you can configure the API/MQI password you need to find the IP address of your Magento server. To do this, run a command prompt and type the following command:

**ping <server domain name>**

For example:

**ping example.magentoserver.com**

The console displays a message similar to the following:

Pinging example.magentoserver.com [145.76.160.206] with 32 bytes of data:

Make a note of the numbers in the square brackets: this is the IP address of your Magento server.

---

**Caution:** Some merchants may have a Magento server that has a dynamic IP address, which changes from time to time. If this applies to you, leave the IP address undefined in the following procedure, otherwise refund and manual transaction calls will stop working when the address changes.

---

Now you have the IP address, set up the secret word and API/MQI password as follows:

1. Log in to your Skrill merchant account
2. Go to **Settings > Developer Settings**
3. Set the **Enable service** checkboxes next to the API and MQI sections
4. If your Magento server has a static IP address, for both the sections specify the IP address(es) or IP address range of your Magento server. Access can be granted to:
  - A single IP address (For example, 192.168.0.2)
  - Multiple IP addresses, separated by space (For example, 192.168.0.2 10.0.0.2)
  - A subnet in CIDR notation (For example, 192.168.0.0/24)
5. Locate the **Change API/MQI password** section, and then type and confirm your API/MQI password
6. Locate the **Create secret word** section, and then type and confirm your secret word
7. Click **Save** to save the changes

[Account Overview](#) [All Transactions](#) [Cards and Bank Accounts](#) [Skrill I](#)

### Manage your settings

[ACCOUNT SETTINGS](#) [BUSINESS INFO](#) [LIMITS & VERIFICATION](#) [DEVELOPER SETTINGS](#)

#### Automated Payment Interface (API)

Enable service

Allow payments only from the following IP addresses (separated by spaces)

#### Merchant Query Interface (MQI)

Enable service

Allow payments only from the following IP addresses (separated by spaces)

#### Change MQI/API password

The password is required to access the API and MQI

Password

Re-type password

[Save](#)

#### Create secret word

The Secret Word is used to sign gateway status reports and can be used instead of the API/MQI password for requests in the Email Check Interface

Secret word

Re-type secret word

[Save](#)

## Configuring the Magento 2 module to connect to your Skrill account

The next stage of the Magento integration is to configure the Magento 2 module to connect to your Skrill account. The steps are as follows:

1. In the Magento administration interface, in the navigation bar on the left, select **STORES**, and then under *Settings*, select **Configuration > SALES > Skrill Hosted Payments Solution**. If you cannot access this option your login may need configuring; for instructions on how to do this, see [Configuring administrator permissions](#), on page 23.

The *Skrill Settings* page appears; for example:

<b>Merchant ID</b> <small>[store view]</small>	<input type="text" value="58010731"/>
	Your Skrill customer ID. It is displayed in the upper-right corner of your Skrill account.
<b>Merchant Account (email)</b> <small>[store view]</small>	<input type="text" value="test@skrill.com"/>
	Your Skrill account email address.
<b>Recipient</b> <small>[store view]</small>	<input type="text" value="Shop Recipient"/>
	A description to be shown on Quick Checkout. This can be your company name (max 30 characters).
<b>Logo Url</b> <small>[store view]</small>	<input type="text" value="https://www.skrill.com/fileadmin/content/images/brand_centre/"/>
	The URL of the logo which you would like to appear at the top right of the Skrill page. The logo must be accessible via HTTPS or it will not be shown. For best results use logos with dimensions up to 200px in width and 50px in height.
<b>Shop Url</b> <small>[store view]</small>	<input type="text" value="http://m2.skrill.solutions:89"/>
<b>MQI/API Password</b> <small>[store view]</small>	<input type="password" value="*****"/>
	When enabled, this feature allows you to issue refunds and check transaction statuses. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.
<b>Secret word</b> <small>[store view]</small>	<input type="password" value="*****"/>
	This feature is mandatory and ensures the integrity of the data posted back to your servers. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.
<b>Display</b> <small>[store view]</small>	<input type="text" value="IFrame"/> ▼
	iFrame – when this option is enabled the Quick Checkout payment form is embedded on your website, Redirect – when this option is enabled the customer is redirected to the Quick Checkout payment form. This option is recommended for payment options which redirect the user to an external website.
<b>Merchant Email</b> <small>[store view]</small>	<input type="text" value="test@skrill.com"/>
	Your email address to receive payment notification

## 2. Configure the Skrill settings as described in this table:

Field Name	Description	Format/ Example
Merchant ID	Your unique merchant identifier. This is the Customer ID of your merchant account. Details of how to locate this value can be found <a href="#">here</a> .	58010731
Merchant Account (email)	The email address linked to your Skrill merchant account (created by you when you first signed up for a Skrill merchant account).	test@skrill.com
Recipient	<b>Optional</b> - A description of your shop. This will be displayed on the Skrill Payment Form if you do not provide a Logo URL.	Demo Shop
Logo Url	<b>Optional</b> - Link to the URL of your logo, to be displayed on the Skrill Payment Form. Must be in HTTPS format.	https// yourlogo.com
Shop Url	The URL of your shop.	http:// m2.skrill.solutions: 89
MQI/API Password	The API password. This field is mandatory. It allows you to issue refunds and view the status of transactions. To set it up, log in to your Skrill account, and then select <b>Settings &gt; Developer Settings</b> .	N/A
Secret word	Enter the secret word configured for your Skrill account here. This feature is mandatory and ensures the integrity of the data posted back to your Magento servers. To set it up, log in to your Skrill account, and then select <b>Settings &gt; Developer Settings</b> .	N/A
Display	This setting has two options: <ul style="list-style-type: none"> <li>• <b>IFrame</b> - embed the Skrill Payment Form into your Magento website.</li> <li>• <b>Redirect</b> - the customer is redirected to the Skrill Payment Form, which is displayed on its own in the current browser tab. Use this option if you plan to display Payment Methods which redirect the user to an external website such as Klarna or Rapid Transfer.</li> </ul>	IFrame

3. Select the payment methods to display to your customers. If the **Payment Methods** section of the page is not displayed, click the down-arrow to display the list of methods. For example:

## Payment Methods

		All Cards and Alternative Payment Methods
		Skrill Wallet
		Paysafecard
		Paysafecash
		Credit Card / Visa, Mastercard

Each has a set of control parameters, for example:

	Credit Card / Visa, Mastercard
Enabled <small>[store view]</small>	Yes <input type="button" value="v"/>
	All countries except: Afghanistan, Cuba, Eritrea, Iran, Iraq, Japan, Kyrgyzstan, Libya, North Korea, Sudan, South Sudan and Syria
Show separately <small>[store view]</small>	Yes <input type="button" value="v"/>
Sort Order <small>[store view]</small>	<input type="text"/>

## 4. Set the parameters as described below.

Parameter	Description
Enabled	Select <b>Yes</b> to display the method. Below the field is a list of the countries that support this payment method. If a Payment method is enabled but the customer's country is not supported (determined by the country set in the billing address the customer chose in the Magento checkout) then it will not be shown.
Show Separately	Always set this to <b>Yes</b> where available. If you choose <b>All Cards and Alternative Payment Methods</b> , you cannot set this parameter.
Sort Order	An integer that determines the position of this payment method in the list displayed to your customers. Choose 1 to put this method at the top of the list, 2 to place it second, 3 for third, and so on. The lower the number, the nearer the method to the top of the list. By choosing an interval of more than one between your order settings (for example: 10, 20, 30), you can reorder your choices more easily.

For each Credit/Debit card you select as a Magento payment option, that card logo is listed in the Magento Checkout. If a customer chooses this payment method, the Magento 2 module launches the Skrill Payment form with a single tab showing that card logo. Alternatively, you can choose to display one of the following special options where multiple cards are handled or all cards and alternative payment methods:

- **Credit Card / Visa, Mastercard**

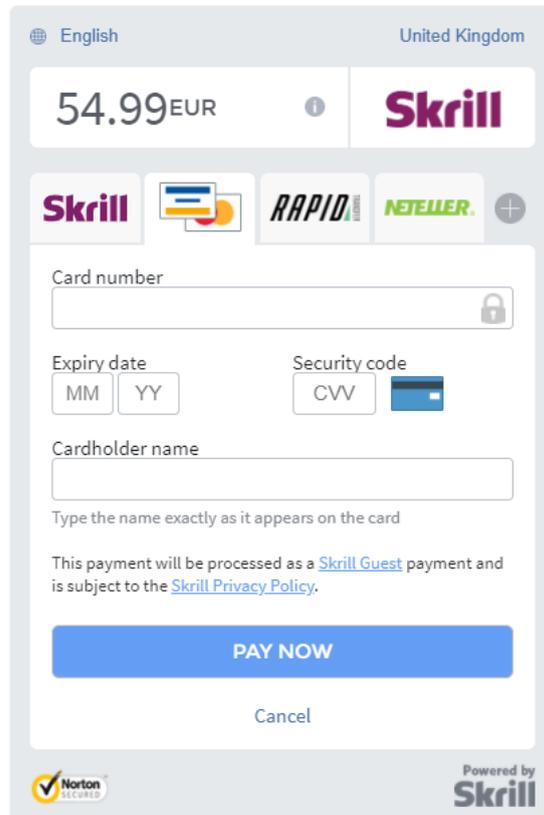


The Skrill Payment form has a single tab showing multiple card logos (Visa and MasterCard). For example:

Selecting this disables any single card payment options you may have chosen in Skrill settings.

## All Cards and Alternative Payment Methods

This option launches the Skrill Payment Form with multiple tabs showing all the supported payment methods available in the customer's country, for example:



The screenshot displays the Skrill payment interface. At the top, it shows the language set to 'English' and the location as 'United Kingdom'. The total amount to be paid is '54.99 EUR'. Below this, there are logos for Skrill, a credit card icon, RAPID, and NETELLER. The form includes input fields for 'Card number', 'Expiry date' (with MM and YY sub-fields), and 'Security code' (with CVV sub-field and a card icon). A 'Cardholder name' field is also present, with a note: 'Type the name exactly as it appears on the card'. A disclaimer states: 'This payment will be processed as a [Skrill Guest](#) payment and is subject to the [Skrill Privacy Policy](#).' At the bottom, there is a prominent blue 'PAY NOW' button and a 'Cancel' link. The interface is secured by Norton and powered by Skrill.

## Configuring Magento to use more than one currency

Your Magento commerce site can accept more than one currency, and customers can select which currency to use when checking out.

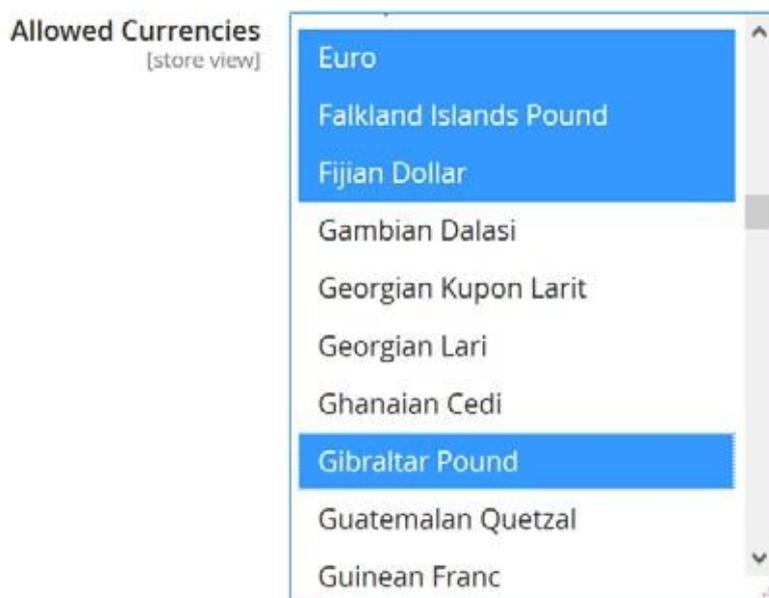
To enable Magento to use more than one currency:

1. Sign into the administration interface using your credentials.
2. In the navigation bar on the left, select **STORES > Currency Rates**.
3. In the *Currency Rates* page, click **Options**:



The *Configuration* page appears with **GENERAL > Currency Setup** selected in the menu on the left.

4. Under *Currency Options*, in **Allowed Currencies**, use standard methods to select the currencies for which you have a verified merchant account – including your Base Currency. For example:



5. In the menu on the left, select **SALES > Skrill Hosted Payment Solution**.  
The *Skrill Settings* page appears.

6. Scroll down to the **Multi Currency Setup** section, and then set up your **Multi Currency Account**:

**Currency** [store view] GBP (British Pound)

Select currency

**USD (U.S. Dollar)**

**Enabled** [store view] Yes

Enable this account for multi currency

**Merchant ID** [store view] 12345678

Your Skrill customer ID. It is displayed in the upper-right corner of your Skrill account.

**Merchant Account (email)** [store view] skril\_GBP@merchant.com

Your Skrill account email address.

**MQUI/API Password** [store view]

When enabled, this feature allows you to issue refunds and check transaction statuses. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

**Secret word** [store view]

This feature is mandatory and ensures the integrity of the data posted back to your servers. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

**GBP (British Pound)**

**Enabled** [store view] Yes

Enable this account for multi currency

**Merchant ID** [store view] 97175044

Your Skrill customer ID. It is displayed in the upper-right corner of your Skrill account.

**Merchant Account (email)** [store view] multicurrency1@payreto.com

Your Skrill account email address.

**MQUI/API Password** [store view]

When enabled, this feature allows you to issue refunds and check transaction statuses. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

**Secret word** [store view]

This feature is mandatory and ensures the integrity of the data posted back to your servers. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

7. Click **Save Config** at the top of the page to save the configuration.

Customers will now be able to select which currency to pay with using the control on the top left of your checkout page. For example:

The screenshot displays the LUMA website interface. At the top right, a dark navigation bar contains the text "Default welcome msg! Sign In or Create an Account" and a currency selector dropdown menu currently set to "USD - US Dollar". Below this is the LUMA logo and a search bar. A main navigation menu includes "What's New", "Women", "Men", "Gear", "Training", and "Sale". The breadcrumb trail shows "Home > Selene Yoga Hoodie".

The product page for the "Selene Yoga Hoodie" features a large image of a woman wearing the white hoodie. To the right of the image, the product name "Selene Yoga Hoodie" is displayed with a 4.5-star rating, "3 Reviews", and a link to "Add Your Review". The price is listed as "\$59.43" and the status is "IN STOCK" with SKU# WH05. Below the price, there are options for "Size" (XS, S, M, L, XL) and "Color" (Orange, Purple, White). A quantity selector is set to "1", and a prominent blue "Add to Cart" button is present. Below the button are links for "ADD TO WISH LIST", "ADD TO COMPARE", and "EMAIL".

At the bottom of the product image area, there are two small thumbnail images showing different views of the hoodie. Below these is a tabbed interface with "Details", "More information", and "Reviews (3)". The "Details" tab is active, showing the following text:

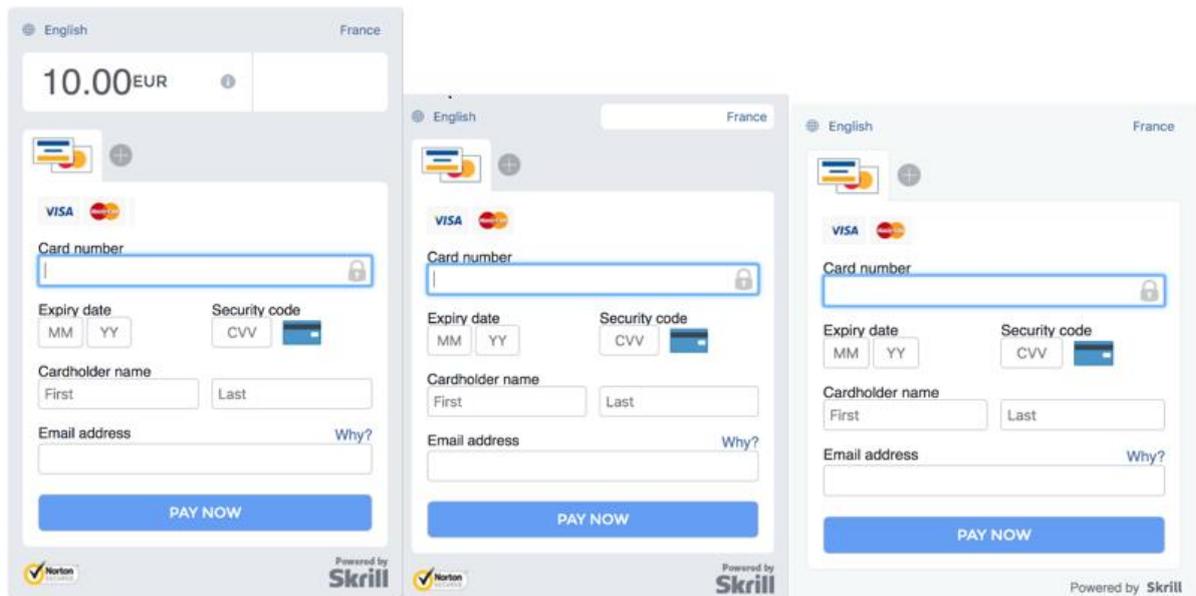
The Selene Yoga Hoodie gets you to and from the studio in semi form-fitted comfort. Snug, sleek contours add fashion to function in this free-moving yoga warm up sweatshirt.

- Ivory heather full zip 3/4 sleeve hoodie.
- Zip pocket at arm for convenient storage.
- 24.0" body length.
- 89% Polyester / 11% Spandex.

The control changes the prices on the page in real time to match the selected currency.

### Removing or reducing the header and reducing the footer

You can request a version of the Skrill payment form without the Skrill header and amount fields. The security logo is also removed from the footer, to reduce its size. To enable this option, please contact Skrill Merchant Services and ask for the Reduced Header and Footer option. This option is shown in the screenshot below (The standard payment form is shown on the left and the reduced header and footer option on the right).



The image displays three side-by-side screenshots of the Skrill payment form, illustrating different configurations for the header and footer. All three forms are for a payment of 10.00 EUR and include fields for card number, expiry date, security code, cardholder name, and email address, along with a 'PAY NOW' button.

- Left Screenshot (Standard):** Shows the full payment form with a prominent header displaying '10.00 EUR' and a large footer containing the Norton logo and 'Powered by Skrill' text.
- Middle Screenshot (Reduced Header):** Shows the payment form with a smaller header and a footer that is significantly reduced in size, with the Norton logo and 'Powered by Skrill' text being much smaller.
- Right Screenshot (Reduced Header and Footer):** Shows the payment form with a very compact header and a minimal footer, where the Norton logo and 'Powered by Skrill' text are almost completely removed, leaving only a small 'Powered by Skrill' text at the bottom right.

Figure 5-5: Reduced Header and Footer Option

## Customer payment experience

This section describes the customer's experience when checking out using the Skrill Magento 2 module, from the payment selection stage onwards, omitting the Shipping address and method stage.

1. On the **Payment Method** page, the customer selects a payment method from the list, and then clicks **Place Order**.

The content of the payment method list depends on the customer's country, the payment options configured for your Skrill account, and the payment options configured in the Skrill Magento 2 module.

The payment method and customer details are displayed, along with the **My billing and shipping address are the same** checkbox, which is selected by default. For example:



- My billing and shipping address are the same

Customer Last name

High Street

London, E1 7HU

United Kingdom

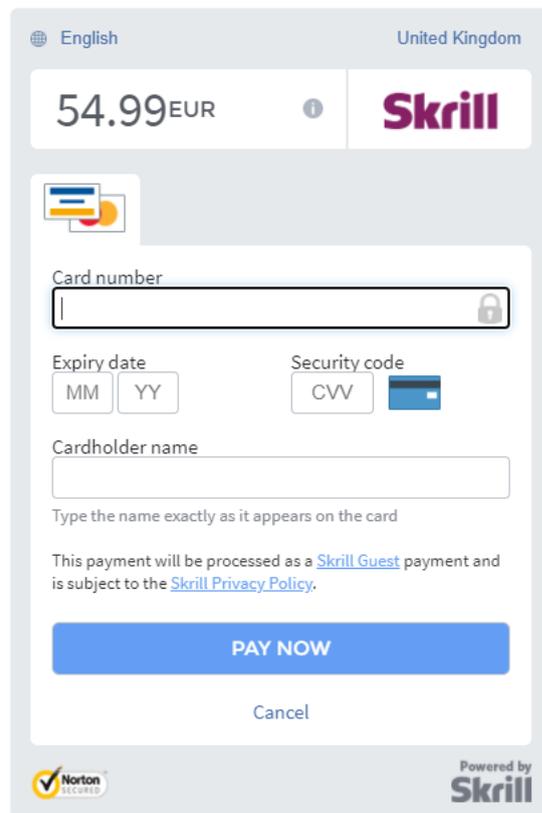
000000000

Place Order

If the customer wishes to specify a billing address different than the shipping address, they clear the checkbox and enter the address in the fields displayed.

2. After reviewing the address, the customer clicks **Place Order**.

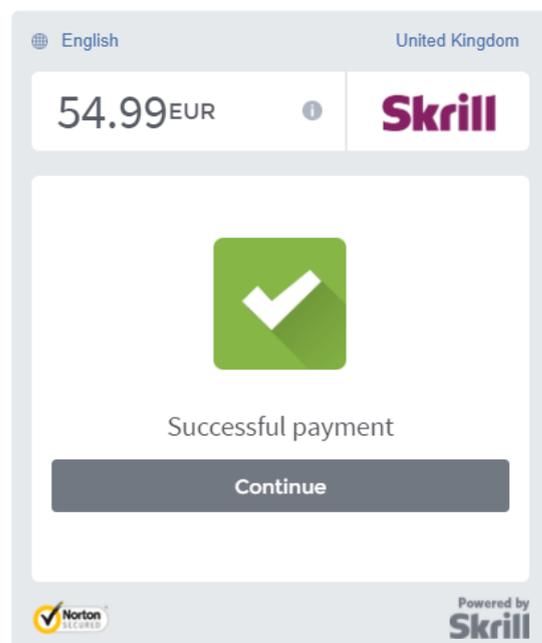
The Skrill payment form is displayed; for example:



The screenshot displays the Skrill payment form. At the top, it shows the language set to 'English' and the location as 'United Kingdom'. The amount to be paid is '54.99EUR'. The Skrill logo is prominently displayed. Below this, there are input fields for 'Card number', 'Expiry date' (with 'MM' and 'YY' sub-fields), and 'Security code' (with a 'CVV' sub-field and a card icon). A 'Cardholder name' field is also present, with a note: 'Type the name exactly as it appears on the card'. A disclaimer states: 'This payment will be processed as a [Skrill Guest](#) payment and is subject to the [Skrill Privacy Policy](#).' At the bottom of the form, there is a blue 'PAY NOW' button and a 'Cancel' link. The form is secured by Norton and powered by Skrill.

3. The customer enters their payment details into the Skrill Payment Form, and then clicks **PAY NOW**.

The payment is processed, and the successful payment message appears. For example:



The screenshot shows the successful payment confirmation screen. It features a large green checkmark icon in the center. Below the icon, the text 'Successful payment' is displayed. A dark grey 'Continue' button is positioned at the bottom of the main content area. The top of the screen shows the same language and location information as the previous screen, along with the amount '54.99EUR' and the Skrill logo. The Norton and Skrill logos are also visible at the bottom of the screen.

- The customer clicks **Continue** to clear the message and display the order number for this payment. For example:

# Thank you for your purchase!

Your order # is: 000000053.

We'll email you an order confirmation with details and tracking info.

[Continue Shopping](#)

You can track your order status by creating an account.

Email Address: test@gmail.com

[Create an Account](#)

## Viewing payment information

To see an order's payment information, in the administration interface:

- Click **SALES > Orders** to display a list of orders sorted by order number (ID)
- To view details of an individual order, in the **Action** column, click **View**. A page containing the following information appears:
  - Order & Account Information
  - Address Information
  - Payment & Shipping Method (see below)
  - Items Ordered
  - Order Total

An example of the **Payment & Shipping Method** section is shown below:

### Payment & Shipping Method

#### Payment Information

Credit Card / Visa, Mastercard

The order was placed using EUR.

Payment ID : 0000000531598358708

Payment status : Processed

Order originated from : Bulgaria

Used payment method : Visa

Country (of the card-issuer) : United States

Email address of skroll account : blagovest.georgiev@payreto.com

#### Shipping & Handling Information

**Flat Rate - Fixed** €5.00

This section includes the following information:

- The payment option selected in the Magento checkout.
- The currency the order was placed in using a 3-digit ISO4217 currency code e.g. EUR for Euros.
- The unique payment ID.
- The payment status; one of the following:

Status	Description
Payment Accepted	Payment has been successfully accepted and has reached your merchant account.
Pending	The customer closed the browser after the Skrill Payment form loaded.
Closed	The customer has requested a refund of this order through the acquirer.
Canceled	The customer canceled the order after the Skrill Payment form had loaded.
Not Verified	The wrong secret word was entered.

- The country the order originated from - obtained by geolocation using the customer's IP address.
- The payment method selected in the Skrill Payment form. For example: Visa, Mastercard, Skrill Wallet.
- The country of origin of the payment instrument used (this is only shown for card payment methods and bank accounts). For bank accounts, this shows the country where the account is registered. For cards, this shows the country where the card was issued.
- The email address of the Skrill account holder.
- The shipping amount.
- The **Update Order** control. Use this to check an order's payment status with the Skrill Payment Platform and re-send a status update, which is useful if your Magento server goes offline or if there is a technical fault with Skrill's servers which prevents payment status updates being sent or received.

After you click **Update Order**, the payment information is updated and the new status added to the **Order Total** section; for example:

## Order Total

### Notes for this Order

#### Status

Payment Accepted ▼

#### Comment

Notify Customer by Email

Visible on Storefront

**Submit Comment**

Apr 25, 2017 8:57:54 AM | Payment Accepted | Customer **Not Notified**  
Payment status : Processed. Used payment method : Visa. Country (of the card-issuer) : United States.

Apr 25, 2017 8:57:54 AM | Payment Accepted | Customer **Notified**

Apr 25, 2017 8:57:54 AM | Processing | Customer **Not Notified**  
Captured amount of €48.00 online. Transaction ID: "0000003171493052294"

Apr 24, 2017 4:50:29 PM | Not Verified | Customer **Not Notified**  
Payment status : Processed. Used payment method : Visa. Country (of the card-issuer) : United States.

Apr 24, 2017 4:44:53 PM | Pending | Customer **Notified**

## Refunding payments

To refund a customer payment:

1. In the Magento administration interface, select **SALES > Invoices**.
2. The **Invoices** page appears. For example:

Invoices

Search by keyword

Actions  47 records found

Filters  Default View  Columns  Export

20 per page  1 of 3

<input type="checkbox"/>	Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Grand Total (Base)	Grand Total (Purchased)	Action
<input type="checkbox"/>	000000047	Aug 26, 2020 2:43:27 PM	000000054	Aug 26, 2020 2:42:45 PM	Customer Last name	Paid	€54.99	€54.99	<a href="#">View</a>
<input type="checkbox"/>	000000046	Aug 25, 2020 3:34:47 PM	000000053	Aug 25, 2020 3:31:46 PM	Customer Last name	Paid	€54.99	€54.99	<a href="#">View</a>

- If required, search for the invoice using the customer's order number (Order #) or their name, and then click **View**. The example below shows the start of an invoice.

#000000047 Q 🔔 👤 plginsales ▾

← Back   Send Email   Credit Memo   Print

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Order & Account Information

**Order # 000000054** (The order confirmation email is not sent)

Order Date	Aug 26, 2020, 2:42:45 PM	Account Information	Customer Name	Customer Last name
Order Status	Payment Accepted	Customer Name	Email	test12@gmail.com
Purchased From	Main Website Main Website Store Default Store View	Customer Group	Customer Group	NOT LOGGED IN

Placed from IP: 157.167.59.180 (213.208.158.220)

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Address Information

<b>Billing Address</b> <a href="#">Edit</a>	<b>Shipping Address</b> <a href="#">Edit</a>
Customer Last name High Street London, E1 7YT United Kingdom T: 0000000000	Customer Last name High Street London, E1 7YT United Kingdom T: 0000000000

- If the details are correct, click **Credit Memo** to open the **New Memo** page, used to credit amounts to the customer.
- In the **Order Total** section, check that the **Grand Total** value is correct, and then click **Refund**.

Order Total

**Credit Memo Comments**

Comment Text

**Refund Totals**

Subtotal	€49.99
Refund Shipping	5
Adjustment Refund	
Adjustment Fee	
<b>Grand Total</b>	<b>€54.99</b>

Append Comments  
 Email Copy of Credit Memo

[Refund Offline](#) [Refund](#) [Update Totals](#)

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**Warning:** Do not use **Refund Offline** as this does not refund payments made through the Skrill Payment platform.

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- The order is re-displayed. Check that the comments have been updated with the correct refund.

## Configuring administrator permissions

If you are unable to view the *Skrill Hosted Payment Solutions* option on the **Configuration > Sales** menu, either you or your Magento administrator needs to ensure that your login has the **Administrator** permission.

To update your user role:

1. In the administration interface, select **SYSTEM**, then, under **Permissions**, select **All Users**.
2. The current users are listed.
3. Click your user to display its **Account Information**.
4. Under **USER INFORMATION**, click **User Role**.

Assigned	Role
Any	<input type="radio"/> Administrators

5. Select the **Administrators** role and click **Save User**.

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## 4. TESTING YOUR MAGENTO INSTALLATION

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Skrill provides test cards numbers listed below for use with test merchant accounts. When using these cards enter an expiry date in the future and a random CVV number.

**Table 4-1: Test Cards**

Brand	Card Number
MasterCard	5438311234567890
Visa	4000001234567890