



Realex Payments

Magento 2 Community / Enterprise Plugin

Configuration Guide

Version: 1.1

A web version of this guide is available on the [Realex Developer Hub](#)



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Contents

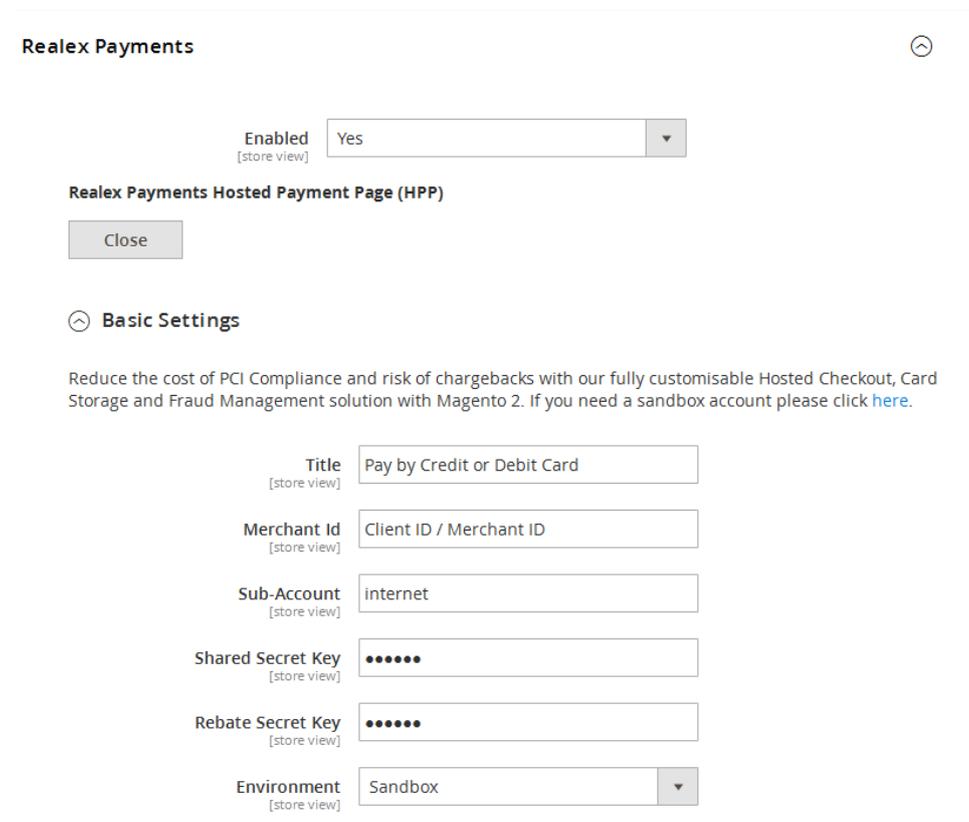
1	Configuration	4
1.1	Basic Settings	4
1.2	Advanced Settings.....	6
1.3	Advanced Fraud	9
2	Hosted Payment Page (HPP)	11
2.1	Display Options	11
2.2	HPP Card Management.....	14
3	Reviewing Orders & Transactions	15
3.1	Payment Information	15
3.2	The Transactions Tab	17
4	Order Management	18
4.1	Create an Invoice - Settle a Transaction	18
4.2	Create a Credit Memo - Rebate a Transaction.....	19
4.3	Cancel an Order - Void a Transaction	20

1 Configuration

1.1 Basic Settings

Login to the Magento 2 Admin Panel, navigate to **Stores -> Configuration** and under the **Sales** heading click the **Payment Methods** option. From here you can configure the various integration types supported by this plugin.

The first tab, **Basic Settings** allows you to enter your overall account credentials. These are global settings that apply to all integration types. You can enter specific credentials for different websites by changing the website scope in Magento 2.



Realex Payments

Enabled

Realex Payments Hosted Payment Page (HPP)

Close

Basic Settings

Reduce the cost of PCI Compliance and risk of chargebacks with our fully customisable Hosted Checkout, Card Storage and Fraud Management solution with Magento 2. If you need a sandbox account please click [here](#).

Title

Merchant Id

Sub-Account

Shared Secret Key

Rebate Secret Key

Environment

Enabled: Determines if the payment method will be available on the checkout of your Magento store.

Title: This is the description of the payment method that will be displayed to the customer at the checkout stage, e.g. "Pay by Debit or Credit Card". The title will also be recorded against the order in Magento to indicate how the transaction was processed.

Merchant Id: The Merchant ID (or Client ID) as supplied by your Realex Payments account manager.

Merchant Account: The subaccount through which transactions will be processed by default. Your Realex Payments account manager will provide you with the subaccount names configured under

your Merchant ID.

Shared Secret Key: The Shared Secret as supplied by your account manager. **This is sensitive information that should never be emailed.**

Rebate Secret Key: The Rebate password as supplied by your account manager. **This is sensitive information that should never be emailed.**

Environment: Allows you to switch between the Live and Sandbox version of your Realex Payments account.

1.2 Advanced Settings

The next tab, **Advanced Settings** allows you to enter settings regarding how transactions are to be processed on your account, how to display the HPP and fraud management.

Advanced Settings

These settings allow you to configure various options including HPP display settings, settlement type and fraud mode.

Payment Methods	cards paypal sofort
Card Storage Enabled	Yes
Offer to save card	Yes
Manage cards in My Account	Yes
New order status	Pending
Cancelled order status	Canceled
Iframe Enabled	Yes
Iframe Mode	Embedded
Settle Mode	Multi Settle
OTB Enabled	No
Fraud Mode	Passive

Payment Methods: Optional field which allows you to select payment method(s) to offer the customer, or route customer to a specific payment method. Example input "cards|paypal|sofort|giropay"

Card Storage Enabled: Determines whether customer's cards can be saved to Realex Payments Card Storage following a successful transaction. No PCI sensitive data is stored or captured in Magento.

Offer to Save Card: If set to **Yes** a tick-box will display on the HPP giving the customer the choice to store their card or not. If set to **No**, the card is automatically saved and no tick-box is displayed.

Manage Cards in My Account: Setting this to '**Yes**' will allow customers to open the HPP from their account profile to update, delete or add new cards. In this section no amount is authorised against the card but it is checked for validity.

New Order Status: Here you can set the default status of orders that are created when the HPP is loaded, before the transaction completes.

Cancelled Order Status: Here you can set the default status of orders that are not successfully processed through this payment method or are voided from the Magento 2 Orders section.

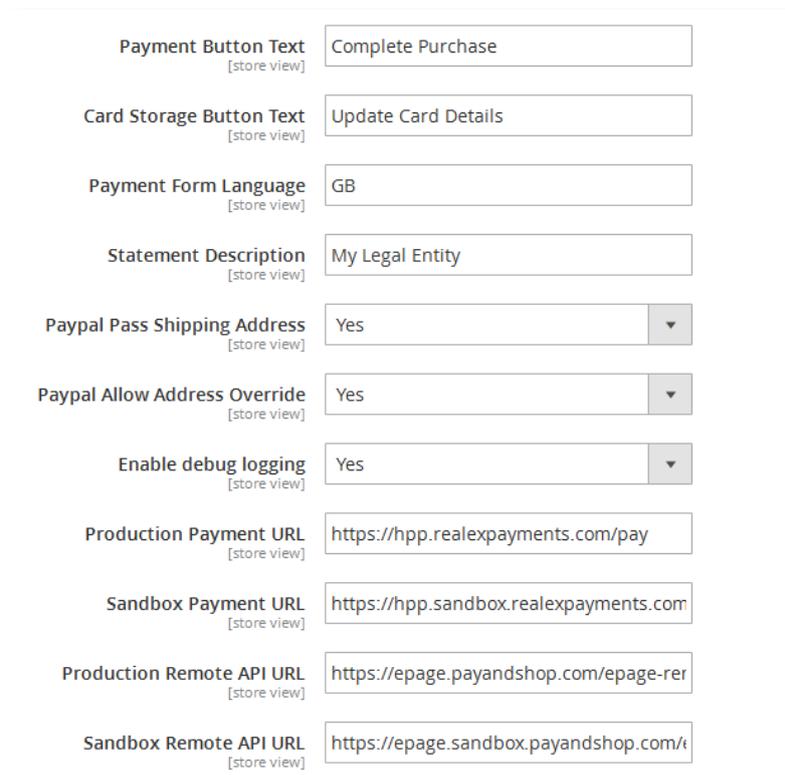
iFrame Enabled: As soon as the customer selects 'Place Order', they will be redirected to the Realex Payments Hosted Payment Page to enter their card details. If you set this option to **Yes** the payment form will load inside a frame on your Magento store thus maintaining the checkout flow and enhancing the payment experience for your customer.

iFrame Mode: The iFrame can be set to be Embedded into the Magento checkout page or displayed in a Lightbox over it.

Settle Mode: The AutoSettle Flag allow merchants to specify whether they wish for the transaction to be added to the next settlement file ('**Auto Settle**') or whether to just authorise the transaction and wait to actually deduct the funds from the customer ('**Delayed Settle**') until such a time that the transaction is settled. This can be achieved by creating an Invoice in Magento against the order. The '**Multi Settle**' flag allows merchants to send settlement requests numerous times up to 115% of the original order value.

OTB Enabled: Open to Buy (**OTB**) allows you to check that a card is valid and active without actually processing a payment against it. This is an alternative to charging the card a small amount (for example 10c) to obtain the same result. For example, we recommend either processing a payment or an **OTB** against a card when attempting to save it in **Card Storage**. **NOTE: if you use OTB, the amount will be sent to the HPP as zero!**

Fraud Mode: You can change the **Fraud Filter** mode via the optional request element. Provided the mode is set to **Active** in the **Fraud Management** section of **RealControl**, it can be changed to **Passive** or **Off** in the request from Magento. If you wish to leave the Fraud Filter mode as set in RealControl, simply choose **Default**.



Payment Button Text <small>[store view]</small>	Complete Purchase
Card Storage Button Text <small>[store view]</small>	Update Card Details
Payment Form Language <small>[store view]</small>	GB
Statement Description <small>[store view]</small>	My Legal Entity
Paypal Pass Shipping Address <small>[store view]</small>	Yes
Paypal Allow Address Override <small>[store view]</small>	Yes
Enable debug logging <small>[store view]</small>	Yes
Production Payment URL <small>[store view]</small>	https://hpp.realexpayments.com/pay
Sandbox Payment URL <small>[store view]</small>	https://hpp.sandbox.realexpayments.com
Production Remote API URL <small>[store view]</small>	https://epage.payandshop.com/epage-rer
Sandbox Remote API URL <small>[store view]</small>	https://epage.sandbox.payandshop.com/epage-rer

Payment Button Text: Used to set what text is displayed on the payment button for card transactions. If this field is not sent in, "Pay Now" is displayed on the button by default.

Card Storage Text: Used to set what text is displayed on the payment button if the customer chooses to manage their cards from their profile. Set to 'Update Card Details' by default.

Payment From Language: Determines the language displayed to the customer when the HPP is loaded. Must adhere to ISO 639-1.

PayPal Pass Shipping Address: This field determines whether the passing of PayPal shipping address details will be activated or not. If it is set to **Yes** then the passing of the shipping address is enabled, if set to **No** then it is not.

PayPal Pass Address Override: This field determines whether the shipping address can be changed by the customer on the PayPal review page. If it is set to **Yes** then the shipping address can be overwritten. If set to **No** then it cannot.

Enable debug logging: If set to **Yes** all requests to and from the HPP will be logged (with any sensitive information obfuscated) in the var/log/realexpayments folder in 'debug.log'. Also any errors generated, for example trying to void a settled transaction, will be logged in 'error.log'.

Live Payment URL: The HPP URL to send transaction to when the extension mode is set to Production.

Sandbox Payment URL: The HPP URL to send transaction to when the extension mode is set to Sandbox.

Live Remote API URL: The API URL to send requests such as Settle, Void and Rebate when the extension mode is set to Production.

Sandbox Remote API URL: The API URL to send requests such as Settle, Void and Rebate when the extension mode is set to Sandbox.

1.3 Advanced Fraud

Included in the extension is the Realex Payments integration with Cybersource's Decision Manager fraud tool. Check out the [Enterprise Fraud Management](#) section of our website for more information.

Here you can choose which fields you wish to pass to Decision Manager and enter the necessary credentials to enable Device Fingerprinting.

Advanced Fraud

If you are using CyberSource's Decision Manager, here you can configure your account credentials and functionality.

Decision Manager Enabled [store view] Yes

Decision Manager Profile [store view] Fraud Profile 7

Decision Manager Fields [store view]

- HPP_BILLING_STREET1
- HPP_BILLING_STREET2
- HPP_BILLING_CITY
- HPP_BILLING_POSTALCODE
- HPP_BILLING_STATE
- BILLING_CO
- HPP_SHIPPING_FIRSTNAME
- HPP_SHIPPING_LASTNAME
- HPP_SHIPPING_PHONE
- HPP_SHIPPING_SHIPPINGMETHOD

Device Fingerprinting Enabled [store view] Yes

Device Fingerprinting Org Id [store view] 8hdhey7w

Device Fingerprinting Merchant Id [store view] My Fingerprint ID

Decision Manager Enabled: Determines if the various Decision Manager fields will be passed to the Realex Payments HPP.

Decision Manager Profile: Use this field if you wish to specify a particular profile and therefore, Decision Manager rule set. If left blank, the default profile will be used.

Decision Manager Fields: Here you can select which data fields you wish to pass to Decision Manager through the HPP. For more information on each field, please consult our Fraud Filter Third Party HPP Developer Guide. This will be supplied by your account manager.

Device Fingerprinting Enabled: Setting this to **Yes** will place the required fingerprinting scripts on the Magento checkout. The extension uses a hidden image and JavaScript file to obtain the fingerprint. For more information please see the [Decision Manager Documentation](#).

Device Fingerprinting Org Id: A unique value supplied by CyberSource. You must specify whether this is for testing or production.

Device Fingerprinting Merchant Id: Your CyberSource Merchant ID.

2 Hosted Payment Page (HPP)

Realex Payments hosts a secure, fully customisable and responsive payment page. The payment page collects the card details and they are transmitted by Realex Payments to the financial institution for authorisation. The customer and transaction results are then returned to your store. The payment page is hosted on a Level 1 PCI Compliant Realex Payments server.

2.1 Display Options

Once the customer has chosen their items and entered their billing and shipping details they will be presented with the option to 'Pay by Debit or Credit Card'. This title can be customised in the Realex Payments Configuration panel.

The HPP can be displayed Embedded into the checkout or in a Lightbox. You also have the option to fully redirect the customer to the HPP. Either way the HPP can be customised to maintain the look-and-feel and of your customer journey.

Please see the [Customisation](#) article on the Developer Hub for more information on how the HPP can be styled.

Figure 1 - Embedded HPP

The screenshot displays an embedded Hosted Payment Page (HPP) with the following elements:

- Address Section:** A checkbox labeled "My billing and shipping address are the same" is checked. Below it, the address is listed: James Mason, Flat 123, House 456, London, E77 4QJ, United Kingdom, 123456789.
- Payment Details Form:** A blue header "Payment Details" is followed by input fields for Card Number (with Visa, Mastercard, and American Express logos), Expiry (MM / YY), Security Code (with a help icon), and Cardholder Name. A "Save Card Details" checkbox is present, with a note: "These card details can be stored so that subsequent transactions do not require you to enter your card details. To avail of this service please tick the checkbox."
- Order Summary:** On the right, the "Order Total" is £12.00. Below it, "1 Item in Cart" is shown with a dropdown arrow. The item is "Affirm Water Bottle" priced at £7.00 with a quantity of 1.
- Shipping Information:** The "Ship To:" section shows the same address as the billing address. The "Shipping Method:" is "Flat Rate - Fixed".
- Buttons and Security:** A large orange "COMPLETE PURCHASE" button is at the bottom. A small "256-bit SSL encrypted" icon is on the left, and "Securely processed by realex payments" is on the right.

Figure 2 - Lightbox HPP

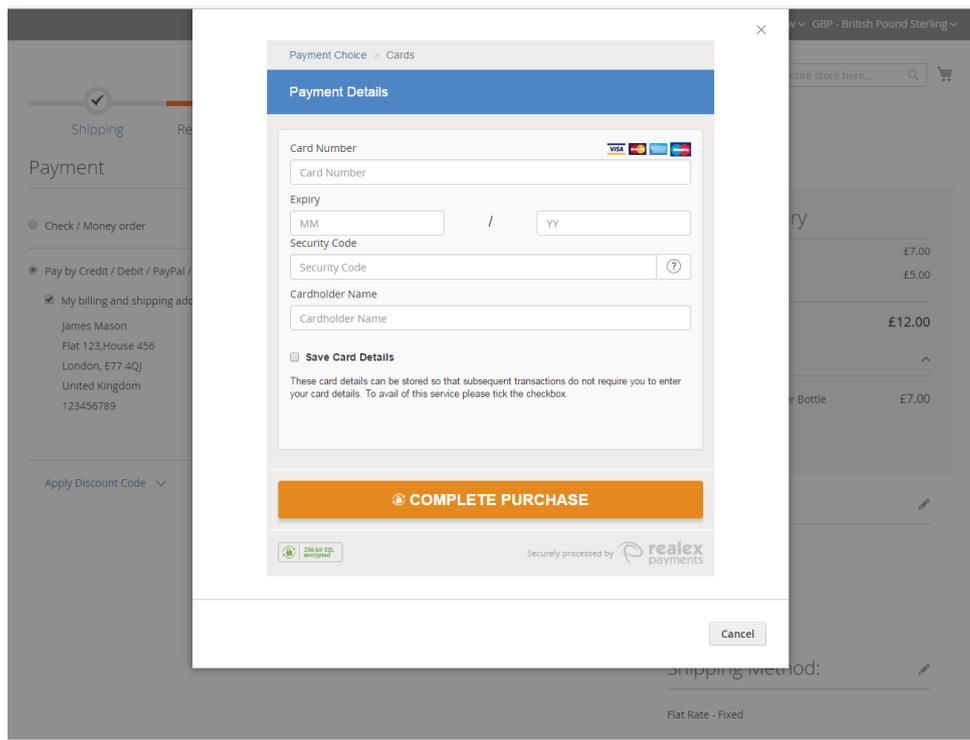
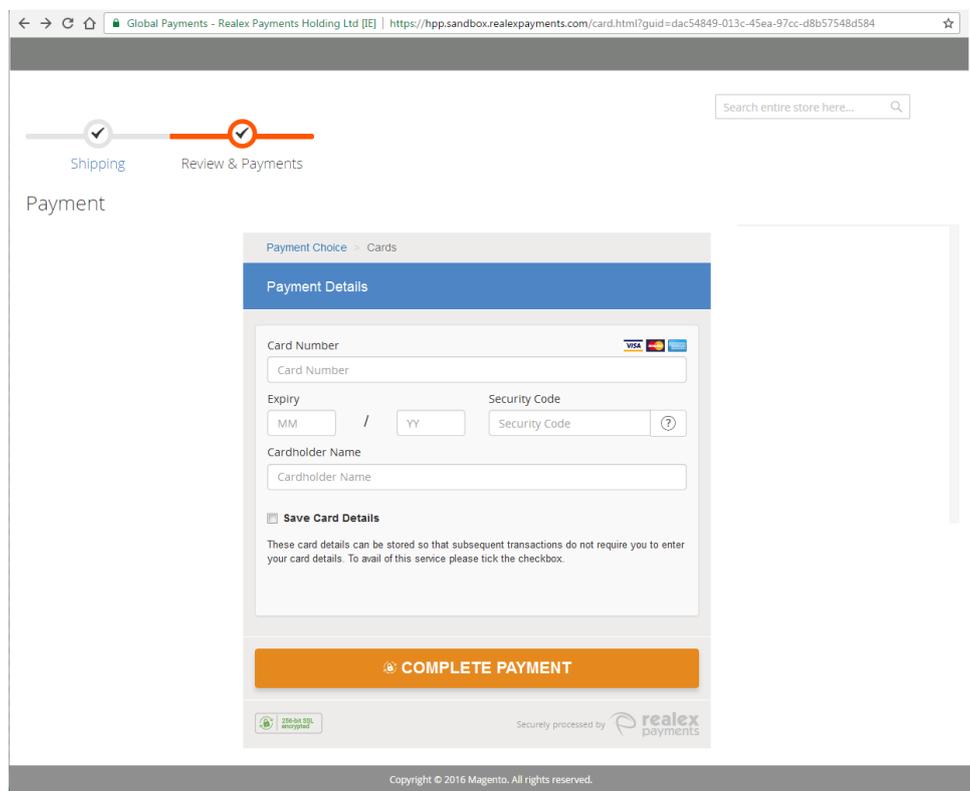
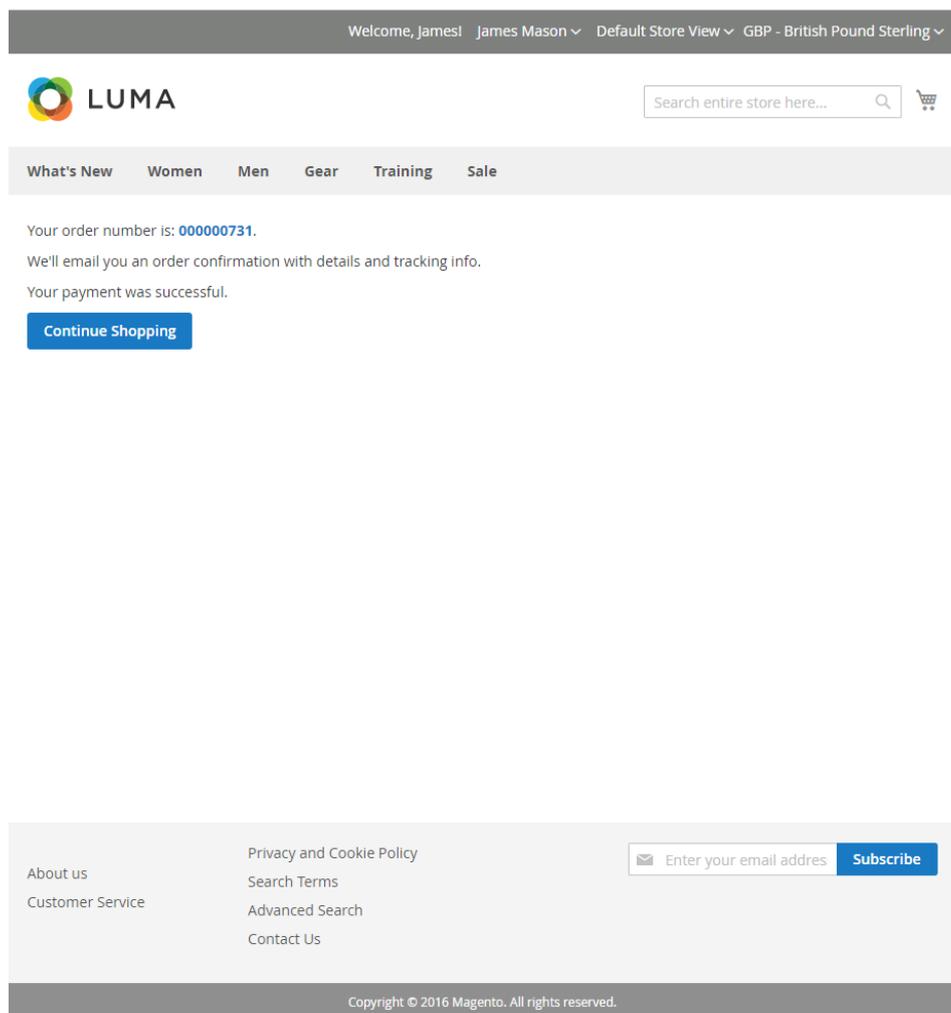


Figure 3 - Redirect HPP



As soon as they click the **Payment Button**, Realex Payments will process the card data to be sent to the Acquirer. The result of the transaction is returned immediately. If the customer's payment was successful they will be redirected to the standard Magento success page.

In the event that the customer's transaction is unsuccessful they will be redirected to the standard Magento failure page. The items they have chosen will remain in their cart so they can easily return to the checkout to try again. A record of the order will be created in the **Orders** section of Magento with the status set to 'Canceled'.



2.2 HPP Card Management

Registered customers can choose to save their card for future use. Their card and customer reference will be securely saved in our **Card Storage** vault, while Magento just stores the customer reference.

The next time they proceed through the checkout the customer reference will be sent to the HPP along with the transaction details. Now the customer can choose from the list of their stored cards, the HPP also captures the security code so there is no PCI Compliance scope for merchants to allow customers to store their cards and enable simple 1-Click-Checkout.

The screenshot displays the 'Payment' section of a Magento checkout page. On the left, the 'Payment Details' section is active, showing a list of saved cards. The first card is a Visa ending in 5262, with the name 'James Mason' and an expiry date of '10/25'. The second card is a Mastercard ending in 0608, with the name 'James T. Mason' and an expiry date of '02/18'. Below the cards is a 'Security Code' input field and a 'Pay with another card' link. A large orange 'COMPLETE PURCHASE' button is at the bottom of the payment section. To the right, the 'Order Summary' shows a cart subtotal of £7.00, shipping of £5.00, and an order total of £12.00. Below the summary, the shipping address is listed as 'James Mason, Flat 123, House 456, London, E77 4QJ, United Kingdom, 123456789'. The shipping method is 'Flat Rate - Fixed'. At the bottom of the page, there is a link to 'Apply Discount Code' and a security notice: 'Securely processed by realex payments'.

Customers can also choose to update cards that are about to expire or delete a card. When they pay with a stored card, its unique reference is displayed under **Payment Information**.

The unique reference for the customer is also stored against their profile in Magento. Choose the customer you wish to review and navigate to **Account Information** to see their **Realex Payments Payer Ref**, you can use this to also find the customer in **RealControl**.

3 Reviewing Orders & Transactions

A great deal of information relating to the transaction outcome is available in the **Orders** section of Magento. This can be easily reviewed when you are deciding to capture or ship an order. If payment was successful, the order status will be set to the **New Order Status** configured under the relevant Realex Payments Configuration section.

3.1 Payment Information

In the Magento **Orders** tab, click on the order you wish to view. Underneath the customer's billing and shipping details the **Payment Information** will be displayed. Here you will find a summary of the key information from the transaction outcome: in this example the payment method used, the card type and the last four digits of the card number are displayed above the record of the transaction.

We've outlined each field and the values you can expect below. For more detailed explanations on each field please refer to [Response Field Definitions](#).

Payment & Shipping Method	
Payment Information	
Pay by Credit / Debit / PayPal / Sofort	
Order Id:	000000716_20161017140351
Card Type:	VISA
Result:	00
Auth Code:	12345
Message:	[test system] Authorised
Pas Ref:	14767130579251579
CVN Result:	M
AVS Address Result:	M
AVS Postcode Result:	M
Fraud Filter Result:	PASS
Card Number:	xxxx-1112
3D Secure Status:	Fully 3D Secure
The order was placed using GBP.	

Order Id: A unique identifier for the transaction. It is constructed by taking the Magento order number and appending a unique reference to it,

Card Type: The name of the card type the customer used.

Result: The outcome of the transaction. Will contain "00" if the transaction was successful or another value (depending on the outcome) if not.

Auth Code: Will contain a valid authcode if the transaction was successful. This field will be empty otherwise.

Message: Will contain a text message that describes the result code above.

Pas Ref: A unique payments reference assigned to your transaction.

CVN Result: This field indicates if the post code the customer provided was correct.

AVS Address Result: The AVS (Address Verification Service) check compares the billing details that the customer provides against the address their bank has on file for that card. This is an advisory service. This field indicates if the digits from the first line of the address that the customer provided were correct. This is only applicable to UK based customers.

AVS Postcode Result: This field indicates if the post code the customer provided was correct. This check is only applicable to UK based customers.

Fraud Filter Result: The overall result of the Fraud Filter for this transaction. Can return the following values:

- **PASS:** the transaction passed the Fraud Filter, there is no change to the order in Magento.
- **HOLD:** if the Fraud Filter is set to **Active** in **RealControl** and the **HOLD** status is returned, it will be marked as Suspected Fraud in Magento. You can release the transaction from the order management screen, please see SECTION HERE.
- **BLOCK:** if the transaction is blocked by the Fraud Filter it will be treated as a decline by Magento.
- **NOT_EXECUTED :** the Fraud Filter didn't run on this transaction.

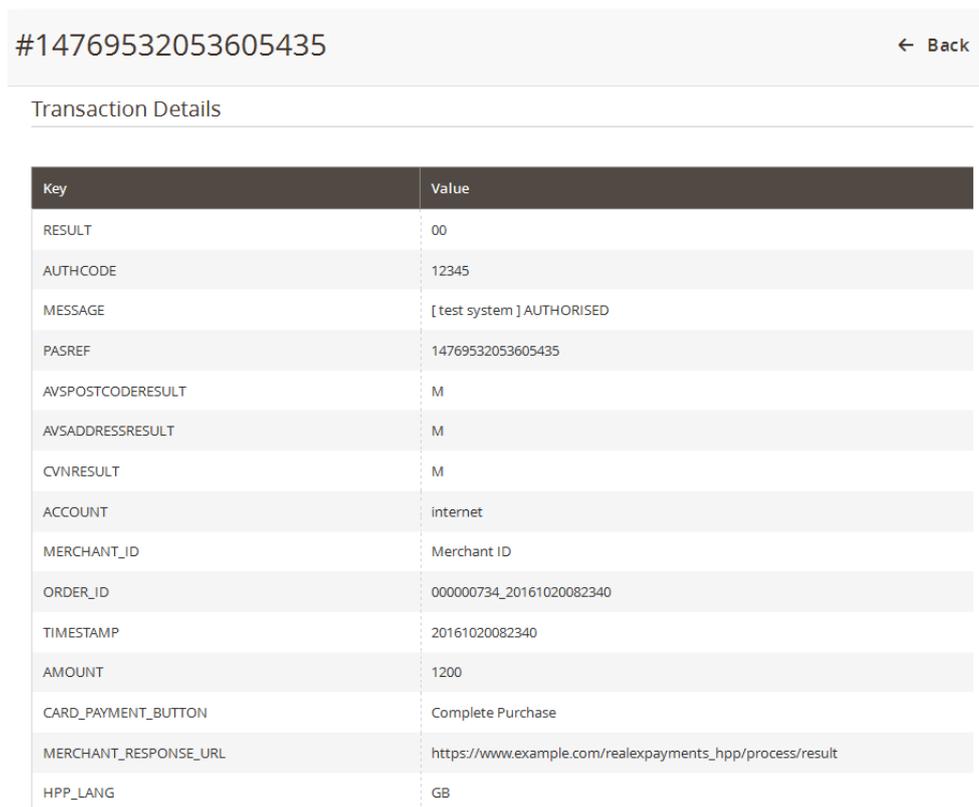
Card Number: The last four digits of the card.

3D Secure Status: Based on the ECI (e-commerce indicator) value returned by 3D Secure, can be one of the following values

- **Fully 3D Secure:** the customer is fully authenticated.
- **Merchant 3D Secure:** the authentication attempt has been acknowledged or the customer was not enrolled in 3D Secure (Visa & Mastercard only).
- **Not 3D Secure:** the customer was not enrolled (American Express only) or the authentication attempt was not successful.

3.2 The Transactions Tab

The full response returned by Realex Payments can be viewed in the transactions tab. When viewing the order, select **Transactions** from the left-hand side menu. Click on the relevant transaction and the full details of the response sent back from Realex Payments will be displayed.



The screenshot shows a web interface for viewing transaction details. At the top, the transaction ID #14769532053605435 is displayed on the left, and a 'Back' button is on the right. Below this is a section titled 'Transaction Details' which contains a table with two columns: 'Key' and 'Value'. The table lists various transaction fields and their corresponding values.

Key	Value
RESULT	00
AUTHCODE	12345
MESSAGE	[test system] AUTHORISED
PASREF	14769532053605435
AVSPPOSTCODERESULT	M
AVSADDRESSRESULT	M
CVNRESULT	M
ACCOUNT	internet
MERCHANT_ID	Merchant ID
ORDER_ID	000000734_20161020082340
TIMESTAMP	20161020082340
AMOUNT	1200
CARD_PAYMENT_BUTTON	Complete Purchase
MERCHANT_RESPONSE_URL	https://www.example.com/realexpayments_hpp/process/result
HPP_LANG	GB

For more detailed explanations on each field please refer to [Response Field Definitions](#).

4 Order Management

The Realex Payments plugin allows you to fully manage the order life-cycle from the Magento admin panel. This section outlines how you can Capture, Rebate and Void an order.

4.1 Create an Invoice - Settle a Transaction

Merchants who choose to use **Delayed or Multi-Settle** at checkout can **Settle** (Capture) their orders for a fixed period of time after the initial authorisation. Navigate to **Sales -> Orders** and click the order you wish to capture. If you choose **Invoices** from the left-hand side menu you'll see that there is no invoice associated with the order. This is because we haven't captured it yet.

Clicking the **Invoice** button will create a new invoice to be raised against this order. Here you can review the result of the transaction before deciding to capture the funds. Merchants can settle for 0 - 115% of the original order value. For example, if a customer ordered three items and then contacted you to cancel one, you may choose to only capture the cost of the remaining two items that are to be shipped. In the below example we're only going to invoice 2 items of 6 ordered.

Merchants using **Delayed Settle** can create one Invoice per order. If using **Multi-Settle**, multiple invoices can be created and captured.

The screenshot displays the 'Items to Invoice' section of the Magento admin panel. It features a table with columns for Product, Price, Qty, Qty to Invoice, Subtotal, Tax Amount, Discount Amount, and Row Total. The table contains one row for 'Affirm Water Bottle' with a price of £7.00, an ordered quantity of 6, and a 'Qty to Invoice' of 2. Below the table is an 'Update Qty's' button. The 'Order Total' section is divided into 'Invoice History' (with an empty 'Invoice Comments' text area) and 'Invoice Totals'. The 'Invoice Totals' section shows a Subtotal of £14.00 and a Grand Total of £14.00. Below these totals are options to 'Capture Online' (selected), 'Append Comments', and 'Email Copy of Invoice'. A 'Submit Invoice' button is located at the bottom right of the form.

Product	Price	Qty	Qty to Invoice	Subtotal	Tax Amount	Discount Amount	Row Total
Affirm Water Bottle SKU: 24-UG06	£7.00	Ordered 6	2	£14.00	£0.00	£0.00	£14.00

Update Qty's

Order Total

Invoice History

Invoice Comments

Invoice Totals

Subtotal	£14.00
Grand Total	£14.00

Amount

Capture Online

Append Comments

Email Copy of Invoice

Submit Invoice

You must choose to **Capture Online** in order for the request to be sent to Realex Payments. Once you click **Submit Invoice**, a Settle (Capture) request with the amount specified will be sent. Once complete, the result of the Settle request will be displayed. A comment will be also added to the order indication the amount captured. For example: *Captured amount of £14.00 online Transaction ID: "14697241554809978*.

The screenshot shows the 'ORDER VIEW' page in Magento. At the top, there is a navigation bar with buttons: Back, Cancel, Send Email, Credit Memo, Void, Hold, Invoice, Ship, and Reorder. Below this is a yellow confirmation banner that reads 'The invoice has been created.' The main content area is divided into two columns. The left column contains a sidebar with 'ORDER VIEW' and a list of tabs: Information, Invoices, Credit Memos, Shipments, and Comments History. The right column is titled 'Order & Account Information' and contains two sections. The 'Order # 00000735 (The order confirmation email was sent)' section includes: Order Date (Oct 20, 2016 10:13:17 AM), Order Status (Processing), Purchased From (Main Website, Main Website Store, Default Store View), and Placed from IP (XX.XXX.XXX.XX). The 'Account Information' section includes: Customer Name (James Mason), Email (test@example.com), and Customer Group (General).

4.2 Create a Credit Memo - Rebate a Transaction

Once an order has been successfully settled with your Acquirer, you may rebate the customer for 0 – 115% of the original order value. In order to do this, you must create a **Credit Memo** in Magento. Please note, the **Credit Memo** must be linked to a specific invoice, not the overall order.

Navigate to **Sales -> Orders** and click the order you wish to rebate. Open the relevant invoice and select **Credit Memo**. Under **Payment Information** you can review the history of the order before deciding to process the rebate

The screenshot shows the 'Items to Refund' form in Magento. It features a table with the following columns: Product, Price, Qty, Return to Stock, Qty to Refund, Subtotal, Tax Amount, Discount Amount, and Row Total. The table contains one row for 'Affirm Water Bottle' (SKU: 24-UG06) with a price of £7.00, ordered quantity of 6, and invoiced quantity of 2. The 'Qty to Refund' field is set to 2. Below the table is an 'Update Qty's' button. The form is divided into two main sections: 'Credit Memo Comments' and 'Refund Totals'. The 'Credit Memo Comments' section has a 'Comment Text' label and a text area. The 'Refund Totals' section includes: Subtotal (£14.00), Refund Shipping (0), Adjustment Refund (0), Adjustment Fee (0), and Grand Total (£14.00). There are two checkboxes: 'Append Comments' and 'Email Copy of Credit Memo'. At the bottom right, there are two buttons: 'Refund Offline' and 'Refund'.

You must choose **Refund** as opposed to **Refund Offline**. This will send the rebate request to Realex Payments. You may edit the amount to rebate by editing the adjustment fields provided by Magento. Once complete, you will be returned to the **Order View** tab and a message will display indicating the outcome of the rebate request. A comment will be also added to the order indicating the amount captured. For example: *We refunded €14.00 online. Transaction ID: "14697246549401817"*.

#000000735

← Back Cancel Send Email Hold Invoice Ship Reorder

✓ You created the credit memo.

ORDER VIEW

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

Order & Account Information

Order # 000000735 (The order confirmation email was sent)

Order Date: Oct 20, 2016 10:13:17 AM

Order Status: Processing

Purchased From: Main Website, Main Website Store, Default Store View

Placed from IP: xx.xxx.xxx.xx

Account Information

Customer Name: James Mason

Email: test@example.com

Customer Group: General

Address Information

Billing Address [Edit](#)

James Mason
Realex Payments
Flat 123
House 456
London, E77 4QJ
United Kingdom
T: 123456789

Shipping Address [Edit](#)

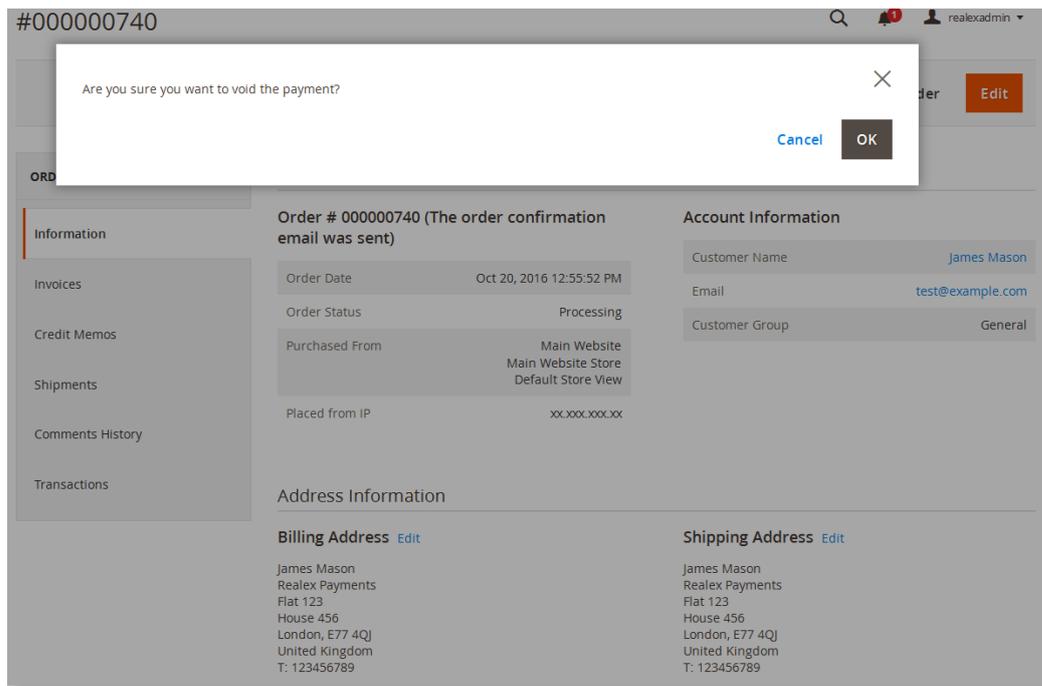
James Mason
Realex Payments
Flat 123
House 456
London, E77 4QJ
United Kingdom
T: 123456789

4.3 Cancel an Order - Void a Transaction

Orders which have not yet been sent for settlement (i.e. they don't have an invoice recorded against them) may be voided; this will release the reserved funds on the customer's card. Some Acquirers may handle voids differently, so it may be advisable to process a rebate (Credit Memo) instead.

Voiding a payment does not automatically cancel the order. You must choose the **Cancel** action from either the **Orders** screen or on the individual **Order View**.

Navigate to relevant **Order View** and select Void from the action menu. You'll be prompted to confirm that you wish to void the payment. Choose **OK** and the void request will be sent to Realex Payments.



Once complete, you will be returned to the **Order View** tab and a message will display indicating the outcome of the void request. A comment will be also added to the order indication the amount captured. For example: *Voided authorization. Transaction ID: "1476962864236880"*.

