

Ingenico ePayments (Ogone) extension for Magento® 2: User Guide

This document covers the **usage and workflows** of the Ingenico ePayments (Ogone) extension.

User guide

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2 Features and usage

2.1 General information

For most payment methods, the settings in "Configuration -> Sales -> Payment methods" are self-explanatory.

The more complex payment methods and features are described below.

2.2 Alias Manager

The feature "Alias Manager" is supported by the following payment methods:

- Credit card
- Debit card
- Direct Debit

The Alias Manager allows registered (logged in) customers to see and reuse their payment information in the checkout, if they saved it during a previous purchase. To save the payment data, the customer has to select (enable) that option in the payment screen.

In the respective payment method, the option "Enable Alias Manager" must be set to "Yes" to offer this feature (see the setup guide).

If saved payment data is available, either the fields on the payment screen will be pre-filled, or (in newer module versions) a separate payment method named "Alias" will be shown in the checkout.

If the customer is not logged in (guest customer), a hint is displayed which informs the customer that the payment data can be stored. The text contains a link which allows the customer to directly create an account in the shop, which is needed to store the payment information.

Storage of payment data

The real payment data (card number, cardholder, expiry date, etc.) are never stored in the Magento® database. Only an Alias is stored, which acts as a reference key to the payment information which is stored at Ingenico ePayments (Ogone).

To view or delete the customer's payment data:

- In the Ingenico ePayments (Ogone) backoffice, go to "Payment information" and execute the desired action.
- In the Magento® admin panel, go to "Customers -> Manage customers".
- Open the desired customer.
- Select "Payment information".
- Execute the desired action.

For further information, please contact the Ingenico ePayments (Ogone) Customer Care.

2.3 Credit / debit card

There are several payment methods available for credit and debit card payments.

The main distinction is if the payment information is entered in an iFrame during the checkout (Direct Link), or on an external page after the checkout is completed (redirect).

Please see the setup guide for more details on the behavior and configuration of the various credit / debit card payment methods.

These payment methods support MoTo transactions, i.e. creating the payment from the Magento® admin panel. See [Trigger payments in admin panel \(MoTo\)](#) for more details.

2.4 Direct Debit

This payment method can be used for Germany, Austria, and the Netherlands. The customer can use their bank account data for payments.

	Germany	Austria	Netherlands
Account number required	yes	yes	yes
Bank code (BLZ) required	yes	yes	no
IBAN can be entered	yes	no	yes
BIC can be entered	yes	no	yes

If the customer enters IBAN, BIC, and the corresponding account data, then both IBAN and BIC are used for processing the payment.

This payment method supports MoTo transactions, i.e. creating the payment from the Magento® admin panel. See [Trigger payments in admin panel \(MoTo\)](#) for more details. The behavior will be the same as described above.

2.5 InterSolve

You can configure several brands, which can be selected by the customer during the checkout process. The selected brand will be transmitted to Ingenico ePayments (Ogone) (see the setup guide).

If only one brand is defined, the customer can't select a brand but it is directly displayed and it will be immediately transmitted to Ingenico ePayments (Ogone).

2.6 Payment using existing transaction

This special payment method is only usable in the Magento® admin panel, not in the regular shop checkout.

You can directly enter the payment ID of an existing Ingenico ePayments (Ogone) transaction. No request is sent to the Ingenico ePayments (Ogone) platform, and all state changes have to be executed manually.

2.7 Workflows

2.7.1 Invoicing

If you have configured "Payment Action: Authorization" in the Magento® payment services configuration, you must create the invoice to trigger the capture process at Ingenico ePayments (Ogone):

- Go to the order view in "Sales -> Orders" and open the desired order.
- On the top right, click on the "Invoice" button.
- Choose "Capture **Online**".
- Click the "Submit Invoice" button.

If you want the above to happen automatically, please set the option "Payment Services -> Payment Action" to "Direct Sale" (see the setup guide). **This is the recommended setting.** It will also trigger the [Invoice email](#) to the customer automatically.

2.7.2 Refunds (Credit Memo)

To create a refund (credit memo):

- Go to "Sales -> Orders".
- Select the desired order.
- Do **not** click the button "Credit memo" now! This will not work correctly.
- First, open the invoice which you want to refund.
- Then click "Credit memo" at the top right.
- Adjust the amount to refund, if needed.
- Click the "Refund" button to confirm. Do **not** use the "Refund Offline" button!

Depending of the payment method, the refund will be executed immediately, or after a delay by Ingenico ePayments (Ogone).

For some payment methods (e.g. iDEAL), you have to enable refunds in your Ingenico ePayments (Ogone) account.

Workflow for refunds

The "Credit Memo" button on the "Order view" page only creates an internal refund and does **not** trigger the refund action at Ingenico ePayments (Ogone). It is very important to first open the correct invoice in Magento®, and then click "Credit memo" at the top right!

Also make sure to use "Refund", **not** "Refund (offline)".

2.7.3 Cancellations

If the **authorisation was successful**, you need to use the "Void" button in the Magento® order view (see "Sales -> Orders" and click the desired order). You have to cancel the order using the "Void" button, **not** the "Cancel" button, due to gateway workflow reasons.

If the **status is "Pending Payment"** and the Ingenico ePayments (Ogone) status is "0" or "empty", you can cancel the order by using the "Cancel" button. This will result in the following:

- No gateway request is sent to Ingenico ePayments (Ogone).
- The stock is increased again.

Difference between "Cancel" and "Void"

To **cancel** an order means to cancel every transaction related to the order. This makes it impossible to create any further transactions (invoices, creditmemos, etc.).

The **void** action only cancels the invoice of the order (i.e. a capture transaction). This leaves the order itself intact for further capture operations.

2.7.4 Refresh payment status

Under normal circumstances, the Ingenico ePayments (Ogone) payment status (e.g. 46 or 9) will automatically be updated in Magento®, which triggers the relevant processes. See the chapter [View additional information](#).

If this automated status update does not work, you can use the button "Refresh Payment Status" after opening an order to manually pull the latest status from the Ingenico ePayments (Ogone) platform.

However, this should not be necessary if everything is setup correctly. The button exists only as a fallback option, e.g. in case of technical problems. Please see the setup guide on how to configure everything correctly.

2.7.5 Trigger payments in admin panel (MoTo)

The following payment methods support MoTo (Mail order / Telephone order) payments:

- Credit card (only Direct Link)
- Debit card (only Direct Link)
- Direct Debit
- PayPerMail
- Existing Ingenico ePayments (Ogone) transaction

"MoTo" means the payment process is triggered in the Magento® admin panel by an agent, e.g. while the customer is on the phone. Depending on the payment method, the agent enters the payment information on behalf of the customer, or the customer receives a link via email to complete the payment (PayPerMail).

In the respective payment method, the option "Enable for backend" must be set to "Yes" to allow MoTo (see the setup guide).

Please note

Inside the Magento® admin panel, redirect payment methods cannot be used. 3D Secure ("Verified by VISA", "MasterCard Secure Code") is also not possible.

This is because no external payment page can be displayed when creating an order in the Magento® admin panel.

2.7.6 View additional information

To see additional payment information in the Magento® admin panel:

- Go to "Sales -> Orders" and open the desired order.
- See the box "Payment Information" below the address information.

This shows the payment method (e.g. VISA), payment ID, payment status (e.g. 9), and the currency.

You can also check the order comments. These contain the history of the payment status changes with time and date.

2.7.7 Resend payment information

For incomplete or failed payments, you can use the button "Resend payment information" on the order details page. This triggers an email to the customer. The email contains a link which takes the customer to a payment page, where any Ingenico ePayments (Ogone) payment method can be selected to complete the payment for the existing order.

This feature allows completing orders for which the payment process has been aborted (e.g. by closing the browser), or the payment has failed in such a way that the customer was unable to recover the order.

2.7.8 Invoice email

The invoice email will be sent to the customer if:

- the payment is captured in Magento®, and
- the invoice is created, and
- the option "Send Invoice to Customer" is set to "Yes" (see the setup guide).

See the section [Invoicing](#) for more details.

2.7.9 Shipment email

The creation of a shipment confirmation email is not related to the payment process. It behaves according to the Magento® standard, i.e. when the shipment is created in Magento®.

3 Payment status mapping

Note the distinction between the different **states** for orders, invoices, refunds / credit memos, and the Ingenico ePayments (Ogone) **status**. They are not the same thing, but affect each other.

- Orders in an intermediate status (two digit status 5x, 9x, and 46) after order placement will be in "payment review" state, and for the 9x statuses the invoice should have been created and be in state "pending".
- Orders that have been placed but no actual payment has been made (statuses 41 and 5) will have "pending payment" state.
- Orders with a declined payment (status 2) will also have "pending payment" state, and no invoice will be created.
- If the order was in "payment review" and is not a 3D Secure payment, the status will remain in "payment review" when status 2 is received.
- Orders in status 9 and 95 (handled by merchant) will be in "processing" state and have an invoice in "paid" state.
- Refunds (credit memos):
 - will immediately get created in state "pending" (8x statuses) and the order will go to state "closed".
 - The refund goes to "canceled" state if the postback-Feedback indicates a failed refund, and the order state will go back to "processing".
 - Upon successful feedback (status 8 or 85), the order state will stay in "closed" and the refund state goes to "refunded".

4 Technical support

In case of questions or problems, have a look at the Knowledge Base (FAQ). Try entering the error message (or part of it) into the search function.

<http://ingenico.support.netresearch.de/>

If the problem cannot be resolved, please contact the Ingenico ePayments (Ogone) Customer Care team:

support@ecom.ingenico.com