



Adding the payment button for Sofort

Implementation Guide

Document version 2.0

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1. HISTORY OF THE DOCUMENT

| Version | Author | Date | Comment |
|---------|--------------|------------|--|
| 2.0 | Lyra Network | 11/02/2020 | Document overhaul |
| 1.8 | Lyra Network | 08/08/2019 | <ul style="list-style-type: none">The creation process of a Sofort merchant ID from the Merchant Back Office has been updated.Addition of the Understanding the result of a SOFORT authorization chapter |
| 1.7 | Lyra Network | 03/04/2018 | Authorized operations: details provided concerning refund. |
| 1.6 | Lyra Network | 11/10/2017 | <ul style="list-style-type: none">Updating the Sofort graphic charter.Addition of the chapter <i>Generating a payment form</i>The creation process of a Sofort merchant ID has been updated. |
| 1.5 | Lyra Network | 13/12/2016 | Additional information on the Sofort payment process (information displayed depends on the buyer bank country and information on test mode). |
| 1.4 | Lyra Network | 21/10/2016 | Supported currencies updated. |
| 1.3 | Lyra Network | 27/10/2015 | Processing data specific to the response of a Sofort bank transfer : INITIAL status added. |
| 1.2 | Lyra Network | 08/07/2015 | Chapter added: <ul style="list-style-type: none">Managing the buyer bank country via the form payment |
| 1.1 | Lyra Network | 22/05/2015 | Additional information: <ul style="list-style-type: none">Supported countriesSupported currencies |
| 1.0 | Lyra Network | 07/04/2015 | Initial version in DITA format |

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2. OBTAINING HELP

Viewing online documentation

Looking for help? See our online documentation

| | |
|----------------------------------|---|
| In France | https://payzen.io/fr-FR/faq/sitemap.html |
| In Europe | https://payzen.io/en-EN/faq/sitemap.html |
| In Latin America (except Brazil) | https://payzen.io/lat/faq/sitemap.html |
| In Brazil | https://payzen.io/pt-BR/faq/sitemap.html |
| In India | https://payzen.io/in/faq/sitemap.html |

We are constantly improving the understanding and proper use of our technical documentation. We appreciate any constructive remarks on your part.

Please send your comments and suggestions about the documentation to the e-mail address support@payzen.eu.

Getting in touch with technical support

For technical inquiries or support, you can reach us from Monday to Friday, between 9 a.m. and 6 p.m.

| | By phone | By e-mail |
|----------------------------------|--|--|
| In France | 0811708709 <small>Service fee 0,06 € / min + call charge</small> | support@payzen.eu |
| In Europe | +33 820902103 <small>Service fee 0,12 € / min + call charge</small> | support@payzen.eu |
| In Latin America (except Brazil) | N/A | soporte@payzen.lat |
| In Brazil | +55 (11) 3336-9217 +55 (11) 3336-9209 | suporte@payzen.com.br |
| In India | +91 (022) 33864910 / 932 | support.pg.in@lyra.com |

and via your Merchant Back Office, menu **Help** > **Contact support**

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number).

This information is available in the “registration of your shop” e-mail or in the Merchant Back Office (**Settings** > **Shop** > **Configuration**).

3. PRESENTATION



Sofort is the most widespread payment method in Germany.

Based on wire transfer, it allows the buyer to be redirected to the secure payment site of his/her bank and thus to transfer the amount to pay to the merchant's account.

The merchant receives a real-time confirmation of payment, allowing him to ship the order more quickly.

Sofort Banking covers a large majority of Banks in several European countries, which makes it an essential payment method if you are willing to develop your business in Europe.



Supported currencies

- EUR
- CHF
- GBP
- HUF
- PLN
- SEK
- CZK



Supported countries

- Germany
- Spain
- Italy
- United Kingdom
- Austria
- France
- The Netherlands
- Slovakia
- Belgium
- Hungary
- Czech Republic
- Switzerland



Additional information

- Debit is immediate (no capture delay).
- Transaction validation is automatic (no manual validation).
- No capture file is sent to the acquirer.
- Refund is possible only if you have associated your SOFORT Banking project to a bank account at **Deutsche Handelsbank**.

4. TECHNICAL DETAILS

Important information regarding the addition of this payment method:

- **Type of integration**

Only available via integration with payment form redirection.

- **Authorization validity period**

0 day

- **Network code**

SOFORT

- **Value of the vads_card_brand field**

SOFORT_BANKING

- **Supported currencies**

EUR; CHF; GBP; HUF; SEK; PLN; CZK

- **Supported countries**

AT; BE; DE; ES; FR; IT; NL; HU; CH; PL; CZ; GB; SK

- **Operations available for transactions**

- Refund (total and partial) with Deutsche Handelsbank.

- **Restrictions**

This payment method does not support the following functionalities:

- Integration by iframe
- Installment payment
- Tokenization and payment by token
- Recurring payment by token
- MOTO payment
- Cancellation
- Transaction duplication
- Transaction modification
- Transaction validation
- Bank reconciliation and chargebacks

5. PREREQUISITES

For the merchant

The process of adding the SOFORT Banking payment option to your merchant website is simple. It consists in:

- Creating a **SOFORT account** if you do not have an account.
- Using a **SOFORT account** if you have an account.
- Activating the option **SOFORT payment** with the help of the sales contact of your payment gateway.

For the buyer

Signing up to SOFORT Banking is free and is done on the SOFORT website. The buyer must:

- select the bank for which he has an online account,
- connect to his bank application,

The information is encrypted and transmitted to the buyer's online bank.

- enter the confirmation code received from the bank (via SMS) in order to register or validate a bank transfer.

5.1. Creating a Sofort account

To be able to integrate the **SOFORT Banking** payment method into the payment page, you must first subscribe to SOFORT.

To do this:

1. Connect to : <https://www.sofort.com/payment/users/register/>
2. Fill in the registration form.

The image shows the Klarna registration form for merchants. The form is titled "Registration for merchants" and includes a sidebar with navigation links: OVERVIEW, Register, Login, Forgot your password?, and Forgot customer number/alias?. The main form is divided into three sections: Company data, Contact data, and Tax. The Company data section includes fields for Country of company location (Germany), Salutation (Company), Company, Additional name, Legal Entity, Street, Additional street, Post code, City, Area (Please select), and Website (http://). The Contact data section includes fields for Tertiary Contact, Email, Repeat email, and Telephone (+49). The Tax section includes fields for USt-IdNr (DE), Tax number, and a checkbox for Small business. At the bottom, there is a checkbox for accepting terms and conditions, a code entry field, and a "Register for free" button. The footer contains copyright information: © 2017 Sofort GmbH | Imprint | Cookie Policy | I

Figure 1: SOFORT Banking registration form.

3. Click on **Register for free**.

A confirmation e-mail will be sent to the address specified in the registration form.

4. Click on the link in the received e-mail to create a password.

It will give you access to your SOFORT merchant menu.

Once activation is completed, you will immediately have access to your SOFORT merchant menu.

5.2. Signing in the Sofort merchant area

Once you are registered, you can access to your Sofort merchant area.

To do this:

1. Connect to : <https://www.sofort.com/payment/>

Klarna. DE EN ES FR IT HU NL PL SK CS FI

OVERVIEW
Register
Login
Forgot your password?
Forgot customer number/alias?

Merchant login

Please log in using your customer number or alias and password.

Login

Customer number or alias:

Password:

Login

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Figure 2: Signing in the Sofort merchant area

2. Enter your customer number or alias and password.

3. Click on **Login**.

The merchant menu appears.

Klarna. DE EN ES FR IT HU NL PL SK CS FI

Customer no.: 90710
Logout

Good afternoon, welcome to your merchant menu

Your last login was on: 11/06/2017 11:17:27

| | Today | This month | This year |
|----------|--------|------------|-----------|
| Sofort | 0 | 0 | 0 |
| Transfer | 0,00 € | 0,00 € | 0,00 € |

Search transaction

Transaction ID:

Search

Information and tips

08/16/2017
Sofort and Klarna are getting a makeover!
Dear Merchant, Since the very start, our goal has been to simplify buying online. In 2014, Sofort was acquired by Klarna and the Klarna Group was established. Much has...

08/16/2017
Sofort und Klarna bekommen einen neuen Look!
Liebe Händler, seitdem wir uns kennen, verfolgen wir das Ziel, das Einkaufen im Internet zu vereinfachen. Im Jahr 2014 hat sich Klarna mit Sofort zusammengeschlossen und die...

Follow us

Contact

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For technical questions, please contact:
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Fax: +49 89 20 20 889 - 699

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Figure 3: Sofort merchant menu

5.3. Adding a new project from your Sofort merchant area

A project allows the merchant to configure all the information concerning:

- the shop,
- the bank account details,
- the mode (test or production) for the payment gateway.

To create a project:

1. In the **Projects menu, select **New project**.**

The project type selection page appears.

Add new project

Choose your project type

Please select an appropriate project type to use Sofort in your (shop) system. The type depends on how your (shop) system communicates with Sofort.

? You do not know which project type is appropriate for you?
[Click here](#) and search for your underlying (shop) system.

The screenshot shows a user interface for selecting a project type. It features two main panels: 'Gateway project' and 'Classic project'. The 'Gateway project' panel includes the following details: 'You use our current interface with XML' and 'You configure your (shop) system for Sofort by specifying the following fields: UserID, ProjectID, and API key / configuration key'. The 'Classic project' panel includes: 'You use our interface with name-value-pair (NVP) via HTTP Get' and 'You configure your (shop) system for Sofort by specifying the following fields: UserID, ProjectID, Project password, and if applicable notification password'. Below these panels is a pink arrow pointing right with the word 'or' inside it. At the bottom right, there is a pink button labeled 'Create project' with the text 'Please select project type.' below it.

Further information

- Self-integration: Would you like to learn more on our interfaces and the option of self-integration, click [here](#).
- Please note: You can only use products activated before. If you want to use additional Sofort products, activate them in the menu under [Product activation](#).

Create project
Please select project type.

Figure 4: Project type selection.

2. Select **Gateway project.**

3. Click on **Create project.**

The new project creation page appears.

You will be asked to fill in various details :

- **General settings**
 1. Fill in the name of your store.
 2. Select **PayZen e- & m-payment** to specify your shop system.
 3. Select your business sector from the list.
 4. Enter the URL of your website.
- **Address**

1. Select your **Salutation (Company, Mr. or Mrs.)**.
 2. Enter the name of your company or your first and last name.
 3. Enter your address (**Street, Post code, City and Country**).
- **Bank account**
 1. Enter the bank account holder's name.
 2. Enter the IBAN.
 3. Enter the Bank name.
 - **Settings for all payment methods**

This type of information is optional.

We recommend not to fill in this information.

The information entered in the Merchant Back Office will be used.
 - **Payment method**
 1. Check the Sofort box.
 2. Click on **Options** to display the general product settings.

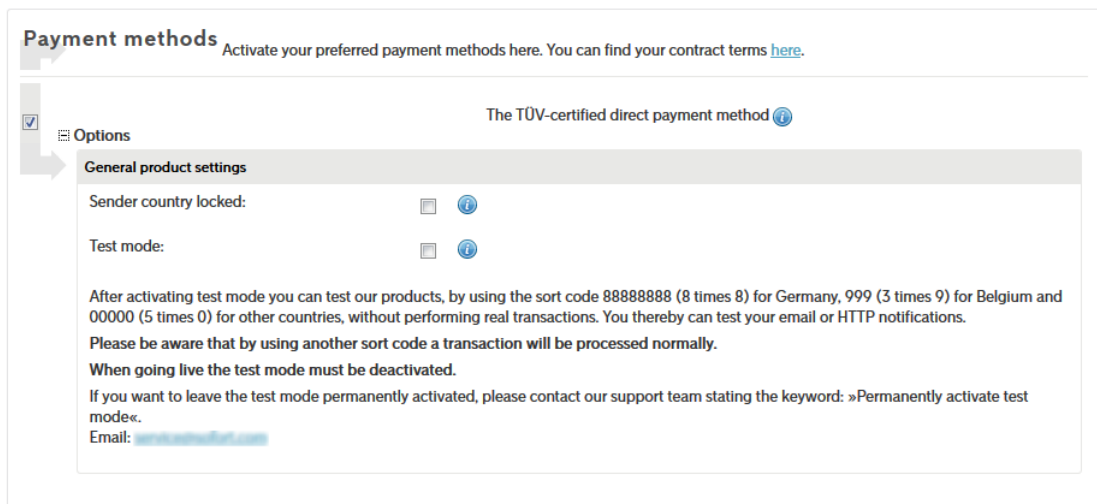


Figure 5: Configuring the Sofort payment method options

3. Select the mode for soliciting the payment gateway :
 - **Test** : for making test transactions.
 - **Production** : for making real transactions. To do this, uncheck **Test mode**.

Note :

*The value of the **vads_ctx_mode** field of the PayZenform must match with the field value of the Sofort interface. If the values do not match, the payment is declined.*

4. Make sure that the **Sender country locked** box is not checked.

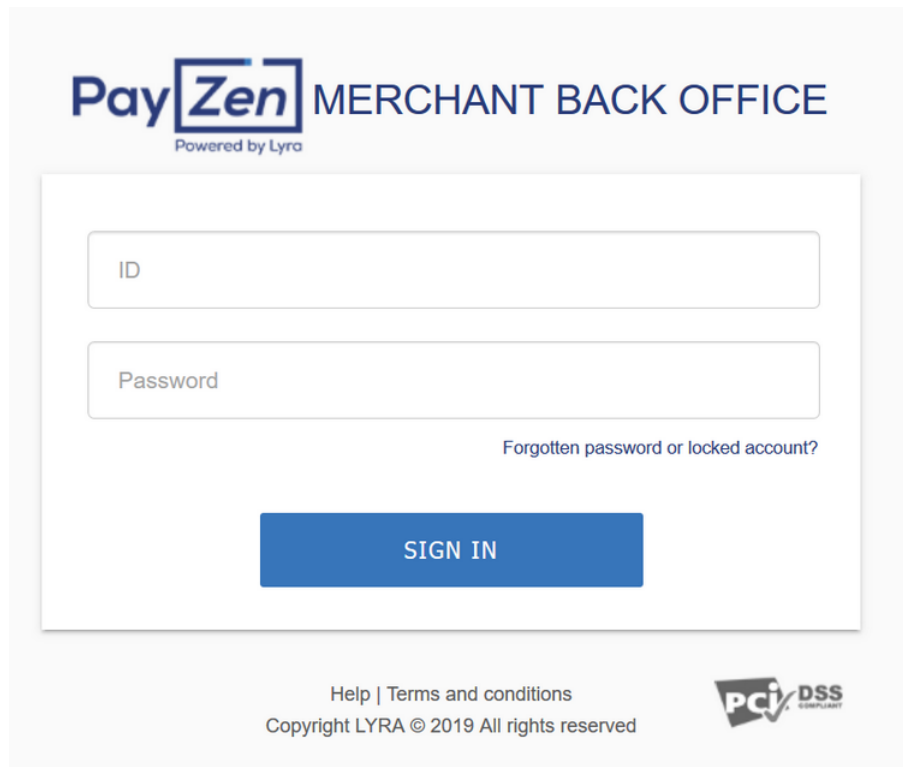
The buyer will thus be able to choose both country and bank once redirected to **SOFORT Banking**.

4. click on **Save**.

5.4. Signing in to the Merchant Back Office

Sign in the Back Office:

<https://secure.payzen.eu/vads-merchant/>



PayZen **MERCHANT BACK OFFICE**
Powered by Lyra

ID

Password

[Forgotten password or locked account?](#)

SIGN IN

Help | Terms and conditions
Copyright LYRA © 2019 All rights reserved

PCI DSS

1. Enter your login.

The login is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifiers - [your shop name]**).

2. Enter your password.

The password is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifiers- [your shop name]**).

3. Click Sign in.

After 3 password entry errors, the user's account is locked. Click on the link **Forgotten password or locked account** to reset.

5.5. Adding a Sofort account in the Merchant Back Office

Once successfully registered with Sofort, you must configure your Sofort account in your Merchant Back Office. This will allow you to integrate this payment method into the payment page of your merchant website.

1. Select **Company** in the **Settings** menu.
2. Select the **Merchant IDs** tab.
3. Click the **Create a Merchant ID (MID)** button.
The **Selection of Merchant ID type** dialog box appears.
4. Select **SOFORT**
The merchant ID creation assistant opens.

The screenshot shows a dialog box titled "Creation of a SOFORT Merchant ID (MID)". The subtitle is "Step 1 of 1: Merchant ID (MID) details SOFORT". The main content area is titled "Merchant ID (MID) details SOFORT" and contains four input fields, each with a red asterisk indicating it is required: "Merchant ID (MID) *", "Project ID *", "API key *", and "Sale country *". Below these fields is a "Mode" section with two radio buttons: "Test" (selected) and "Production". At the bottom right of the dialog are two buttons: "Terminate" and "Cancel".

5. Fill in the **Merchant ID**, the **Project ID** and the **API Key**.
Their values can be found via your Sofort interface in the **PROJECTS > My projects**)
The "Merchant ID" corresponds to the "Customer number".
6. Select the **"Sale country"** that will be used as default country for payments.
This value can be overridden in the payment form, using the **vads_cust_country** field.
7. Select the mode (**TEST** or **PRODUCTION**) as it is defined in your Sofort project.
You can change this value at any time.
8. Click **Terminate**.

Once the Merchant ID has been created, click the **"Associate with a shop"** button and associate it with a shop of your choosing.

6. PAYMENT PROCESS

You will find below the payment flow of a payment via Sofort:

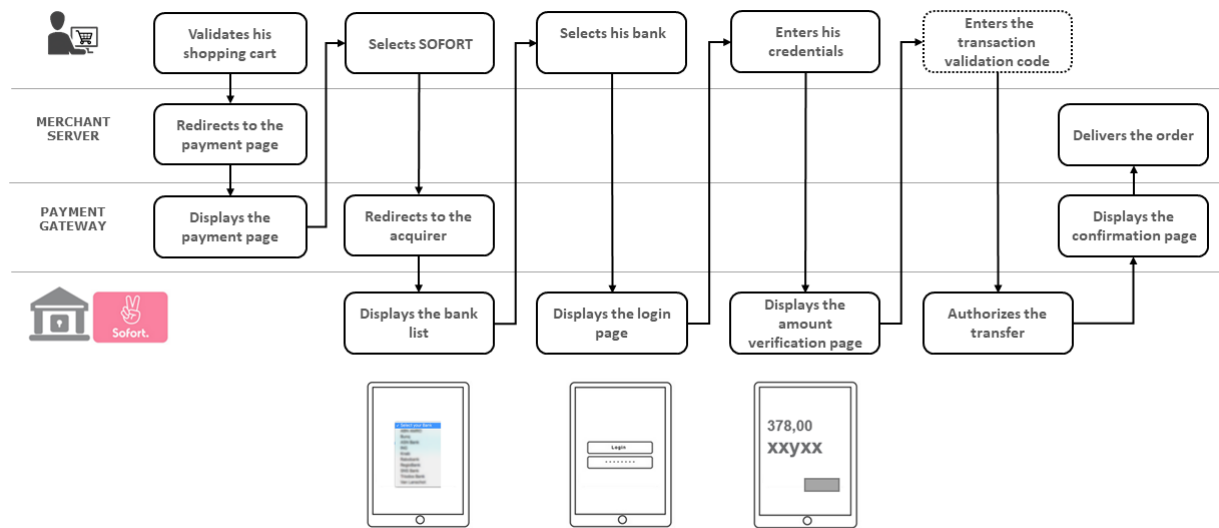


Figure 6: Exchange process

7. ESTABLISHING INTERACTION WITH THE PAYMENT GATEWAY

The interaction with the payment gateway is described in the *Hosted Payment Page Implementation Guide*, available in the website.

The merchant website and the payment gateway interact by exchanging data.

To create a payment, this data is sent in an HTML form via the buyer's browser.

At the end of the payment, the result is transmitted to the merchant website in two ways:

- automatically by means of notifications called Instant Notification URLs (also known as IPN for Instant Payment Notification).
- by the browser when the buyer clicks the button to return to the merchant website.

To guarantee the security of the exchange, the data is signed with a key known only to the merchant and the payment gateway.

8. SETTING UP NOTIFICATIONS

Several types of notifications are provided in the Merchant Back Office.

- Instant Payment Notification URL call
- E-mail sent to the merchant
- E-mail sent to the buyer
- SMS sent to the merchant
- SMS sent to the buyer

They allow to manage the events (payment accepted, payment abandoned by the buyer, payment canceled by the merchant, payment validated by the merchant, etc.) that will trigger a notification to the merchant website, the merchant or the buyer.

The notifications of Instant Payment Notification URL call type are the most important as they represent the only reliable way for the merchant website to obtain the payment result.

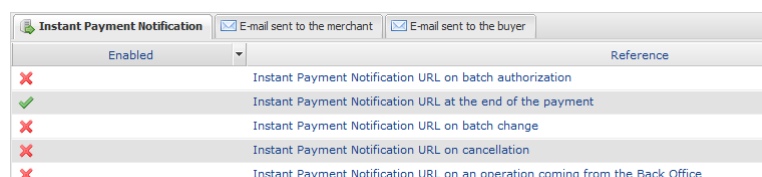
If the payment gateway is unable to access the URL of your page, an e-mail will be sent to the shop administrator.

It contains:

- The HTTP code of the encountered error
- Parts of error analysis
- Its consequences
- Instructions to resend from the Merchant Back Office the notification to the URL already specified above.

To access notification rule management:

Go to the following menu: **Settings > Notification rules.**



| Instant Payment Notification | |
|---|--|
| <input checked="" type="checkbox"/> E-mail sent to the merchant | <input checked="" type="checkbox"/> E-mail sent to the buyer |
| Enabled | Reference |
| ✘ | Instant Payment Notification URL on batch authorization |
| ✔ | Instant Payment Notification URL at the end of the payment |
| ✘ | Instant Payment Notification URL on batch change |
| ✘ | Instant Payment Notification URL on cancellation |
| ✘ | Instant Payment Notification URL on an operation coming from the Back Office |

8.1. Setting up the Instant Payment Notification

This rule allows to notify the merchant website in the following cases:

- Payment accepted
- Payment refused

This notification is required to communicate the result of a payment request.

It will inform the merchant website of the payment result even if your client has not clicked the “Return to the shop” button.

1. Right-click the **Instant Payment Notification URL at the end of payment** line.
2. Select **Manage the rule**.
3. Enter the **E-mail address(es) to notify in case of failure** field in the **General settings** section.
To specify several e-mail addresses, separate them with a semi-colon.
4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the form API format.
6. Save the modifications.

9. GENERATING A PAYMENT FORM

To generate a payment request, you must create an HTML form as follows:

```
<form method="POST" action="https://secure.payzen.eu/vads-payment/">
  <input type="hidden" name="parameter1" value="value1" />
  <input type="hidden" name="parameter2" value="value2" />
  <input type="hidden" name="parameter3" value="value3" />
  <input type="hidden" name="signature" value="signature"/>
  <input type="submit" name="pay" value="Pay"/>
</form>
```

It contains:

The following technical elements:

- The `<form>` and `</form>` tags that allow to create an HTML form.
- The `method="POST"` attribute that defines the method used for sending data.
- The `action="https://secure.payzen.eu/vads-payment/"` attribute that defines where to send the form data.

Form data:

- The shop ID.
- Information about the payment depending on the use case.
- Additional information depending on your needs.
- The signature that ensures the integrity of the form.

This data is added to the form by using the `<input>` tag:

```
<input type="hidden" name="parameter1" value="value1" />
```

For setting the `name` and `value` attributes, see the **Data dictionary** chapter also available in the online document archive.

All the data in the form must be encoded in **UTF-8**.

Special characters (accents, punctuation marks, etc.) will then be correctly interpreted by the payment gateway. Otherwise, the signature will not be computed correctly and the form will be rejected.

The **Pay** button that will allow to send data:

```
<input type="submit" name="pay" value="Pay"/>
```

Different use cases are presented in the chapters below. They will allow you to adapt your payment form to your needs.

The following table lists the different formats that you can encounter when building your form.

| Notation | Description |
|-----------|---|
| a | Alphabetic characters (from 'A' to 'Z' and from 'a' to 'z') |
| n | Numeric characters |
| s | Special characters |
| an | Alphanumeric characters |
| ans | Alphanumeric and special characters (except '<' and '>') |
| 3 | Fixed length of 3 characters |
| ..12 | Variable length up to 12 characters |
| json | <p>JavaScript Object Notation.</p> <p>Object containing key/value pairs separated by commas.</p> <p>It starts with a left brace "{" and ends with a right brace "}".</p> <p>Each key/value pair contains the name of the key between double-quotes followed by ":", followed by a value.</p> <p>The name of the key must be alphanumeric.</p> <p>The value can be:</p> <ul style="list-style-type: none"> a chain of characters (in this case it must be framed by double-quotes) a number an object a table a boolean empty <p>Example: {"name1":45,"name2":"value2", "name3":false}</p> |
| enum | <p>Characterizes a field with a complete list of values.</p> <p>The list of possible values is given in the field definition.</p> |
| Enum list | <p>List of values separated by a ";".</p> <p>The list of possible values is given in the field definition.</p> <p>Example: vads_payment_cards=VISA;MASTERCARD</p> |
| map | <p>List of key / value pair separated by a ";".</p> <p>Each key / value pair contains the name of the key followed by "=", followed by a value.</p> <p>The value can be:</p> <ul style="list-style-type: none"> a chain of characters a boolean a json object an xml object <p>The list of possible values for each key/value pair is provided in the field definition.</p> <p>Example: vads_theme_config=SIMPLIFIED_DISPLAY=true;RESPONSIVE_MODEL=Model_1</p> |

9.1. Creating a Sofort payment request

1. Use all the fields presented in the table below to create your payment form.

| Field name | Description | Format | Value |
|--------------------|---|--------|--|
| vads_payment_cards | Allows to force the card type to use. Leave empty to let the buyer choose between the eligible payment methods (depending on the currency, the minimum or maximum amount, the technical constraints) associated with the shop. | enum | <ul style="list-style-type: none"> SOFORT_BANKING to directly call the Sofort payment button. VISA;SOFORT_BANKING to provide the choice between VISA and Sofort. |
| vads_page_action | Action to perform | enum | PAYMENT |

| Field name | Description | Format | Value |
|----------------------------|--|--------|--|
| vads_amount | Payment amount in the smallest currency unit (cents for euro). | n..12 | E.g.: 3000 for 30,00 EUR |
| vads_ctx_mode | Defines the mode of interaction with the payment gateway. | enum | TEST or PRODUCTION |
| vads_currency | Numeric currency code to be used for the payment, in compliance with the ISO 4217 standard (numeric code). | n3 | Possible values: <ul style="list-style-type: none"> • 978 (EUR) • 752 (SEK) • 756 (CHF) • 203 (CZK) • 826 (GBP) • 348 (HUF) • 985 (PLN) |
| vads_action_mode | Acquisition mode for payment method data | enum | INTERACTIVE |
| vads_cust_country | Country code in compliance with the ISO 3166 standard | a2 | Possible values: <ul style="list-style-type: none"> • AT • BE • DE • HU • CH • ES • FR • IT • NL • CZ • SK • GB • PL |
| vads_payment_config | Payment type | enum | SINGLE |
| vads_site_id | Shop ID | n8 | E.g.: 12345678 |
| vads_trans_date | Date and time of the payment form in UTC format | n14 | Respect the YYYYMMDDHHMMSS format E.g.: 20200101130025 |
| vads_trans_id | Transaction number | an6 | E.g.: xrT15p |
| vads_version | Version of the exchange protocol with the payment gateway | enum | V2 |

2. Add optional fields depending on your requirements (see chapter **Using additional features** of the *Hosted Payment Page Implementation Guide* available in our online document archive).
3. Compute the value of the **signature** field using all the fields of your form that start with **vads_** (see chapter **Computing the signature** of the *Hosted Payment Page Implementation Guide* available in our online document archive).

10. SENDING THE PAYMENT REQUEST

The buyer will be able to finalize his/her purchase once he/she is redirected to the payment page.

The buyer's browser must transmit the payment form data.

10.1. Redirecting the buyer to the payment page

The URL of the payment gateway is:

<https://secure.payzen.eu/vads-payment/>

Example of parameters sent to the payment gateway:

```
<form method="POST" action="https://secure.payzen.eu/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="2990" />
<input type="hidden" name="vads_ctx_mode" value="TEST" />
<input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_cust_country" value="FR" />
<input type="hidden" name="vads_cust_email" value="me@example.com" />
<input type="hidden" name="vads_order_id" value="CMD012859" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_trans_date" value="20190626101407" />
<input type="hidden" name="vads_trans_id" value="362812" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="NM25DPLKEbtGEHCDHn8MBT4ki6aJI/ODaWhCzCnAfvY=" />
<input type="submit" name="pay" value="Pay" />
</form>
```

10.2. Processing errors

If the payment gateway detects an error while receiving the form, an error message will appear and the buyer will not be able to proceed to the payment.

In TEST mode

The message indicates the source of the error and provides a link to the error code description to help you fix it.

In PRODUCTION mode

The message simply indicates to the buyer that a technical problem occurred.

In both cases the merchant receives a notification e-mail.

It contains:

- the source of the error,
- a link to possible causes to facilitate its analysis,
- all the fields of the form.

A description of the error codes with their possible causes is available on our website

<https://payzen.io/en-EN/error-code/error-00.html>

11. ANALYZING THE PAYMENT RESULT

The analysis of the payment result is described in the **Hosted payment page Implementation Guide** available in our online documentation archive (<https://payzen.io/en-EN/>).

This document only describes the steps of processing data relative to the response of a payment made by **Sofort** wire transfer.

11.1. Processing the response data

Here is an example of analysis to guide you through processing the response data.

1. Identify the order by retrieving the value of the **vads_order_id** field if you have transmitted it in the payment form.

Make sure that the order status has not already been updated.

2. Retrieve the payment result transmitted in the **vads_trans_status** field.

Its value allows you to define the order status.

| VALUE | DESCRIPTION |
|------------------|---|
| CAPTURED | Captured The transaction is accepted. It is visible in the Captured transactions tab. Debit is immediate (no capture file is sent to the acquirer). |
| REFUSED | Declined Transaction is declined. |
| ABANDONED | Abandoned payment abandoned by the buyer. The transaction has not been created, and therefore cannot be viewed in the Merchant Back Office. |

3. Retrieve the payment reference transmitted in the **vads_trans_id** field.

4. Retrieve the value of the **vads_trans_date** field to identify the payment date.

5. Retrieve the used amount and currency. To do this, retrieve the values of the following fields:

| Field name | Description |
|----------------------|--|
| vads_amount | Payment amount in the smallest currency unit. |
| vads_currency | Numeric code of the currency used for the payment. |

6. Retrieve the used payment method by analyzing the **vads_card_brand** field.

7. Retrieve all the order, buyer and shipping details.

These details will be provided in the response only if they have been transmitted in the payment form.

Their values are identical to the ones submitted in the form.

8. Proceed to order update.

11.2. Analyzing the result of the authorization request

The result of the authorization is specified in the **vads_auth_result** field.

Below are the values returned by the acquirer:

| CODE | DESCRIPTION |
|------|-------------------|
| 0 | Payment accepted |
| 1 | Payment canceled |
| 2 | Payment abandoned |

12. MANAGING YOUR SOFORT TRANSACTIONS VIA THE MERCHANT BACK OFFICE

12.1. Viewing the transaction details

1. From the **Management > Transactions** menu, select the tab of your choice.
 - Accepted Sofort transactions can be viewed in the Captured transactions tab.
 - Declined Sofort transactions can be viewed in the Transactions is progress tab.
2. Double click the desired transaction.

Details of a captured transaction: 681702

Details | Buyer | Risk assessment | Event log

Transaction identification

| | |
|-----------------------------|----------------------------------|
| Transaction : | 681702 |
| Transaction UUID : | d5f73d377dcc4657942e486e49eaddde |
| Sofort transaction number : | 90710-184685-5A03453E-C071 |
| Shop : | BOUTIQUE DEMO 70258842) |
| Submitted amount : | EUR 30.00 |
| Type : | Debit |

Transaction life cycle

| | |
|--------------------------|---------------------|
| Status : | Captured |
| Creation date : | 08/11/2017 18:56:11 |
| Requested capture date : | 08/11/2017 18:56:11 |
| Reconciliation status : | To be analyzed |

Payment method

| | |
|------------------|----|
| Payment method : | So |
|------------------|----|

Authorization

| | |
|------------------------|---------------------|
| Merchant ID (MID) : | 90710:184685 |
| Pre-authorization : | None |
| Authorization return : | 0: Payment accepted |
| Authorization date : | 08/11/2017 19:01:03 |

Technical data

Source details

| | |
|-------------------|---------------------------|
| Payment source : | E-commerce |
| Payment made on : | Firefox 56.0. (Windows 7) |

Refund | Cancel | Duplicate | Report | Close

12.2. Making a refund

IMPORTANT

Refunding a SOFORT Banking transaction is possible only if your SOFORT Banking project has been associated with a bank account at Deutsche Handelsbank.

To perform a refund.

1. From the **Management > Transactions** menu, select the **Captured transactions** tab.
2. Select a SOFORT Banking transaction.
3. Right-click to view the list of authorized operations.
4. Select **Making a refund**.
The dialog box **Transaction refund** appears.
5. Enter the amount that you wish to refund.
6. Click **Refund**.
Details of this operation appear.

12.3. Manual reconciliation

1. From the **Management > Transactions** menu, select the **Captured transactions** tab.
2. Right click a SOFORT Banking transaction.
3. Select **Manual reconciliation**.
4. Confirm that you wish to perform a manual reconciliation for the selected transaction.
The **Comment** dialog box appears.
5. Enter a comment for this reconciliation
6. Click **OK**.

The status of the reconciliation changes to **Reconciled**.