Skrill

Skrill Magento module
Configuration Guide

Integration with Skrill via Magento

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

www.skrill.com

Version 1.0
Copyright

© 2015. Skrill Ltd. All rights reserved.

The material contained in this guide is copyrighted and owned by Skrill Ltd together with any other intellectual property in such material. Except for personal and non-commercial use, no part of this guide may be copied, republished, performed in public, broadcast, uploaded, transmitted, distributed, modified or dealt with in any manner at all, without the prior written permission of Skrill Ltd, and, then, only in such a way that the source and intellectual property rights are acknowledged.

To the maximum extent permitted by law, Skrill Ltd shall not be liable to any person or organisation, in any manner whatsoever from the use, construction or interpretation of, or the reliance upon, all or any of the information or materials contained in this guide.

The information in these materials is subject to change without notice and Skrill Ltd. assumes no responsibility for any errors.

Skrill Ltd.


Version Control Table

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2015</td>
<td>1.0</td>
<td>Guide Created</td>
</tr>
</tbody>
</table>

Publication number: MAGENTO-REL-10/28/15
# Contents

1. **About this Guide** ................................................................................................................. 2  
   1.1. Objectives and target audience .................................................................................. 2  
   1.2. Related documentation .............................................................................................. 2  
   1.3. Conventions used in this guide ................................................................................. 2  

2. **Introduction** ....................................................................................................................... 3  
   2.1. What is the Magento module? ..................................................................................... 3  
   2.1.1 Signing up for a Skrill account ................................................................................ 3  

3. **Installing and Configuring Magento** .............................................................................. 4  
   3.1. Prerequisites .................................................................................................................. 4  
   3.2. Installation steps .............................................................................................................. 4  
   3.3. Secret Word and API Password ................................................................................... 5  
   3.4. Configuring the Magento module to connect to your Skrill account ......................... 6  
      3.4.1 Configure Skrill Settings ....................................................................................... 8  
      3.4.2 Select Payment Methods to Display to Customers ............................................. 10  
      3.4.3 Card Payment Options (Credit / Debit) ............................................................. 12  
   3.5. All Cards and Alternative Payment Methods .............................................................. 13  
   3.6. Customer Experience .................................................................................................. 14  
   3.7. Payment Information ................................................................................................... 18  
      3.7.1 Update Order ......................................................................................................... 19  
   3.8. Refunding Payments ...................................................................................................... 20  
      3.8.1 Advanced configuration and troubleshooting ...................................................... 22  
      3.8.2 Configuring Administrator permissions ............................................................. 22  

4. **Testing** ............................................................................................................................... 23
1. ABOUT THIS GUIDE

1.1. Objectives and target audience
This guide describes how to install and configure the Skrill Magento module. It assumes that you have an existing Magento installation.

1.2. Related documentation
You should use this guide together with the additional Skrill documents described below.

Table 1-1: Related Guides

<table>
<thead>
<tr>
<th>Guide</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Started Guide</td>
<td>Guide to setting up your Skrill account, documentation required and an overview of the different product options and services for taking payments through Skrill.</td>
</tr>
</tbody>
</table>

1.3. Conventions used in this guide
The table below lists some of the conventions used in this guide.

Table 1-2: List of conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>Indicates a reference to another section in this guide. For example, refer to User Administration on page 34.</td>
</tr>
<tr>
<td>Code example</td>
<td>Used to illustrate example code, functions and commands.</td>
</tr>
<tr>
<td>File path</td>
<td>Used to indicate a file path or folder structure.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Glossary term</td>
</tr>
<tr>
<td>Menu1 &gt; Menu option2 &gt;</td>
<td>Indicates a menu path.</td>
</tr>
</tbody>
</table>
2. INTRODUCTION

2.1. What is the Magento module?
Magento is an eCommerce platform, built on open source technology, which provides online merchants with a flexible shopping cart system, as well as control over the look-and-feel, content and functionality of their online store.

Magento has been fully integrated with Skrill’s online payment solutions. Installing and configuring the Skrill Hosted Payment Solution module provides a simple, secure and convenient option for connecting to Skrill’s online payment processing platform via Magento.

Skrill customers using Magento have access to a wide range of card and alternative payment methods.

2.1.1. 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 form at:

https://signup.skrill.com/business/#/?lang=EN&rid=21477229

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

Table 2-1: Contact Numbers

<table>
<thead>
<tr>
<th>Language</th>
<th>Telephone Number</th>
<th>Operating Times (weekdays)</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>44 203 308 2520</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>German</td>
<td>49 302 2403 0293</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Spanish</td>
<td>34 935 452 390</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Italian</td>
<td>39 064 523 6612</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Polish</td>
<td>48 221 288 257</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Czech</td>
<td>44 203 308 2520</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>French</td>
<td>33 173 443 315</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Russian</td>
<td>7 495 249 5439</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Romanian</td>
<td>44 203 308 2520</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Turkish</td>
<td>44 203 308 2520</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Greek</td>
<td>44 203 308 2520</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>Chinese</td>
<td>44 203 308 2520</td>
<td>8am - 5pm GMT</td>
</tr>
<tr>
<td>English US</td>
<td>1 855 719 2087</td>
<td>8am - 6pm EST</td>
</tr>
<tr>
<td>Spanish US</td>
<td>1 855 719 2087</td>
<td>8am - 6pm EST</td>
</tr>
</tbody>
</table>
3. INSTALLING AND CONFIGURING MAGENTO

3.1. Prerequisites
Before installing the Skrill Magento module, check that your web server meets the following requirements:

- Existing Magento installation on your web server. The Skrill Magento module is compatible with version 1.9.1 of Magento Community edition onwards. The installation procedure described here has been tested on Magento Community version 1.9.1 and 1.9.2
- Supported Web Servers: Apache and Nginx
- SSL: A valid security certificate is required to work over a secure channel (HTTPS) from the Magento Admin Panel or when submitting form data from the store-front. Self-signed SSL certificates are not supported.
- MySQL database with sample data.
- PHP (version 5.4.0 - 5.6.13) and extensions, MySQL and web browser
- curl (version 7.20.0 - 7.44.0)

For further details of PHP compatibility, MySQL, supported Web servers and other requirements, refer to the Magento website: http://magento.com/resources/system-requirements

Running Magento on a Windows server
Magento can be run on a Windows server, although this is not officially supported by Magento. See the Magento website for details.

3.2. Installation steps
Please follow these steps to install the Skrill Hosted Payment Solutions module.

1. Log in to your Magento admin account.
2. Navigate to System > Magento Connect > Magento Connect Manager.
3. Log in to Magento Connect Manager.
4. Paste the extension key Skrill_Hosted_Payment_Solution into the relevant field in the Install New Extensions section and click Install

5. Once the upload has taken place check the status at the bottom of the page:
6. Refresh the page and check that the Skrill_Hosted_Payment_Solution version 1.0.5 (stable) package is displayed at the bottom of the table in the following section: Channel: Magento Community Edition.

7. Return back to the Magento Admin panel.

3.3. Secret Word and API Password

It is mandatory to setup a secret word and API/MQI password for your Skrill merchant account before configuring the Skrill Magento module. The secret word is used to authenticate the data sent back to your Magento server after payment. You must obtain the IP address of your Magento server to configure the API/MQI password. You can find this IP address by executing the following command from a command prompt:

```
ping <server domain name>
```

For example:

```
ping example.magentoserver.com
```

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

Make a note of the set of numbers in the square brackets. This is the IP address of your Magento server. Now you have the IP address, you can setup the secret word and API/MQI password as follows:

1. Log in to your Skrill merchant account at www.skrill.com
2. Go to Settings > Developer Settings.
3. Check the Enable service checkboxes next to the API and MQI sections
4. For each section, specify the IP address(es) or IP address range of your Magento server. This prevents payment or money transfer requests from other IP addresses if your secret word or API password is compromised. All requests from other IP addresses are denied. Access can be granted to:
   - A single IP address (e.g. 192.168.0.2)
   - Multiple IP addresses, separated by space (e.g. 192.168.0.2 10.0.0.2)
   - A subnet in CIDR notation (e.g. 192.168.0.0/24)
5. Locate the Change API/MQI password section. Enter and confirm your API/MQI password.
6. Locate the Create secret word section. Enter and confirm your secret word.
7. Click Save to save the changes.
8. Logout of your account.
3.4. Configuring the Magento module to connect to your Skrill account

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

1. In the Magento Admin panel, navigate to the System section and select Skrill Hosted Payment Solution from the Sales section of the left-hand Configuration menu.
The following screen appears:

![Skrill Hosted Payment Solution screen](image)

**Figure 3-2: Skrill Hosted Payment Solution screen**
Expand the Skrill Settings panel as follows:

![Figure 3-3: Skrill Settings]

### 3.4.1. Configure Skrill Settings

Configure the Skrill Settings as follows:

2. Enter your Skrill Merchant account email address
3. Enter the API password and Secret word that you set up in the previous section.
4. Select a display option for the Skrill Payment Form (Iframe or redirect). See Table 3-1 below for a detailed explanation of all Skrill settings.
5. Either enter a name for your store in the Recipient field to display to customers within the Skrill Payment Form.
6. **Optional** – Enter a URL of a logo to be displayed on the Skrill Payment Form in place of the Recipient text. This URL must be in HTTPS format (begin with https://).
### Table 3-1: Skrill Settings

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Format/ Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant ID</td>
<td>Your unique merchant identifier. This is the Customer ID of your merchant account. See the Skrill help hub article <a href="https://help.skrill.com/en/Article/my-money/deposits/how-do-i-locate-my-customer-id-number">https://help.skrill.com/en/Article/my-money/deposits/how-do-i-locate-my-customer-id-number</a> for information about how to locate this value.</td>
<td>58010731</td>
</tr>
<tr>
<td>Merchant Account (email)</td>
<td>The email address linked to your Skrill merchant account (created by you when you first signed up for a Skrill merchant account).</td>
<td><a href="mailto:techpubs@skrill.com">techpubs@skrill.com</a></td>
</tr>
<tr>
<td>Recipient</td>
<td><em>Optional</em> - A description of your shop. This will be displayed on the Skrill Payment Form if you do not provide a Logo URL.</td>
<td>Demo Shop</td>
</tr>
<tr>
<td>Logo Url</td>
<td><em>Optional</em> - Link to your URL, to be displayed on the Skrill Payment Form. Must be in HTTPS format.</td>
<td><a href="https://yourlogo.com">https://yourlogo.com</a></td>
</tr>
<tr>
<td>API Password</td>
<td>The API password. This field is mandatory. It allows the Magento server to receive payment information.</td>
<td>N/A</td>
</tr>
<tr>
<td>Secret word</td>
<td>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.</td>
<td>N/A</td>
</tr>
</tbody>
</table>
| Display                     | This setting has two options: IFrame and redirect  
• **IFrame** - when IFrame is enabled the Skrill Payment Form is embedded in your Magento website. See [Figure 3-4](#): for an example.  
• **Redirect** - when redirect is enabled the customer is redirected to the Skrill Payment Form. This form is displayed on its own in the current browser tab. This option is recommended if you plan to display Payment Methods which redirect the user to an external website such as Sofort, Skrill Direct, etc. | IFrame          |
3.4.2. Select Payment Methods to Display to Customers

The next configuration stage is to select the payment methods to display to your customer. The module has a series of payment method sections under Skrill Settings for each of the payment methods supported by Skrill. An example is displayed in Figure 3-5:

![Figure 3-5: Example Payment method section](image)

For each payment method, specify whether it is displayed or not (enabled or not) and the order it appears in the list of Payment methods displayed in the Magento Checkout. See for an example.
Figure 3-6: Example Payment Method Configuration in the Magento Checkout

For example, to show the following set of payment options in the order they appear in the screenshot above you would need to set the payment options as shown in Table 3-2. See Table 3-3 for a detailed explanation of the settings.

Table 3-2: Settings for the Example Payment Method Configuration

<table>
<thead>
<tr>
<th>Payment option</th>
<th>Enabled</th>
<th>Sort Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofortüberweisung</td>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>Paysafecard</td>
<td>Yes</td>
<td>2</td>
</tr>
<tr>
<td>Skrill Wallet</td>
<td>Yes</td>
<td>3</td>
</tr>
</tbody>
</table>

Table 3-3: Payment Method Settings

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
<td>Determines whether this Payment method is displayed - Yes = display, No = Do not display. Under the Enabled setting 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.</td>
</tr>
<tr>
<td>Show Separately</td>
<td>Always set this setting to Yes where available.</td>
</tr>
<tr>
<td>Sort Order</td>
<td>A whole number e.g. 10 which determines the order in which Payment options are displayed to the customer. Payment methods with lower numbers are displayed above higher numbers. Use multiples of 10 to allow for easy re-ordering.</td>
</tr>
</tbody>
</table>
3.4.3. Card Payment Options (Credit / Debit)

Skrill also provides the option to display selected Credit/Debit card payment logos as Magento payment options. If you select one of these options, it displays a single card logo in the Magento Checkout. If a customer chooses this payment method, the Magento module launches the Skrill Payment Form with a single tab showing the specified card logo. Alternatively, you can choose to display a single payment option showing multiple card logos (Visa, MasterCard, American Express, JBC, Diners); this will disable the relevant single card payment options in Skrill Settings. The multiple card payment options appears as follows:

![Figure 3-7: Multiple Cards Payment Option (Visa, MasterCard, AMEX, JCB, Diners)](image-url)

The following cards are supported:
Visa, MasterCard, Visa Electron, Maestro, American Express, Diners, and JCB.

![Figure 3-8: Single Card Option](image-url)
3.5. All Cards and Alternative Payment Methods

This special payment option launches the Skrill Payment Form with multiple tabs showing all the supported Payment methods available in the customer’s country. The logo for this Payment option in the Magento Checkout payment information section is as follows:

Figure 3-10: All Cards and Alternative Payment Methods Logo
3.6. Customer Experience

This section describes the customer’s checkout experience when using the Skrill Magento module.

Note: We only describe the Checkout process from the payment selection step onwards as the previous steps are unchanged.

The steps are as follows:

1. Select a payment method from the list of available payment methods (this list depends on the customer’s country, the payment options configured for your Skrill account and the payment options configured in the Skrill Magento Module) and click **Continue**.
2. Review the order, select a payment method and click **Place Order** to launch the Skrill Payment Form.

3. Enter Payment details in the Skrill Payment Form.
4. Click Pay Now to complete the payment. If all is correct, the payment form will display the following screen:
5. Click **Continue** to return to the Magento Checkout Successful Payment screen. This screen contains the unique order number for this payment.

![Successful Payment in Magento Checkout](image)

**Figure 3-16: Successful Payment in Magento Checkout**

**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).

![Reduced Header and Footer Option](image)

**Figure 3-17: Reduced Header and Footer Option**

You can also reduce the size of the header by removing the payment details and merchant logo but leaving the language selector and footer unchanged as shown below. To enable this option, please contact Skrill Merchant Services and ask for the Reduced Header option. This option is shown in the screenshot below (The standard payment form is shown on the left and the reduced header option on the right).
3.7. Payment Information

The Magento module provides payment information in the Order screen with information about the payment method used for an order.

![Payment Information Example](image)

The Payment Information section includes the following information shown in order:

1. The payment option selected in the Magento checkout.
2. The country the payment order originated from. This information is obtained by Geolocation using the Customer’s IP address.
3. The payment status. See Table 3-4 for a list of payment status values.
4. The payment method selected in the Skrill Payment form e.g. MasterCard, Skrill Wallet.
5. 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.
6. The currency the order was placed in using a 3 digit ISO 4217 currency code e.g. EUR for Euros.
3.7.1. Update Order

The Payment Information section also contains an Update Order button. This button is used to check an order’s payment status with the Skrill Payment Platform and re-send a status update. The payment information is then updated and the new status added to the Order screen Comment History section. This feature 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.

Table 3-4: Payment Status Values

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processed</td>
<td>Payment has been processed and reached your merchant account</td>
</tr>
<tr>
<td>Pending</td>
<td>Payment is waiting to be executed</td>
</tr>
<tr>
<td>Failed</td>
<td>Payment failed. A payment failure reason is displayed.</td>
</tr>
<tr>
<td>Chargeback</td>
<td>The customer has requested a chargeback for this order through the acquirer.</td>
</tr>
<tr>
<td>Abandoned by user</td>
<td>This status is returned if the customer decides to close the browser once the Skrill Payment form loads.</td>
</tr>
</tbody>
</table>

Figure 3-20: Update Order
3.8. Refunding Payments

The process for Refunding customer payments is as follows:

1. Go to Sales > Invoices in the Magento Admin Panel
2. Search for the customer’s invoice using the customer’s order number (Order #) or using the Customer’s name.
3. Click View to view the Invoice.
4. Check that the details are correct.
5. Click **Credit Memo** to open the Credit screen used to credit amounts to the customer.

![Figure 3-23: Click Credit Memo in Invoice screen](image)

6. Check the Grand Total value is correct and Click **Refund**. You will now be returned to the Order screen.

![Figure 3-24: Refund Payment](image)

**Warning:** Do not use Refund Offline as this will not Refund payments made through the Skrill Payment Platform.

7. Check that the Order comments have been updated with the correct refund.
3.8.1. Advanced configuration and troubleshooting

This section provides details of additional steps that may be required when setting up and configuring the Skrill Payment Solutions module.

3.8.2. Configuring Administrator permissions

If you are unable to view the Skrill Host Payment Solutions option on the Configuration Magento menu in the Magento Admin panel, you or your Magento administrator will need to update your user settings in Magento to an Administrator role.

To update your user role:

1. Select System > Permissions > Roles.

2. Select the Administrators role and click Save Role.

3. Select System > Configuration and then select Skrill Hosted Payment Solutions and the configuration of Skrill’s Payment services should now be displayed:
4. TESTING

This section provides details of how you can test your Skrill Magento installation. Contact Skrill merchant services, email newbusiness@skrill.com to request a test merchant account for Magento integration. Configure this account and the Magento module following the standard process listed in this guide.

We provide three test cards shown in the table below for use with test merchant accounts. When using these card numbers enter an Expiry date in the future and a random CVV number.

Table 4-1: Test Cards

<table>
<thead>
<tr>
<th>Brand</th>
<th>Card Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>MasterCard</td>
<td>5438311234567890</td>
</tr>
<tr>
<td>Visa</td>
<td>4000001234567890</td>
</tr>
<tr>
<td>American Express</td>
<td>371234500012340</td>
</tr>
</tbody>
</table>

Once you have finished testing, change the Skrill Settings section of the Magento module to use your production account. You are now ready to go live and start accepting customer payments.

We also provide a pre-configured Magento demo at http://magento.skrill.payreto.eu.

The administrator page for this demo is located at http://magento.skrill.payreto.eu/admin. The credentials to login as an administrator are as follows:

**Username:** skrillmerchant

**Password:** demo123skril

**Note:** Please do not modify the Skrill demo module settings.
Index

A
Advanced configuration 22

C
Configuring Magento 22
Configuring the Magento module 6

I
Installation steps 4
Installing and Configuring Magento 4
Installing Magento 4

M
Magento module 3

P
Prerequisites 4

R
Removing the header and reducing the footer 17

S
Skrill Quick Checkout 22

T
Testing 23
Troubleshooting 22

U
Uninstalling the Magento module 6