

Digital River Global Commerce v 2.1.1
Extension For Magento
User Guide

Introduction

Use the Digital River Global Commerce v. 2.1.1 Extension for Magento to create seamless shopping experiences while Digital River works behind the scenes to process payments, fight fraud, fulfill orders, and shield your business from a global tax and regulatory risk. Digital River enables localized payment methods, tax calculation, and secure localized payment processing to minimize declines and foreign transaction fees. Beyond payments, Digital River helps to minimize chargebacks, optimize billing to increase authorization rates, and manage global taxes and regulatory compliance.

The Digital River Global Commerce v. 2.1.1 Extension for Magento is essential for companies looking to enter new global markets and configure their store locales with the right local payment methods, language, and currency. This is the only extension you will need for payments, fraud, tax, financial reconciliation, and compliance. A Digital River account is required to use this extension. If you do not have a Digital River account, contact magento@digitalriver.com.

How it works

- Use the Digital River Global Commerce v. 2.1.1 Extension for Magento to enable Digital River to be the merchant of record for storefronts hosted in Magento.
 - Magento maintains all pricing and product data.
 - Digital River maintains minimal product data to fulfill the requirements for the merchant of record for tax calculations, tax collections, tax payments, and payment processing.
 - Digital River automatically syncs with Magento via the extension, to acquire the information needed to calculate taxes and enable the merchant of record functions.
 - Digital River maintains a copy of the cart, customer, and order, while Magento retains the original data.
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Features

- Payment processing
 - PCI compliance
 - Tokenization
 - Acquirer redundancy
 - Billing optimization
 - Multi-currency support and conversion
 - Tax calculation
 - Tax management (registration, collection, filing, and remittance)
 - Fraud screening (24/7 protection from transactional fraud)
 - Advanced fraud management
 - Fraud liability guarantee
 - Chargeback mitigation and dispute management
 - Global regulatory compliance (e.g., GDPR, CCPA, and PSD2)
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What's new in version 2.1.1

- Payment processing using [Digital River Drop-in](#)
 - [Landed Costs](#) calculator
 - [Automated catalog sync](#)
 - [Terms of sale, privacy policy, and acceptance check box during checkout](#)
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Requirements

The Digital River Global Commerce v. 2.1.1 Extension for Magento (drpay) is available for three editions of Magento:

- Magento 2 Open Source
- Magento 2 Commerce
- Magento 2 Hosted Cloud

Your store must be running on Magento 2 version 2.3.x or 2.4.

Supported Browsers: Chrome 42 or later; Firefox 31 or later, Safari 7 or later, Edge 42 or later

Limitations, constraints

The following Magento features are not supported:

- Fixed Price (Static)
Bundles
- Store Credit
- Gift Cards
- Customer Service Agent Order
Placement
- Multiple Shipping Addresses

Install the Digital River Extension

Install using Composer

1. Run the following Composer command in the root of Magento:

```
composer require digitalriver/module-drpay
```

2. Update Magento to execute the install and update scripts in the command line in the root of Magento by executing:
`bin/magento setup:upgrade`
3. In the Magento Admin panel click **System**, click **Cache Management**, and then click **Flush Cache Storage**.
4. Log out of Magento and then log back in.

Configure the Digital River Extension

Configuring the Digital River Extension

A Digital River account is required to use this extension. If you do not have a Digital River account, contact magento@digitalriver.com.

1. [Retrieve API credentials from the Digital River dashboard](#)
2. [Configure the Digital River admin settings in Magento](#)
3. [Configure the payment method settings](#)
4. [Configure other store settings in Magento](#)

Step 1: Retrieve API credentials from the Digital River dashboard

The Digital River dashboard is your portal to your Digital River account. Dashboard is where you retrieve your API keys, view Payouts, or search API logs.

Sign in to [Dashboard](#). On the **API keys** page, make note of the **Standard keys** and **Restricted keys**. You will use these keys in Step 2. See [Getting your API keys](#) in the Dashboard documentation for instructions on retrieving your API credentials.

Account

AcmeCompany

Finance

- Payouts
- Sales summaries
- Transactions

Orders

All orders

Developers

API keys

Webhooks

API logs

Event logs

Documentation

API docs

API reference

Settings

API keys

API version

Roll back [Changelog](#)

Your API version **2020-09-30** is up-to-date.

Standard keys

Name	Token	Created
Public	[REDACTED]	Fri, 10 Jan 2020 16:06:15 UTC
Confidential	Reveal test token	Tue, 04 Jun 2019 13:19:05 UTC

Restricted keys

[Create restricted key](#)

Name	Token	API version	Created
rwtest	Reveal test token	2020-09-30	Tue, 10 Nov 2020 19:05:06 UTC
key	Reveal test token	2020-09-30	Thu, 05 Nov 2020 19:19:05 UTC



Step 2: Configure the Digital River admin settings in Magento

Step 2a: Configure general settings

1. From the **Magento Admin Panel**, select **Stores**, select **Configuration**, select **Digital River Settings**, and then click **General Settings**.
2. Click Configuration to expand it and complete the following fields:

Settings	Description
Enabled	Select Yes or No . By selecting Yes , you are electing to include all Digital River payments enabled in the Other Payment Methods section on the store checkout; and for all transactions to be sent and processed by Digital River per your contract.
Public Key	Enter the public API key provided by Digital River.
Secret Key	Enter the secret key provided by Digital River.
Signing Secret	Enter the signing secret provided by Digital River.
Enable debug logging	By selecting Yes, extension errors will log debugging data.

Step 2b: Catalog sync settings

1. Click **Catalog Sync Settings** to expand it and complete the fields:

Settings	Description
Catalog Sync Enabled	Select Yes or No . By selecting Yes , you are electing to sync your Magento catalog with the Digital River SKU Service. Ensure you have cron jobs set up and configured.

Start Time	Set a time of day (hour:minute:second) for the sync to occur.
Frequency	Set a frequency (Daily:Weekly:Monthly) for the sync to run.
Error Email Sender	This is the email address from which the error notification email will be sent.
Error Email Template	Choose your email template. Note: the default Catalog Sync Template contains file-level data that may not be included in other templates.
Enable Debug Mode	By selecting Yes , catalog syncing errors will log debugging data.
Error Log File Name	The file name for the error log file.
Error Notification Via Email	By selecting Yes an email will be sent when there is an error in the catalog sync job.
Notification Email Address	Email address to which notifications will be sent.
Catalog Batch Size Sync Limit	Number of files that will sync with each sync job. The default is 250.

2. Click **Save Config** when you are finished.

Step 3: Configure the payment method settings

Since Digital River acts as the Merchant of Record on all transactions, payment methods must be configured by Digital River. Work with your Digital River representative to configure the selection and display of payment methods in the Digital River Drop-in payment wrapper.

Enabling Digital River payment methods and other payment methods on the configuration page for the same store will result in failures.

From the **Magento Admin panel**, select **Stores**, select **Configuration**, select **Sales**, select **Payment Methods**, and then make the following selections:

- Select **Check/Money Order**. Then set **Enabled** to **No**.
- Select **Cash On Delivery Payment**. Then set **Enabled** to **No**.
- Select **Bank Transfer Payment**. Then set **Enabled** to **No**.
- Select **Purchase Order**. Then set **Enabled** to **No**.
- Select **Digital River Payment**. Then set **Enabled** to **Yes**.

Step 4: Configure other store settings in Magento

From the **Magento Admin panel**, select **Stores**, then select **Configuration**.

- Select **General**, and then select **Store Information**. By default, your store address will be used as your ship from address for all transactions.
- Select **Sales**, and then select **Multishipping Settings**. Then click **No** for **Allow Shipping to Multiple Addresses**.

Configuring taxes

The Digital River Global Commerce v. 2.1.1 Extension for Magento is responsible for providing the end tax calculation for the shopper navigating the checkout. The extension supports both tax-inclusive and tax-exclusive pricing models and handles all remittance and tax liabilities to local governments globally. The transactional tax is not calculated until after the shopper confirms their billing and shipping address. Digital River does not support or allow display of tax calculations that are not provided by Digital River. To ensure estimated tax and tax display is consistent throughout the pre-checkout pages, Digital River recommends the following configurations for tax, based on pricing models.

 **Note:** Each Magento website or store should be tax-exclusive or tax-inclusive for all products and shipping. One store should not use both or a mixture of inclusive and exclusive pricing.

Note: This extension cannot be used in conjunction with other tax calculation extensions on the same website.

Tax settings

To ensure the correct display of taxes in all situations, configure your Magento tax settings as follows:

1. Select **Stores**, select **Configuration**, select **Sales**, and then click **Tax**.
2. In the **Tax Classes** section, update **Tax Class for Shipping** to **Taxable Goods**.

Tax Class for Shipping [store view] Taxable Goods

3. In the **Shopping Cart Display Settings**, keep the **Display Full Tax Summary** set to **No**.

Display Full Tax Summary [store view] No

Tax exclusive settings

To display tax exclusive values in your catalog, order summary, and checkout, configure your settings as follows:

1. Select **Stores**, select **Configuration**, select **Sales**, select **Tax**, and then click **Calculation Settings**.

Excluding Tax

2. Verify **Catalog Prices** is set to **Excluding Tax** — this is the default setting.

Catalog Prices [website] Excluding Tax Use system value
This sets whether catalog prices entered from Magento Admin include tax.

3. On the same **Tax** page, click to expand the **Price Display Settings** section, the **Shopping Cart Display Settings** section, and the **Orders, Invoices, Credit Memos Display Settings** section. In each section, verify the following are also configured for these are the default settings.

Excluding Tax

Price Display Settings	
Display Product Prices In Catalog <small>[store view]</small>	Excluding Tax
Display Shipping Prices <small>[store view]</small>	Excluding Tax
Shopping Cart Display Settings	
Display Prices <small>[store view]</small>	Excluding Tax
Display Subtotal <small>[store view]</small>	Excluding Tax
Display Shipping Amount <small>[store view]</small>	Excluding Tax
Orders, Invoices, Credit Memos Display Settings	
Display Prices <small>[store view]</small>	Excluding Tax
Display Subtotal <small>[store view]</small>	Excluding Tax
Display Shipping Amount <small>[store view]</small>	Excluding Tax

4. Select **Stores**, then **Tax Zones and Rates**. Add all supported countries (and US states) to the table with an estimated tax rate. Digital River provides current tax rates for each country and state sales tax during your implementation phase. (See <https://docs.magento.com/user-guide/tax/tax-zones-rates.htm>.)

Tax Identifier	Country	State/Region	Zip/Post Code	Rate
	All Countries			From To
US-CA*Rate 1	United States	CA	*	8.2500

Note: Each store should be configured for all available ship-to countries available for that store. A purchase made from a store with tax-inclusive pricing (a German store, for example) with a shipping address from a tax-exclusive region (the United States, for example) can result in incorrect tax calculation.

5. Select **Stores**, then **Tax Rules**. Add a single tax rule for all tax rates created in step 4.
6. All prices in the catalog must be exclusive of tax.

Tax Inclusive settings

To display tax inclusive values in your catalog, order summary, and checkout, configure your settings as follows:

1. Select **Stores**, select **Configuration**, select **Sales**, select **Tax**, and then click **Calculation Settings**.

Price Display Settings

Display Product Prices In Catalog (store view) Including Tax

Display Shipping Prices (store view) Including Tax

Shopping Cart Display Settings

Display Prices (store view) Including Tax

Display Subtotal (store view) Including Tax

Display Shipping Amount (store view) Including Tax

Orders, Invoices, Credit Memos Display Settings

Display Prices (store view) Including Tax

Display Subtotal (store view) Including Tax

Display Shipping Amount (store view) Including Tax

2. Click the **Catalog Prices** dropdown list and change the setting to **Including Tax**.

Catalog Prices (website) Including Tax Use system value

This sets whether catalog prices entered from Magento Admin include tax.

3. On the same **Tax** page, click to expand the **Price Display Settings** section, the **Shopping Cart Display Settings** section, and the **Orders, Invoices, Credit Memos Display Settings** section. In each section, update the configuration to **Including Tax**.

4. Select **Stores**, then select **Tax Zones and Rates**. All supported countries using inclusive tax settings must be added to the table with the appropriate tax rate. Current tax rates for each country can be provided by Digital River during the implementation phase.

Tax Identifier	Country	State/Region	Zip/Post Code	Rate
	All Countries			From To
US-CA * Rate 1	United States	CA	*	8.2500

Note: Each Magento store view or website should be configured for all available ship-to countries available in that store.

Configuring products

Map all Magento Product SKUs to Digital River. You must share all your SKU values with Digital River for Digital River to configure our payment gateway.

Enable Product (website) Yes

Attribute Set Bag

Product Name (store view) * Fusion Backpack

SKU (global) * 123123

Select **Catalog**, then select **Products**. Click **Edit** at the right end of the listed product you wish to edit to open a new page. Scroll down to the **Digital River** section and click to expand the section. For each product, you must define the following values prior to launching a live storefront. These values will be imported into the Digital River SKU Service and the data will be used to ensure proper taxation.

Name	Action
ECCN Code	From the dropdown list (which is searchable), choose the ECCN that is applicable to your product, which completes the Classification number and Digital River's Description and Notes. Notice the Notes, as they may contain important information relevant to your ECCN. If you do not find the ECCN applicable to your product, contact your Digital River account representative. ECCN list Approved ECCNs
Tax Group	From the dropdown list, choose the Tax Group that is applicable to your product. The Tax Group selection will determine the Tax Type options. If you have questions, contact your Digital River account representative.
Tax Type	From the dropdown list, choose the Tax Type that is applicable to your product.
Country of Origin	From the dropdown list, choose the Country of Origin for your product. See this country codes list .
HS Code	Enter the HS Code that is applicable to your product. This field is only used if you are set up to provide Landed Costs to your shoppers. If you are interested in enabling Landed Costs, contact your Digital River account representative.



Note: Every product sold via the Digital River Extension will be considered Taxable Goods in the Magento production configuration screen.

Manual catalog sync

The catalog will sync according to your Catalog Sync Settings, however, you can also sync your catalog manually. Select **Catalog**, then click **Catalog Sync Grid**, and then click **Manual Sync To Digital River**.

Catalog sync error handling

Based on the response from DR the individual records in the `dr_sync_queue` will be updated as follows:

On success

1. The `synced_to_dr_at` will be updated with the timestamp in the response field **updatedAt**.
2. Status will be updated to **Success**.
3. `Response_data` will be updated with the response received back from DR.

On failure

1. The `synced_to_dr_at` will be updated with the timestamp in the response field **updatedAt**.
2. Status will be updated to **Fail** or **Pending**, depending on the error response code as listed below, and the Failure Response JSON node will be logged in the column for tracking purposes.
 - For the **500 error**, the status will be left **Pending** so that the next time the scheduler starts it will try again to sync the data.
 - For the **400 error**, the status will be updated to **Fail**.
3. The merchant must update the Product data based on the error response against that queue row. When the merchant updates the data from **Admin**, the product will again get added in the queue with the status **Pending**, and will get synced to Digital River.
4. If there is a failure during the sync, even for a single record, then take note at the end of the sync process and try one of these adjustments, depending on the cause of failure:
 - Update the product to resolve the error.
 - Retry the sync.

Enabling landed cost

Landed costs represent the entire cost a customer must pay to purchase a product from one country and have it shipped to an address in another country. It includes product price, shipping, taxes, duties, and fees. Digital River provides an estimated landed cost for you to display to the customer and adds the cost to the order total. Digital River remits those landed costs to you. Your fulfiller relays the order to your carrier, who completes the customs paperwork, ships the package to the destination country, pays the duties and taxes on behalf of your customer, and invoices you for performing the service.

To take advantage of the landed cost feature, you'll need to complete the following steps:

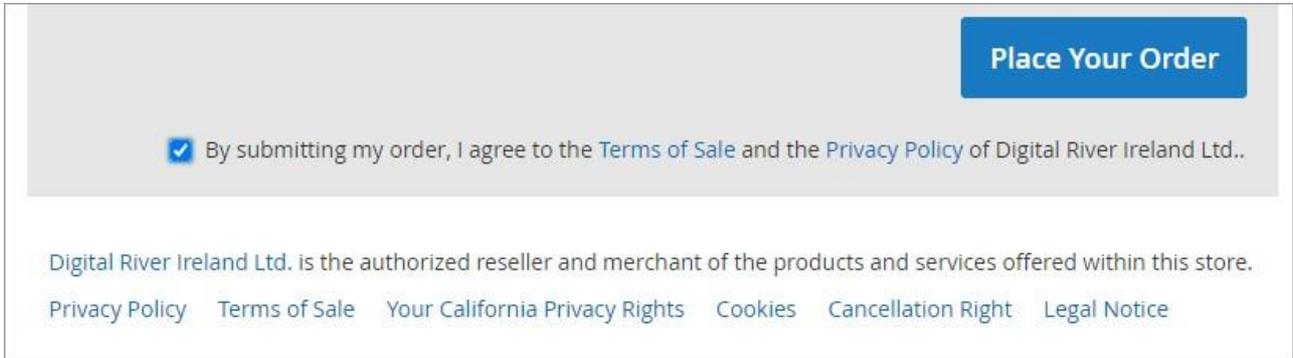
- Verify your fulfiller ships packages outside their country (not all fulfillers provide this service).
- Verify your carrier offers this service. In other words, does the carrier prepay the landed costs on behalf of the customer and send the invoice to you.
- Sign an addendum in your Digital River contract to enable landed costs.
- Specify the hsCode parameter, which represents the Harmonized System code, when creating new SKUs or performing update or upsert operations on the SKUs in your catalog.
- Define the cross-border patterns (that is, the ship-to countries) where you want to collect landed costs.
- Provide samples of completed customs forms to Digital River's Compliance department for approval.
- Provide your Account Manager with a list of the ship from and ship to countries for which you want to enable the collection of landed costs.
- Once the feature is configured and set up, we calculate, collect, and apply landed costs to orders that contain physical goods and are shipped cross borders to approved countries.



Note: to prevent double taxation, all of your Tax and Display settings must be set to Excluding Tax.

Terms of sale, privacy policy, and acceptance checkbox during checkout

Since Digital River is the Merchant of Record on all transactions, our Terms of Sale, Privacy Policy, and other links must be present on checkout. No configuration is required by the client since Digital River dynamically determines the appropriate Digital River selling entity for each order and displays the appropriate language, links, and checkboxes.



Configuring a second website, store, or store view

The Digital River Extension is configurable by the website. This enables administrators to offer different payment methods and different currencies to different regions.

The only field that changes is the Base Configuration locale field. Digital River will provide the locale needed to meet your language, payment, and currency requirements.

Payments are configurable via Drop-in by your Digital River representative.

See [Set up multiple websites, stores, and store views in the Admin](#) for additional information.

Localizations and Translations

All content displayed via the Digital River extension can be modified by adding an `/i18n` directory to the `DrPay` folder. By default the extension supports the following languages: `[en, es, it, fr, sv, da, fi, cs, pl, hu, de, nl, pt, nl, fr]`

Name	Size	Changed	Rights	Owner
..		5/16/2020 10:23:27 AM	rwxr-xr-x	u661-...
cs_CZ.csv	2 KB	5/16/2020 10:23:27 AM	rw-r--r--	u661-...
da_DK.csv	2 KB	5/15/2020 8:41:14 AM	rw-r--r--	u661-...
de_DE.csv	3 KB	5/14/2020 8:49:22 AM	rw-r--r--	u661-...
en_US.csv	2 KB	5/14/2020 8:49:22 AM	rw-r--r--	u661-...
es_ES.csv	3 KB	5/14/2020 11:54:28 AM	rw-r--r--	u661-...
fi_FI.csv	2 KB	5/16/2020 10:23:27 AM	rw-r--r--	u661-...
fr_BE.csv	3 KB	5/17/2020 12:07:04 AM	rw-r--r--	u661-...
fr_FR.csv	3 KB	5/16/2020 10:23:27 AM	rw-r--r--	u661-...
hu_HU.csv	3 KB	5/17/2020 12:05:51 AM	rw-r--r--	u661-...
it_IT.csv	3 KB	5/14/2020 11:54:28 AM	rw-r--r--	u661-...
nl_BE.csv	2 KB	5/17/2020 12:06:52 AM	rw-r--r--	u661-...
nl_NL.csv	2 KB	5/17/2020 12:06:06 AM	rw-r--r--	u661-...
pl_PL.csv	3 KB	5/16/2020 10:23:27 AM	rw-r--r--	u661-...
pt_PT.csv	3 KB	5/17/2020 12:06:32 AM	rw-r--r--	u661-...
sv_SE.csv	2 KB	5/15/2020 8:41:14 AM	rw-r--r--	u661-...

After translation files are added or updated, rerun the upgrade command:

```
$ php bin/magento setup:upgrade
```

To ensure translated text is reflected on the Magento website or store view, it is important to update the locale option for that website or store view via the general Magento settings: Select **Stores**, then **Configuration**, then **General**, and then click **Locale Options**.

ID	Product ID	Product SKU	Status	Request Data	Response Data
2045	14	24-WB04	Success	{\"fullfill\":false,\"partnumber\":\"24-WB04\",\"ecm\":\"EAR99\",\"taxCode\":\"901410\",\"name\":\"Push It Messenger Bag\",\"countryOfOrigin\":\"CN\",\"hsCode\":\"4202.91\"}	{\"success\":true,\"statusCode\":\"201\",\"code\":\"\",\"parameter\":\"\",\"message\":\"ID\":\"24-WB04\",\"created\":\"2020-11-03T14:27:42Z\",\"name\":\"Push It Messenger Bag\",\"ecm\":\"EAR99\",\"partnumber\":\"24-WB04\",\"taxCode\":\"901410\",\"countryOfOrigin\":\"CN\",\"fullfill\":false,\"taxCode\":\"4202.91\",\"allowOver\"}

2045 records found

100 per page 1 of 21

Test the Digital River Extension

Run the manual catalog sync

1. In your Catalog, fill out the Digital River fields on a product and save it.
2. In the Catalog Sync Grid, click **Manual Sync To Digital River**.
3. When the sync completes, verify that the status is **Success**.

Success

Placing an order

1. Place an order in your storefront for one of the products you synced to Digital River.
2. After placing the order, view that order in the Magento admin screens.
3. In the Order & Account Information section, verify that you see a DR Order ID.

ORDER VIEW

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History

Order & Account Information

Order # 000000008 (The order confirmation email was sent)

Order Date	Nov 3, 2020, 3:53:12 PM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View
DR Order Id	181733700336
DR Payment Method	CreditCard
Placed from IP	161.69.123.11

Troubleshooting and maintenance

Error handling

The Digital River extension invokes an exception for all returned **400** and **500** response statuses. If you set Enable debug logging to **Yes**, all exceptions are logged.

Order purchase flow exception handling

Shopper and cart created:

- `400 invalid-request` – the DrPay extension will ensure a proper payload.
- `409 resource-already-exists` – In the case of a guest checkout, the DrPay extension will create a new Digital River shopper each time to avoid a conflict. All users created will be created first in Magento and then in Digital River. If DrPay creates a user in Magento without creating a user in Digital River, an error occurs when the shopper attempts to use a stored credit card the second time through the order flow. If DrPay did not use a saved cart, then Digital River will try to create the user during their next purchase.

- `500 Unable-to-place-order-`

The shopper will not be able to check out and will encounter a fatal error when attempting to place their order. They will see the following error message:

```
Unable to Place Order
```

Payment authorized:

- `400 Unable to Place Order` – All payment authorization failures will display this message.
- `409 invalid_token` – if the token is invalid for any reason during the checkout, an error will occur while trying to place their order.
- `500 Unable to Place Order`–Service unavailable will result in an error message.

Support

Have a problem? We can help! Thank you for downloading the Digital River Global Commerce v. 2.1.1 Extension for Magento. If you have any questions, send us an email at magento@digitalriver.com with the following information:

- Magento store URL
- System Integrator/Partner's information
- A description of the issue you are experiencing (with a transaction ID if possible)
Detailed reproduction steps

Appendix

Exhibit A: Eligible tax group, type, and code

[Click this link](#) to learn which tax codes are available in the Digital River API.

Exhibit B: Sequence diagram



[Click here to see the sequence diagram.](#)

AppendixBdiagram.png - 748KB