JShop Professional setup guide

Version 2.0

securetrading

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Contents

1   Introduction

This document explains how to use JShop Professional version 3 with ST Payment Pages. It also contains instructions which are included for configuring earlier versions of JShop Professional. Visit http://jshop.co.uk/pro for the latest version of JShop Professional.

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 JShop Professional 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 JShop Professional

JShop Professional 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.

JShop Professional 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 – Version 3

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

Version 3 of JShop Professional has a pre-defined option to allow your website to be integrated with SecureTrading. To select this option, follow these instructions:

1.   Open the CGI Options box by clicking on the *CGI* icon on the toolbar, and click the *Script Specific* tab.
2.   Click on *Load CGI Setup…* and select *SecureTr* from the list of setups.
3.   Double click the *merchant* label in the left hand side box, and enter your **sitereference** (see section 1.3) in the *Config Value* box (note: the sitereference is case sensitive; enter it **exactly** as quoted in your "Welcome" email).
4.   Double click the *customeremail* label in the left hand side box. SecureTrading offers the option to send a confirmation email from SecureTrading to the customer following a successfully authorised transaction. To select this option, the *Config Value* should be set to 0 (zero, not capital 'o').
5.   Double click the *merchantemail* label in the left hand side box. Enter your own email address in the *Config Value* box, so that you receive confirmation emails from SecureTrading following successfully authorised and authorisation declined transactions.
6.   Ensure you click the *Apply* button after entering this information, then *OK*. Be careful; clicking *OK* **without** applying the data may not update your website settings.

You may want to read the next section, to double-check that your settings have been automatically configured correction.

2.1.1 Configuration – older versions

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

Older versions of JShop Professional do not have the pre-defined option to for SecureTrading and need to be configured manually. To do this, follow these instructions:

1.   Open the CGI Options box by clicking on the *CGI* icon on the toolbar, and click the *Script Specific* tab.
2.   In the box labelled *CGI Path & Script* enter the following URL:

```
https://securetrading.net/authorize/form.cgi
```

Note (1): the address contains `https` **not** `http`
Note (2): there is **no** `www.` in the URL.

You now need to add three new fields. Be careful; the names and values that you type in are case sensitive, and should be typed in **exactly** as shown. Your sitereference, as shown on your "Welcome" email, is also case sensitive, and should be typed in exactly as shown in the email.

3.   Enter `merchant` in the *Config Name* box. In the *Config Value* box, enter your **sitereference** (see section 1.3 above). Ensure *Use Value* is set to *No,* then select *Add*. The information you entered is updated to the left hand side box.

4.   Enter `customeremail` in the *Config Name* box. SecureTrading offers the option to send a confirmation email from SecureTrading to the customer following a successfully authorised transaction. To select this option, the *Config Value* should be set to `1`. If you do not want to use this option, then the *Config Value* should be set to `0` (zero, not capital 'o'). Ensure *Use Value* is set to *No*, then select *Add*. The information you entered is updated to the left hand side box.

5.   Enter `merchantemail` in the *Config Name* box. Enter your own email address in the *Config Value* box, so that you receive confirmation emails from SecureTrading following successfully authorised and authorisation declined transactions. Ensure *Use Value* is set to *No,* then select *Add.* The information you entered is updated to the left hand side box.

6.   Ensure you click the *Apply* button after entering the above fields.

7.   Now select the "Basket Output" tab. Check the box labelled:

     Output all basket items in a single field, rather than creating separate fields for each item and each item's information

     and uncheck the box labelled:

     Output all prices with Currency formatting

8.   Change the contents of the box labelled Field Name to `orderinfo`

9.   Now change the value of the box labelled *Field Value* as follows:

     Type `Code:` (note the colon) in the box, followed by a space. Select `Code` from the drop-down box of shop fields, and click *insert.* Type an extra space.

     Type `Item Name:` in the box, followed by a space. Select `Item Name` from the drop-down box of shop fields, and click *insert*. Type an extra space.

     Type `Quantity:` in the box, followed by a space. Select `Quantity` from the drop-down box of shop fields, and click *insert*. Type an extra space.

     Type `Price:` in the box, followed by a space. Select `Item Price` from the drop-down box of shop fields, and click *insert*. Do **not** type an extra space.

     Type `<br>` in the box. The whole line should now read:

     ```
     Code: <Code> Item Name: <Item Name> Quantity: <Quantity> Price: <Item
     Price><br>
     ```

10. Now select the Hidden Fields tab.

11. Change the contents of the box labelled *Goods total:* to `Goods_Total`

12.	Change the contents of the box labelled *Order total:* to `inputamount`

13.	Change the contents of the box labelled *Currency Code:* to `Currency`

14.	Change the contents of the box labelled *Currency Name:* to `CurrencyName`

15.	Ensure that:

- *Output tax as an extra basket item* remains unchecked
- *Tax total:* remains `Tax_Total`
- *Output shipping as an extra basket item* remains unchecked
- *Shipping method:* remains `Shipping_Method`
- *Shipping total:* remains `Shipping_Total`
- *Include referrer as form field on the buy page* remains unchecked.

16.	Click *OK* to finalise the configuration.

3 Callback

SecureTrading offer a service called *callback*. Callback allows you to run a script of your choice on the merchant web server at the conclusion of a transaction. Details of callback can be found in the **Callback Guide** available from the SecureTrading website at:

http://www.securetrading.com/index.cfm?alias=dl-cback.

Ignore any references to `orderpage.html`, however, as JShop itself provides the functionality of this page.

If you want to use callback, then further configuration in JShop is required:

1.   Select the *Script Specific* tab in *CGI Options*.
2.   In *Config Field* enter `callbackurl` (lower case)
3.   In *Config Value* enter `1` to call script 1 in `callback.txt`, or `2` to call script 2 etc.
4.   Click *Add,* then *Apply.*

4   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
```

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
```

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.

5   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:

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

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 JShop Professional. Ignore the references to `orderpage.html`, however, as the shopping cart software provides the functionality of this page.

Note: 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.

6   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.

7 Checklist

- Ensure you have had your sitereference

- Tell SecureTrading you are using JShop

- In *CGI Options|Script Specific* ensure you have the following *Config Names|Config Values:*

merchant	your sitereference
customeremail	`0` or `1`
merchantemail	merchant's email address

- In *CGI Options|Basket Output* ensure you have the *Field Name* `orderinfo` and the *Field Value* `Code: <Code> Item Name: <Name> Quantity: <Quantity> Price: <Item Price><br>`

- In *CGI Options|Hidden Fields* ensure you have the following in the relevant boxes:

  ```
  Goods_Total
  Currency
  inputamount
  CurrencyName
  Tax_Total
  Shipping_Method
  Shipping_Total
  ```

- Download, customise and upload default files, if necessary.

- Test your website to satisfaction before requesting to go "Live" with SecureTrading.

8 Troubleshooting

- Make sure you test using an online version of your site.
- Create shop by clicking the "Create" icon on the toolbar.