



# **Skrill Magento 2 Module Configuration Guide**

## **Integration with Skrill via Magento 2**

**This guide describes how to install and configure the Magento 2 module for taking payments on the Skrill Payment Platform**

**[www.skrill.com](http://www.skrill.com)**

**Issue 3.3**

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## 1. ABOUT THIS GUIDE

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This guide describes how to install and configure the Skrill Magento 2 module for taking payments on the Skrill Hosted Payment Platform. It assumes that you have an existing Magento merchant account.

### Text conventions used in this guide

The table below lists the text conventions used in this guide.

Convention	Description
<i>Reference</i>	Indicates a reference to another section in this guide. For example, see <i>Installing and Configuring Magento</i> on page 3.
<code>Code example</code>	Used for example code, functions, and commands.
<i>File path</i>	Indicates a file path or folder structure, or a UI label.
<b>Menu1 &gt; Menu option2</b>	Indicates a menu path or a UI control requiring user action, such as clicking or typing.

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## 2. INTRODUCTION TO THE MAGENTO 2 MODULE

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Magento is an open-source eCommerce platform that provides online merchants with a flexible shopping cart system, and control over the look-and-feel, content, and functionality of their online stores.

Magento has been fully integrated with Skrill's Payment Solution module to provide a simple and secure way of connecting to Skrill's online payment processing platform. Skrill customers using Magento have access to a wide range of card and alternative payment methods.

### **Signing up for a Skrill account**

Before you can start taking payments through Skrill, you will first need to sign up and be approved for a Skrill merchant account. You can do this by completing the online application [here](#).

Once your application has been approved you can configure your Skrill Payment Solution module and start taking payments.

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## 3. INSTALLING AND CONFIGURING MAGENTO

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This section covers the following topics:

- ***Installation Prerequisites***
- ***Installing the Skrill Hosted Payment Solution module***, on page 4
- ***Uninstalling the Magento 2 module using SSH commands***, on page 5
- ***Secret word and API password***, on page 5
- ***Configuring the Magento 2 module to connect to your Skrill account***, on page 8
- ***Configuring Magento to use more than one currency***, on page 13
- ***Removing or reducing the form header and footer***, on page 16
- ***Customer payment experience***, on page 17
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- ***Configuring administrator permissions***, on page 23

### Installation Prerequisites

Before installing the Skrill Magento 2 module, check that your web server meets the following requirements:

- Magento runs on Linux x86-64 distributions such as RedHat Enterprise Linux (RHEL), CentOS, Ubuntu, and Debian. It can be run on a Windows server, although this is not officially supported. See the Magento links below for more details.
- The Skrill Magento 2 module is compatible with version 2.0.2 of Magento Community edition onwards. The installation procedure described here has been tested on Magento Community version 2.0.2 and 2.1.3.
- Composer (latest stable version).
- A valid security certificate is required for HTTPS. Self-signed SSL certificates are not supported. Transport Layer Security (TLS) requirement: PayPal and repo.magento.com both require TLS 1.1 or later.
- MySQL database with sample data.
- For Magento 2.0.x – PHP (5.5.22-5.5.x, 5.6.x, 7.0.2, 7.0.6-7.0.x)
- For Magento 2.1.x – PHP (5.6.5-5.6.x, 7.0.2, 7.0.4, 7.0.6-7.0.x)
- curl (version 7.20.0 - 7.44.0).

For further details of the requirements, visit the Magento website at <http://devdocs.magento.com/guides/v2.0/install-gde/system-requirements-tech.html> (for Magento 2.0.x) or <http://devdocs.magento.com/guides/v2.1/install-gde/system-requirements-tech.html> (for Magento 2.1.x).

## Installing the Skrill Hosted Payment Solution module

There are several ways to install your Magento 2 module:

- *Installing the module in your Magento 2 shop using Extension Manager*
- *Install the module using Composer and SSH commands*
- *Install the module using a file upload and SSH commands*

Choose whichever best suits your situation.

### Installing the module in your Magento 2 shop using Extension Manager

1. Go to your Magento 2 shop administration interface ([www.yourshop.com/admin](http://www.yourshop.com/admin))
2. In the left menu click **System > Web Setup Wizard**.
3. Click **Extension Manager**.
4. Enter your Public and Private keys, and then click **Sign in** (find them in your Magento account under **My profile > Access Keys**). If you are redirected to *System Upgrade*, click **Extension Manager** again.
5. Below *Extensions Ready to Install*, click **Review and Install**
6. Select the *Extension Name skrill/skrill*, and then click **Install**.
7. Click **Start Readiness Check** and wait for it to complete.
8. Click **Next**.
9. Optionally click **Create Backup**, and then wait for the backup to finish (this step is not necessary if you are using the demo/development site).
10. Click **Next**.
11. Click **Install**.

If the status becomes stuck at *Pending*, navigate to the magento base folder, and run the following commands at least three times consecutively:

```
your_php_location bin/magento cron:run
your_php_location update/cron.php
your_php_location bin/magento setup:cron:run
```

### Install the module using Composer and SSH commands

1. Log into your server terminal.
2. Navigate to your Magento 2 root folder.
3. Run the following commands in this order:

```
composer require skrill/skrill
php bin/magento setup:upgrade
php bin/magento module:status
php bin/magento cache:clean
php bin/magento cache:flush
```

4. If you are running Magento 2 in production mode, you also need to run the following commands in this order:

```
php bin/magento cache:clean
php bin/magento cache:flush
php bin/magento setup:static-content:deploy
php bin/magento indexer:reindex
```



## Install the module using a file upload and SSH commands

1. Download the plugin zip file from Magento Market place.
2. Unzip the plugin file into a temporary folder, and then copy the files into this folder:

***your\_magento\_2\_root/app/code/Skrill/Skrill***

3. To check the plugin status, run the command:

```
php bin/magento module:status
```

4. To enable the plugin, run the command:

```
php bin/magento module:upgrade
```

5. Optionally, check the plugin status as in step 3.

If you are running Magento 2 in production mode, also run the following commands in this order:

```
php bin/magento cache:clean
php bin/magento cache:flush
php bin/magento setup:static-content:deploy
php bin/magento indexer:reindex
```

## Uninstalling the Magento 2 module using SSH commands

To uninstall the Magento 2 module:

1. Log into your server terminal.
2. Navigate to your Magento 2 root folder.
3. Run the following commands in this order:

```
composer remove Skrill/Skrill
php bin/magento setup:upgrade
php bin/magento cache:flush
```

If you are running Magento 2 in production mode, also run the following commands in this order:

```
php bin/magento cache:clean
php bin/magento cache:flush
php bin/magento setup:static-content:deploy
php bin/magento indexer:reindex
```

## Secret word and API password

Before configuring the Skrill Magento 2 module you must set up a ***secret word*** and ***API/MQI password*** for your Skrill merchant account. The secret word is used to authenticate the data sent back to your Magento server after payment. This prevents payment or money transfer requests from other IP addresses if your API password is compromised.

Before you can configure the API/MQI password you need to find the IP address of your Magento server. To do this, run a command prompt and type the following command:

```
ping <server domain name>
```

For example:

```
ping example.magentoserver.com
```

The console displays a message as shown below:

Pinging example.magentoserver.com [**145.76.160.206**] with 32 bytes of data:

Make a note of the numbers in the square brackets: this is the IP address of your Magento server.

**Caution:** Few merchants may have a Magento server that has a dynamic IP address, which changes from time to time. If this applies to you, leave the IP address undefined in the following procedure, otherwise refund and manual transaction calls will stop working when the address changes.

Now you have the IP address, set up the secret word and API/MQI password as follows:

1. Log in to your Skrill merchant account.
2. Go to **Settings >> Developer settings >> API / MQI / GSR / CVT Management (Figure 3-1)**.
3. Set API / MQI Password using the toggle, type and confirm by clicking **Save**.
4. If your Magento server has a static IP address, for both the sections specify the IP address(es) or IP address range of your Magento server. Access can be granted to:
  - A single IP address (For example, 192.168.0.2)
  - Multiple IP addresses, separated by space (For example, 192.168.0.2 10.0.0.2)
  - A subnet in CIDR notation (For example, 192.168.0.0/24)
5. Set Secret Word using the toggle and click **Save** to confirm.

**Note:** Your Secret Word must contain at least: 8 characters, 1 uppercase letter, 1 lowercase letter, and 1 number.

The screenshot shows the Skrill merchant dashboard. The top navigation bar includes the Skrill logo, 'DISPLAY TEST ACCOUNTS' toggle, 'HELP', and a user profile for 'Shweta Kale1'. The left sidebar contains navigation options: Home, Transfers, Banking, Balances, All Transactions, Settings (expanded), Account Settings, Developer Settings (highlighted), Wallet Label Settings, Support, Notifications, and Merchant Information.

The main content area is titled 'Developer Settings' and includes a sub-header 'Configure API and security settings for your wallet account'. It displays a table of wallet accounts:

Wallet ID	Wallet Name	Status
CASINO-US ID: 309310256	BET365-BULGARIA ID: 308760226	IBET420 ID: 308760194
		BetOnline-Asia ID: 306279907

Below the table, the 'Developer Settings : CASINO-US' section is shown, with tabs for 'Wallet IP Whitelisting', 'API / MQI / GSR / CVT Management' (selected), and 'API Documentation'. The settings are as follows:

- Automated Payment Interface (API):** Enabled - 3 IP's Whitelisted
- Merchant Query Interface (MQI):** Enabled - 3 IP's Whitelisted
- Gateway Secure Restriction (GSR):** Enabled - 5 IP's Whitelisted
- Set API / MQI Password:** Enabled
- Set Secret Word:** Enabled

The screenshot displays the Skrill Developer Settings interface for the CASINO-US account. The page is titled "Developer Settings" and includes a sub-header "Configure API and security settings for your wallet account". At the top, there are four tabs for different account types: CASINO-US (ID: 309310256), BET365-BULGARIA (ID: 308760226), IBET420 (ID: 308760194), and BetOnline-Asia (ID: 306279907). The "Developer Settings : CASINO-US" section is active, with sub-tabs for "Wallet IP Whitelisting", "API / MQI / GSR / CVT Management", and "API Documentation".

The "API / MQI / GSR / CVT Management" sub-tab is selected, showing five configuration sections:

- Automated Payment Interface (API):** Enabled - 3 IP's Whitelisted. It allows requests to the API only from the following IP addresses. The current list includes 8.8.8.8, 9.9.9.9, and 11.12.31.12. There are "Edit" and "+ Add" buttons.
- Merchant Query Interface (MQI):** Enabled - 3 IP's Whitelisted. It allows requests to the MQI only from the following IP addresses. The current list includes 1.2.2.2, 5.6.3.2, and 12.1.2.3. There are "Edit" and "+ Add" buttons.
- Gateway Secure Restriction (GSR):** Enabled - 5 IP's Whitelisted. It allows gateway sessions to be generated only from the following IP addresses. The current list includes 0.1.2.3, 10.152.252.185, 10.152.252.186, 3.5.4.3, and 1.2.3.5. There are "Edit" and "+ Add" buttons.
- Set API / MQI Password:** Enabled. It prompts the user to provide an API/MQI Password in order to enable the service. It includes fields for "Current Password", "New Password", and "Confirm Password", along with "Cancel" and "Save" buttons.
- Set Secret Word:** Enabled. It prompts the user to provide a Secret Word in order to enable the service. It includes fields for "New Password" and "Confirm Password", along with "Cancel" and "Save" buttons.

Figure 3-1: Configuring a Secret Word and API/MQI Password

## Configuring the Magento 2 module to connect to your Skrill account

The next stage of the Magento integration is to configure the Magento 2 module to connect to your Skrill account. The steps are as follows:

1. In the Magento administration interface, in the navigation bar on the left, select **STORES**, and then under *Settings*, select **Configuration > SALES > Skrill Hosted Payments Solution**. If you cannot access this option your login may need configuring; for instructions on how to do this, see [Configuring administrator permissions](#), on page 23.

The *Skrill Settings* page appears, for example:






<b>Merchant ID</b> <small>[store view]</small>	<input type="text" value="58010731"/>
	Your Skrill customer ID. It is displayed in the upper-right corner of your Skrill account.
<b>Merchant Account (email)</b> <small>[store view]</small>	<input type="text" value="test@skrill.com"/>
	Your Skrill account email address.
<b>Recipient</b> <small>[store view]</small>	<input type="text" value="Shop Recipient"/>
	A description to be shown on Quick Checkout. This can be your company name (max 30 characters).
<b>Logo Url</b> <small>[store view]</small>	<input type="text" value="https://www.skrill.com/fileadmin/content/images/brand_centre/"/>
	The URL of the logo which you would like to appear at the top right of the Skrill page. The logo must be accessible via HTTPS or it will not be shown. For best results use logos with dimensions up to 200px in width and 50px in height.
<b>Shop Url</b> <small>[store view]</small>	<input type="text" value="http://m2.skrill.solutions:89"/>
<b>MQI/API Password</b> <small>[store view]</small>	<input type="password" value="....."/>
	When enabled, this feature allows you to issue refunds and check transaction statuses. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.
<b>Secret word</b> <small>[store view]</small>	<input type="password" value="....."/>
	This feature is mandatory and ensures the integrity of the data posted back to your servers. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.
<b>Display</b> <small>[store view]</small>	<input type="text" value="IFrame"/>
	iFrame – when this option is enabled the Quick Checkout payment form is embedded on your website, Redirect – when this option is enabled the customer is redirected to the Quick Checkout payment form . This option is recommended for payment options which redirect the user to an external website.
<b>Merchant Email</b> <small>[store view]</small>	<input type="text" value="test@skrill.com"/>
	Your email address to receive payment notification

2. Configure the Skrill settings as described in this table:

Field Name	Description	Format/ Example
Merchant ID	Your unique merchant identifier. This is the Customer ID of your merchant account. Details of how to locate this value can be found <a href="#">here</a> .	58010731
Merchant Account (processing email)	The processing email address which is linked to your Skrill merchant account (created by you when you first signed up for a Skrill merchant account).	test@skrill.com
Recipient	<b>Optional</b> - A description of your shop. This will be displayed on the Skrill Payment Form if you do not provide a Logo URL.	Demo Shop
Logo Url	<b>Optional</b> - Link to the URL of your logo, to be displayed on the Skrill Payment Form. Must be in HTTPS format.	https// yourlogo.com
Shop Url	The URL of your shop.	http:// m2.skrill.solutions: 89
MQI/API Password	The API password. This field is mandatory. It allows you to issue refunds and view the status of transactions. To set it up, log in to your Skrill account, and then select <b>Settings &gt; Developer Settings</b> .	N/A
Secret word	Enter the secret word configured for your Skrill account here. This feature is mandatory and ensures the integrity of the data posted back to your Magento servers. To set it up, log in to your Skrill account, and then select <b>Settings &gt; Developer Settings</b> .	N/A
Display	This setting has two options: <ul style="list-style-type: none"> <li>• <b>IFrame</b> - embed the Skrill Payment Form into your Magento website.</li> <li>• <b>Redirect</b> - the customer is redirected to the Skrill Payment Form, which is displayed on its own in the current browser tab. Use this option if you plan to display Payment Methods which redirect the user to an external website such as Klarna or Rapid Transfer.</li> </ul>	IFrame

3. Select the payment methods to display to your customers. If the **Payment Methods** section of the page is not displayed, click the down-arrow to display the list of methods. For example:

## Payment Methods

	All Cards and Alternative Payment Methods
	Skrill Wallet
	Paysafecard
	Paysafecash
	Credit Card / Visa, Mastercard

Each has a set of control parameters, for example:

	Credit Card / Visa, Mastercard
Enabled [store view]	Yes <input type="button" value="v"/>
	All countries except: Afghanistan, Cuba, Eritrea, Iran, Iraq, Japan, Kyrgyzstan, Libya, North Korea, Sudan, South Sudan and Syria
Show separately [store view]	Yes <input type="button" value="v"/>
Sort Order [store view]	<input type="text"/>

## 4. Set the parameters as described below.

Parameter	Description
Enabled	Select <b>Yes</b> to display the method. Below the field is a list of the countries that support this payment method. If a Payment method is enabled but the customer's country is not supported (determined by the country set in the billing address the customer chose in the Magento checkout) then it will not be shown.
Show Separately	Always set this to <b>Yes</b> where available. If you choose <b>All Cards and Alternative Payment Methods</b> , you cannot set this parameter.
Sort Order	An integer that determines the position of this payment method in the list displayed to your customers. Choose 1 to put this method at the top of the list, 2 to place it second, 3 for third, and so on. The lower the number, the nearer the method to the top of the list. By choosing an interval of more than one between your order settings (for example: 10, 20, 30), you can reorder your choices more easily.

For each Credit/Debit card you select as a Magento payment option, that card logo is listed in the Magento Checkout. If a customer chooses this payment method, the Magento 2 module launches the Skrill Payment form with a single tab showing that card logo. Alternatively, you can choose to display one of the following special options where multiple cards are handled or all cards and alternative payment methods:

- **Credit Card / Visa, Mastercard**



Germany ▾

You pay  
**10.00 EUR** ⓘ

**Pay with credit or debit card**

VISA Card number  
 4017 0423 6103 1490 ⓘ

Card must be in your name

Expiry date  
 03/30  
MM/YY

CVV  
 143 ⓘ  
How to find your CVV number

Card holder name  
 John Doe  
Type the name exactly as it appears on the card

Email  
 john.doe@gmail.com  
We'll send a payment confirmation to this email address

I confirm I wish to store these card details for subsequent payments.

Ⓜ Pay

[Back](#)

The Skrill Payment form has a single tab showing multiple card logos (Visa and MasterCard).  
For example:

Selecting this disables any single card payment options you may have chosen in Skrill settings.

### All Cards and Alternative Payment Methods

This option launches the Skrill Payment Form with multiple tabs showing all the supported payment methods available in the customer's country, for example:

The screenshot displays the Skrill payment interface for Germany. At the top right, the country is set to "Germany". Below this, a grey box shows the payment amount: "You pay 10.00 EUR" with an information icon. The interface is divided into two main sections: "Recommended" and "Popular payment methods".

**Recommended**

- Pay with credit or debit card**: Includes logos for Visa and MasterCard, and an "Instant" button.

**Popular payment methods**

- Pay with your Skrill wallet**: Includes the Skrill logo and an "Instant" button.
- Pay with your NETELLER wallet**: Includes the Neteller logo, a limit of "EUR 10000.00", and an "Instant" button.

At the bottom, there is a link: [Explore other payment methods](#)



## Configuring Magento to use more than one currency

Your Magento commerce site can accept more than one currency, and customers can select which currency to use when checking out.

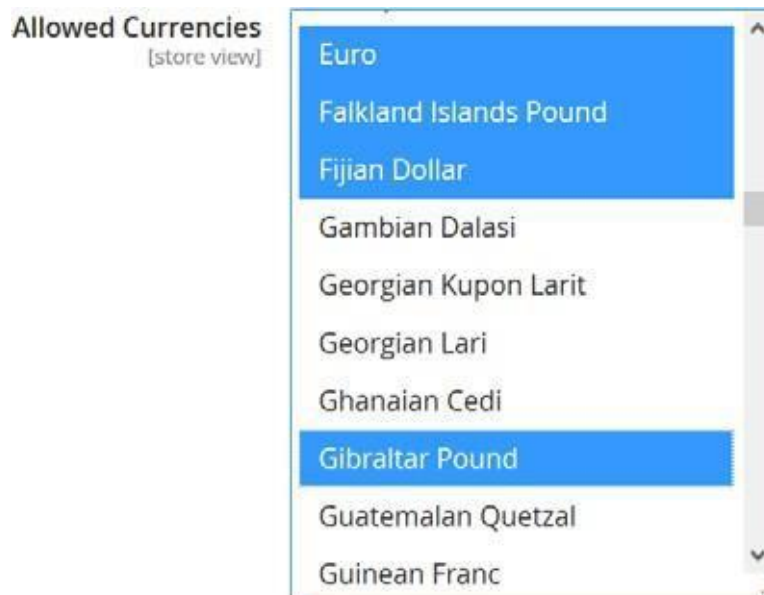
To enable Magento to use more than one currency:

1. Sign into the administration interface using your credentials.
2. In the navigation bar on the left, select **STORES > Currency Rates**.
3. In the *Currency Rates* page, click **Options**:



The *Configuration* page appears with **GENERAL > Currency Setup** selected in the menu on the left.

4. Under *Currency Options*, in **Allowed Currencies**, use standard methods to select the currencies for which you have a verified merchant account – including your Base Currency. For example:



5. In the menu on the left, select **SALES > Skrill Hosted Payment Solution**.  
The *Skrill Settings* page appears.

6. Scroll down to the **Multi Currency Setup** section, and then set up your **Multi Currency Account**.

Currency [store view] GBP (British Pound)

Select currency

USD (U.S. Dollar)

Enabled [store view] Yes

Enable this account for multi currency

Merchant ID [store view] 12345678

Your Skrill customer ID. It is displayed in the upper-right corner of your Skrill account.

Merchant Account (email) [store view] skrill\_GBP@merchant.com

Your Skrill account email address.

MQI/API Password [store view] \*\*\*\*\*

When enabled, this feature allows you to issue refunds and check transaction statuses. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

Secret word [store view] \*\*\*\*\*

This feature is mandatory and ensures the integrity of the data posted back to your servers. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

GBP (British Pound)

Enabled [store view] Yes

Enable this account for multi currency

Merchant ID [store view] 97175044

Your Skrill customer ID. It is displayed in the upper-right corner of your Skrill account.

Merchant Account (email) [store view] multicurrency1@payreto.com

Your Skrill account email address.

MQI/API Password [store view] \*\*\*\*\*

When enabled, this feature allows you to issue refunds and check transaction statuses. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

Secret word [store view] \*\*\*\*\*

This feature is mandatory and ensures the integrity of the data posted back to your servers. To set it up, you need to login to your Skrill account and go to Settings -> then, Developer Settings.

7. Click **Save Config** at the top of the page to save the configuration.

Customers will now be able to select which currency to pay with using the control on the top left of your checkout page. For example:

The screenshot shows the LUMA website interface. At the top right, there is a currency selector set to "USD - US Dollar". The main product page for the "Selene Yoga Hoodie" is displayed. The product price is \$59.43. Below the price, there are size selection options (XS, S, M, L, XL) and color selection options (orange, purple, white). A quantity selector is set to 1. A blue "Add to Cart" button is prominent. Below the main image, there are smaller thumbnail images of the product. At the bottom, there are tabs for "Details", "More Information", and "Reviews (3)". The "Details" tab is active, showing a description of the hoodie and its features:

- Ivory heather full zip 3/4 sleeve hoodie.
- Zip pocket at arm for convenient storage.
- 24.0" body length.
- 89% Polyester / 11% Spandex.

The control changes the prices on the page in real time to match the selected currency.

## Customer payment experience

This section describes the customer's experience when checking out using the Skrill Magento 2 module, omitting the shipping address and method stage from the payment selection stage onwards.

1. On the **Payment Method** page, the customer selects a payment method from the list, and then click **Place Order**.

The content of the payment method list depends on the customer's country, the payment options configured for your Skrill account, and the payment options configured in the Skrill Magento 2 module.

The payment method and customer details are displayed, along with the **My billing and shipping address are the same** checkbox, which is selected by default. For example:

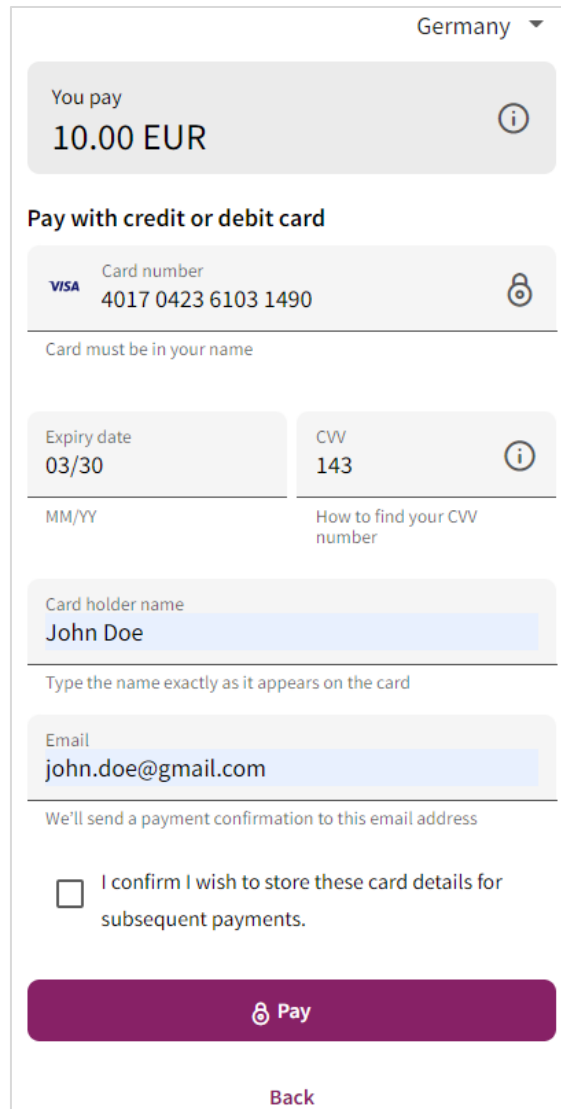


The screenshot shows a checkout interface. At the top, there are logos for VISA and MasterCard. Below them is a checkbox labeled "My billing and shipping address are the same" which is checked. Underneath the checkbox are several input fields for customer details: "Customer Last name", "High Street", "London, E1 7HU", "United Kingdom", and "00000000". To the right of these fields is a blue button labeled "Place Order".

If the customer wishes to specify a billing address different than the shipping address, they clear the checkbox and enter the address in the fields displayed.

2. After reviewing the address, the customer clicks **Place Order**.

The Skrill payment form is displayed, for example:



The screenshot shows a payment form for a 10.00 EUR transaction. At the top right, the location is set to "Germany". The "You pay" section shows "10.00 EUR". Below this, the "Pay with credit or debit card" section is active. It includes a "VISA" logo and a card number "4017 0423 6103 1490". A note states "Card must be in your name". The expiry date is "03/30" and the CVV is "143". The card holder name is "John Doe" and the email is "john.doe@gmail.com". A checkbox for "I confirm I wish to store these card details for subsequent payments." is unchecked. A purple "Pay" button is at the bottom, with a "Back" link below it.

3. The customer enters their payment details into the Skrill Payment Form, and then clicks **PAY NOW**.

The payment is processed, and the successful payment message appears. For example:



4. The customer clicks **Continue** to clear the message and display the order number for this payment. For example:

# Thank you for your purchase!

Your order # is: 000000053.

We'll email you an order confirmation with details and tracking info.

[Continue Shopping](#)

You can track your order status by creating an account.

Email Address: test@gmail.com

[Create an Account](#)

## Viewing payment information

To see an order's payment information in the administration interface:

1. Click **SALES > Orders** to display a list of orders sorted by order number (ID).
2. To view details of an individual order, in the **Action** column, click **View**. A page containing the following information appears:
  - Order & Account Information
  - Address Information
  - Payment & Shipping Method (see below)
  - Items Ordered
  - Order Total

An example of the *Payment & Shipping Method* section is shown below:

### Payment & Shipping Method

---

#### Payment Information

Credit Card / Visa, Mastercard

The order was placed using EUR.

Payment ID : 0000000531598358708

Payment status : Processed

Order originated from : Bulgaria

Used payment method : Visa

Country (of the card-issuer) : United States

Email address of skrill account : blagovest.georgiev@payreto.com

#### Shipping & Handling Information

**Flat Rate - Fixed** €5.00

This section includes the following information:

- The payment option selected in the Magento checkout.
- The currency the order was placed in using a 3-digit ISO4217 currency code e.g., EUR for Euros.
- The unique payment ID.
- The payment status; one of the following:

Status	Description
Payment Accepted	Payment has been successfully accepted and has reached your merchant account.
Pending	The customer closed the browser after the Skrill Payment form loaded.
Closed	The customer has requested a refund of this order through the acquirer.
Canceled	The customer canceled the order after the Skrill Payment form had loaded.
Not Verified	The wrong secret word was entered.

- The country the order originated from - obtained by geolocation using the customer's IP address.
- The payment method selected in the Skrill Payment form. For example: Visa, Mastercard, Skrill Wallet.
- The country of origin of the payment instrument used (this is only shown for card payment methods and bank accounts). For bank accounts, this shows the country where the account is registered. For cards, this shows the country where the card was issued.
- The **processing** email address of the Skrill account holder.
- The shipping amounts.
- The **Update Order** control. Use this to check an order's payment status with the Skrill Payment Platform and re-send a status update, which is useful if your Magento server goes offline or if there is a technical fault with Skrill's servers which prevents payment status updates being sent or received.



After you click **Update Order**, the payment information is updated, and the new status added to the **Order Total** section, for example:

Order Total

---

**Notes for this Order**

Status  
 Payment Accepted ▾

Comment

Notify Customer by Email  
 Visible on Storefront

**Submit Comment**

Apr 25, 2017 8:57:54 AM | Payment Accepted | Customer **Not Notified**  
 Payment status : Processed. Used payment method : Visa. Country (of the card-issuer) : United States.

Apr 25, 2017 8:57:54 AM | Payment Accepted | Customer **Notified**  
 Apr 25, 2017 8:57:54 AM | Processing | Customer **Not Notified**  
 Captured amount of €48.00 online. Transaction ID: "0000003171493052294"

Apr 24, 2017 4:50:29 PM | Not Verified | Customer **Not Notified**  
 Payment status : Processed. Used payment method : Visa. Country (of the card-issuer) : United States.

Apr 24, 2017 4:44:53 PM | Pending | Customer **Notified**

## Refunding payments

To refund a customer payment:

1. In the Magento administration interface, select **SALES > Invoices**.
2. The **Invoices** page appears. For example:

Invoices

Search by keyword

Filters Default View Columns Export

20 per page 1 of 3

Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Grand Total (Base)	Grand Total (Purchased)	Action
<input type="checkbox"/> 000000047	Aug 26, 2020 2:43:27 PM	000000054	Aug 26, 2020 2:42:45 PM	Customer Last name	Paid	€54.99	€54.99	<a href="#">View</a>
<input type="checkbox"/> 000000046	Aug 25, 2020 3:34:47 PM	000000053	Aug 25, 2020 3:31:46 PM	Customer Last name	Paid	€54.99	€54.99	<a href="#">View</a>

- If required, search for the invoice using the customer's order number (Order #) or their name, and then click **View**. The example below shows the start of an invoice.

#000000047 🔍 🔔 👤 plugsales

← Back   Send Email   Credit Memo   Print

---

Order & Account Information

Order # 000000054 (The order confirmation email is not sent)		Account Information	
Order Date	Aug 26, 2020, 2:42:45 PM	Customer Name	Customer Last name
Order Status	Payment Accepted	Email	test12@gmail.com
Purchased From	Main Website Main Website Store Default Store View	Customer Group	NOT LOGGED IN
Placed from IP	157.167.59.180 (213.206.158.220)		

---

Address Information

Billing Address <a href="#">Edit</a>	Shipping Address <a href="#">Edit</a>
Customer Last name High Street London, E1 7YT United Kingdom T: 000000000	Customer Last name High Street London, E1 7YT United Kingdom T: 000000000

- If the details are correct, click **Credit Memo** to open the **New Memo** page, used to credit amounts to the customer.
- In the **Order Total** section, check that the **Grand Total** value is correct, and then click **Refund**.

Order Total

Credit Memo Comments	Refund Totals
Comment Text <input type="text"/>	Subtotal €49.99
	Refund Shipping <input type="text" value="5"/>
	Adjustment Refund <input type="text"/>
	Adjustment Fee <input type="text"/>
	<b>Grand Total</b> €54.99
	<input type="button" value="Update Totals"/>
	<input type="checkbox"/> Append Comments
	<input type="checkbox"/> Email Copy of Credit Memo
	<input type="button" value="Refund Offline"/> <input type="button" value="Refund"/>

---

**Warning:** Do not use **Refund Offline** as this does not refund payments made through the Skrill Payment platform.

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- The order is re-displayed. Check that the comments have been updated with the correct refund.

## Configuring administrator permissions

If you are unable to view the **Skrill Hosted Payment Solutions** option on the **Configuration > Sales** menu, either you or your Magento administrator needs to ensure that your login has the **Administrator** permission.

To update your user role:

1. In the administration interface, select **SYSTEM**, then, under **Permissions**, select **All Users**.
2. The current users are listed.
3. Click your user to display its **Account Information**.
4. Under **USER INFORMATION**, click **User Role**.



The screenshot shows a user management interface. At the top, there is a search bar with the text "Search", a "Reset Filter" link, and "1 records found". To the right, there is a pagination control showing "20" per page, "1" of 1, and navigation arrows. Below this is a table with two columns: "Assigned" and "Role". The "Assigned" column has a dropdown menu currently set to "Any". The "Role" column contains a single entry: "Administrators", which is preceded by a radio button.

Assigned	Role
Any	<input type="radio"/> Administrators

5. Select the **Administrators** role and click **Save User**.

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## 4. TESTING YOUR MAGENTO INSTALLATION

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Skrill provides two test cards numbers listed below for use with test merchant accounts. When using these cards enter an expiry date in the future and a random CVV number.

**Table 4-1: Test Cards**

Brand	Card Number
MasterCard	5438311234567890
Visa	4000001234567890