

Actinic Catalog setup guide

Version 2.1

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1 Introduction

This document explains how to use Actinic Catalog version 3.10 with ST Payment Pages, although other versions of Actinic Catalog may be configured in a similar way. Visit <http://www.floyd.co.uk/system/index.html> for the latest version of Actinic Catalog.

1.1 SecureTrading terminology

SecureTrading secure server	The secure server that is accessed when the merchant's customers submit orders.
Merchant web server	The server that contains the merchant's website. This server does not need to be a secure server.
Test mode	In test mode, transactions are passed to the SecureTrading Test Bank, and not to the merchant's acquiring bank. The SecureTrading Test Bank is a "dummy" bank set up to behave like the real banking networks, so although the correct responses are generated, no funds are transferred. You will not be charged for any transactions made while you are in test mode.
Live mode	In live mode, transactions will be sent to a real bank for authorisation. Any authorised transactions will be charged for appropriately and will be settled unless otherwise instructed.

1.2 SecureTrading account

Before you can integrate your website with SecureTrading, you will need to apply for a SecureTrading account. For information on how to do this, see the page <http://www.securetrading.com/index.cfm?alias=getstart> on our website, or contact us at:

SecureTrading Ltd
European Operations Centre
Parc Menai
Bangor
Gwynedd LL57 4BL

Tel: 01248 672 070
Fax: 01248 672 079

Please let us know that you will be using Actinic Catalog on your merchant web server, so that we can set up your account correctly.

1.3 Sitereference

You will be sent a "Welcome" email to confirm that your SecureTrading account has been set up. This contains your *sitereference*. Your sitereference is important: you will need to quote it in ALL correspondence with SecureTrading, so please make it available to any of your staff who are likely to contact us (such as your developers, or other technical staff). Also, you will need your sitereference to configure your website correctly.

2 Configuring Actinic Catalog

Actinic Catalog allows you to set up a website where your customers can add items to their shopping basket, and also view the contents of the basket and see the details of what is being purchased.

Actinic Catalog can be easily set up to work with ST Payment Pages. Once your customer wants to pay for your products (i.e. they select the checkout option on your website), he or she is taken to a credit card details form on the SecureTrading secure server. In this way, all credit card details are held in a secure location rather than on a "standard" web server.

2.1 Configuration

We will assume that you have installed Actinic Catalog on the merchant web server, and have designed and set up your merchant website.

Actinic Catalog has a pre-defined option to allow your website to be integrated with SecureTrading. To select this option, follow these instructions:

1. Load Actinic Catalog with your website
2. Select *View| Preferences| Payment* from the menu bar
3. In the box labelled *Security Method*, select the option: *Online Credit Card Processing*.
4. In the box labelled *Online Credit Card Provider*, select the *SecureTrading* option from the drop-down box.
5. Press the *Configure* button.
6. In the box labelled *Merchant*, enter your **sitereference** (see section 1.3) in the *ID* box (note: the sitereference is case sensitive. Enter it **exactly** as quoted in your "Welcome" email).
7. While your SecureTrading account is in test mode, ensure that both the *secret* key and *confirm* key are entered with the key supplied by SecureTrading.
8. In the box labelled *Transaction*, ensure that *Charge transactions immediately* is selected.

2.1.1 Form ref configuration

If you wish to use the formref option within the payment pages you will need to contact the Support department quoting your sitereference (see section 1.3) and the form references you would like to use with Actinic.

For information on using the formref option please see the Payment Pages User Guide from the URL <http://www.securetrading.com/index.cfm?alias=dl-stpp>

For information on modifying Actinic to use formref you will need to contact Actinic or see the Actinic advanced user guide. You will be required to customise the Actinic files manually.

2.2 Important notes

1. Currently the "pre-authorise transactions" feature is not used by SecureTrading. If this option is selected, your website may initially appear to operate correctly. However, if SecureTrading use this feature in the future, you may find your website operating incorrectly, so please ensure that step 8 above is completed.
2. Both SecureTrading and Actinic Catalog offer two modes – test and live/production. **The SecureTrading setting overrides the Actinic Catalog setting.** So, if your SecureTrading account is in live mode, and Actinic Catalog is in test mode, then a real transaction will be authorised.

3. Upon loading Actinic Catalog, you may be given the following message:

You have elected to process credit card transactions online. Your current settings are for testing mode. Any credit card orders that have been placed while the website has these settings will not have charged the customer's credit card.

As mentioned above, this warning may be incorrect, as it is the status with SecureTrading that determines whether or not you are live, and not your settings with Actinic Catalog.

3 Testing

Your SecureTrading account is set to test mode when it is first set up, so that you can test integration of your merchant website with the SecureTrading system. In test mode, the SecureTrading system generates the same responses as it does in live mode, but no transactions are settled, and so no money is transferred. We will not switch your account to live mode until you request us to do so, after finishing your testing.

To test the integration of your merchant website, browse to the site with a web browser and put together a test order. Use a customer email address that you have access to, so that you can check that the customer receives the correct email response.

If you use the following credit card details:

```
Card type      VISA
Card number    4111 1111 1111 1111
Expires end    12/10
Security code  123
```

you will get a successful transaction response. You should see the page `success.html`, sent from the SecureTrading secure server, a confirmation email should be sent to both the customer email address and the merchant email address.

If you use the following credit card details:

```
Card type      VISA
Card number    4242 4242 4242 4242
Expires end    12/10
Security code  123
```

you will get transaction declined response. You should see the page `failure.html`, sent from the SecureTrading secure server, and a notification email should be sent to the merchant email address.

Note: you should **only** use these two test card sets while you are in test mode, though you can run a test as many times as you wish.

4 Customisation

The SecureTrading system uses several files – web pages and emails – which can be customised to match the appearance of the rest of your website. These are:

<code>customeremail.txt</code>	The email sent to the customer following a successful transaction
<code>failure.html</code>	The web page the customer is taken to following a declined transaction
<code>failureemail.txt</code>	The email sent to the merchant following a declined transaction
<code>form.html</code>	The form presented to the customer to enter his/her credit card details
<code>merchantemail.txt</code>	The email sent to the merchant following a successful transaction
<code>success.html</code>	The web page the customer is taken to following a successful transaction

The default versions of these files, which you can customise to your own requirements, are available as a .zip file at:

<http://www.securetrading.com/index.cfm?alias=actinic>

Once you have customised these files, you should upload them to the SecureTrading secure server using the file manager facility of My-ST, our online management system. If you do not upload the customised files then you and your customers will see the default files instead.

For information on customising these files, download the ST Payment Pages Setup Guide from:

<http://www.securetrading.com/index.cfm?alias=dl-stpp>

Although this guide is written for merchants who are using custom or bespoke systems rather than commercially-available shopping carts, the sections on customisation are relevant to Actinic Catalog. Ignore the references to `orderpage.html`, however, as the shopping cart software provides the functionality of this page.

Note (1): the current version of SecureTrading's Actinic Process has features which you may want to contact support about regarding the use of "formref" and "callbackurl".

Note (2): any changes to the default forms, web pages and emails must be in accordance with Article 4.1 of the SecureTrading agreement form, as signed by the merchant upon requesting a SecureTrading account.

4.1 Credit card security disclaimer

Actinic Catalog also offers the ability to write disclaimer information, located in the *View|Preferences|Information* panels from the menu bar. The disclaimers written in these boxes are printed on the ordering page on your website. You should, however, remove any text in the Credit Card Security Disclaimer box, and leave it blank.

SecureTrading has its own disclaimer (according to Article 4.1 of the SecureTrading Agreement Form), which will be displayed on `form.html` whether or not you have customised the page. So in order to comply with the Merchant Agreement, you should delete all the contents of the "Credit Card Security" disclaimer, so as not to contradict SecureTrading's disclaimer. The absence of text in a disclaimer box removes the box from the page entirely, in order to provide presentational continuity.

Note: the other disclaimers and information boxes are not relevant to SecureTrading, but may be relevant to your company. You may change or remove the contents of these other boxes in order to customise the order page to suit your company.

5 Going live

Details of how to switch your SecureTrading account to live mode are explained in the *Going Live Guide*, available from:

<http://www.securetrading.com/index.cfm?alias=dl-genset>

You should only switch to live mode once you are completely satisfied with your site, you have tested the payment form with the test card sets and you have successfully uploaded any customised files to SecureTrading.

6 Troubleshooting

- If you are running under Actinic's Production setting, it uses Actinic's test account files and not your uploaded files.
- If you are using the demo version of Actinic, then it may expire 30 days after installation. You should register for your copy of Actinic Catalog.
- Make sure you test using an online version of your site.