Amazon Pay - extension for OpenMage

Release 10.1.3

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Warning: Magento 1.x support has been dropped. Consider migration to OpenMage.

CHAPTER

ONE

OVERVIEW

This extension provides an official integration of your OpenMage store with **Amazon Pay** service. They help your customers shop quickly, safely and securely. Your customers can pay on your website without re-entering their payment and address details. All Amazon transactions are protected by Amazon's A-to-z Guarantee.

The extension is a pure payment solution. No item level is communicated to Amazon Payments and it allows you to manage your orders directly from OpenMage.

1.1 About Amazon Pay

Amazon Pay is an end-to-end payment solution that gives hundreds of millions of active Amazon customers a familiar, fast, and secure way to complete their purchase through your online store. Shoppers can use the address and payment information already stored in their Amazon account to check out - avoiding account creation or the need to re-enter their billing and shipping information. The performance is continually optimised by technology, learnings, and best practises from Amazon.

1.1.1 Key Benefits

- Reduce friction with a payment process that customers trust and can complete in minimal clicks
- Proactively notify customers when their order is on its way or has arrived with Amazon Alexa
- Rest assured with advanced fraud protection technology backed by Amazon
- Easily integrate Amazon Pay into your online store

1.1.2 Key Features

- PSD2 compliant: Built-in support for strong customer authentication as required under PSD2
- Delivery Notifications: Proactively alert customers on the arrival status of physical goods orders via Amazon Alexa
- Multi-currency: Maintain the local currency experience across the shopping journey and help customers avoid currency conversion fees from their credit card issuer or bank
- Amazon Sign-in: Reduce friction during account creation and sign-in by offering a fast and secure way for customers to authenticate through Amazon. Shoppers with an active Amazon account don't need to login again
- Automatic Decline Handling: Reduce lost sales with a consistent experience for customers to gracefully recover from a declined payment

- Payment Protection Policy: Protection against fraud-related chargebacks (check User Agreement for more details)
- Amazon Pay A-to-z Guarantee: Increase customer confidence to complete purchase in your online store with extra assurance on the timeliness of delivery and order quality

1.2 Getting the extension

You can install the extension either via Connect Manager or manually, downloading the installation package from Creativestyle connect channel.

Refer to the *Installation* section to get more details concerning installation procedure.

1.3 Extension features

- *Amazon Pay* button in the shopping cart, in the 1st step of one page checkout and on the product page
- *Amazon Sign-in* button on the customer login and registration page
- Support for payment authorizations, captures and refunds (also partial refunds)
- Supports Amazon Instant Payment Notifications
- Live & sandbox modes available
- JSON-based event logger
- Multilanguage, available languages: en, de, fr, es, it
- Multicurrency

1.4 Extension vendor

This extension has been developed by creativestyle GmbH in cooperation with Amazon Payments Europe S.C.A.

Creativestyle is an award-winning, pioneering e-commerce agency with more than 15 years of experience. Since 2001, they have been developing expertise in the field of technology and software solutions. With an 80 person team of experts consisting of certified specialists in the fields of design, development and management of innovative projects, they can guarantee a full range of services from consulting and planning, through concept and design, to technical implementation and subsequent project support.

creativestyle GmbH
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80636 München
Germany
http://www.creativestyle.de

CHAPTER

TWO

PREREQUISITES

2.1 System requirements

Amazon Pay extension for OpenMage requires you to have a valid **Amazon Payments** account and a webserver running an OpenMage store instance with the following conditions met:

- OpenMage 19.4.4 or higher
- cURL for PHP
- DOM / XML for PHP
- valid SSL certificate

Important: This extension works with OpenMage 19.4.4 or higher. Please refer to *Installing the extension on Magento lower than 1.9.4.0* to find out how to install it on the legacy versions of Magento.

CHAPTER

THREE

INSTALLATION

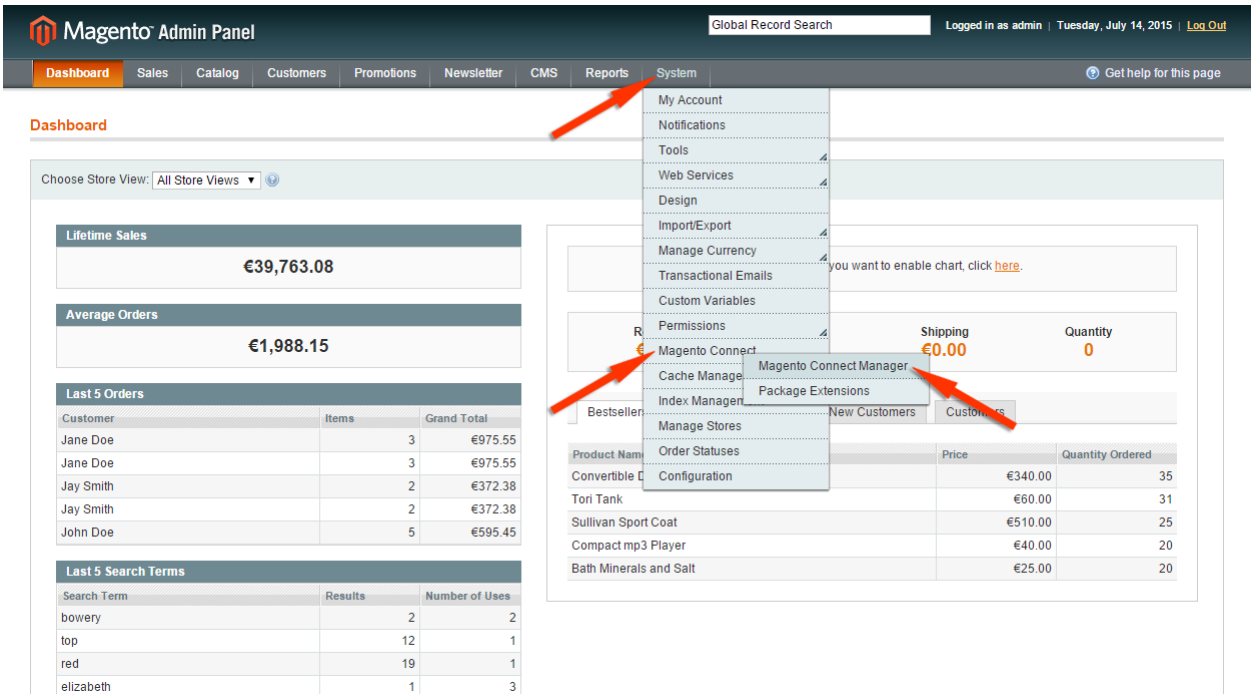
3.1 Pre-installation steps

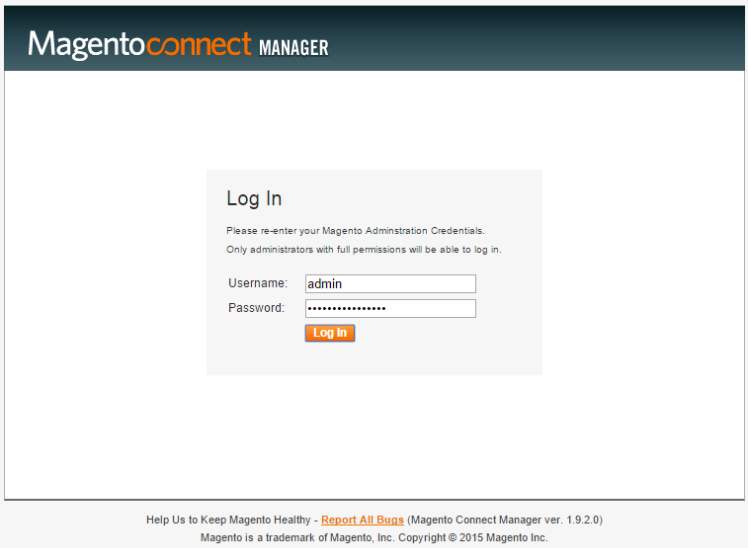
- Create a backup of your shop before proceeding to install.
- If your shop is using compilation (you can check it in *System → Tools → Compilation*), disable it please before proceeding to install.

3.2 Installation process

3.2.1 Installation via Connect Manager

- Go to *System → Magento Connect → Magento Connect Manager* and enter your admin credentials to get logged in.

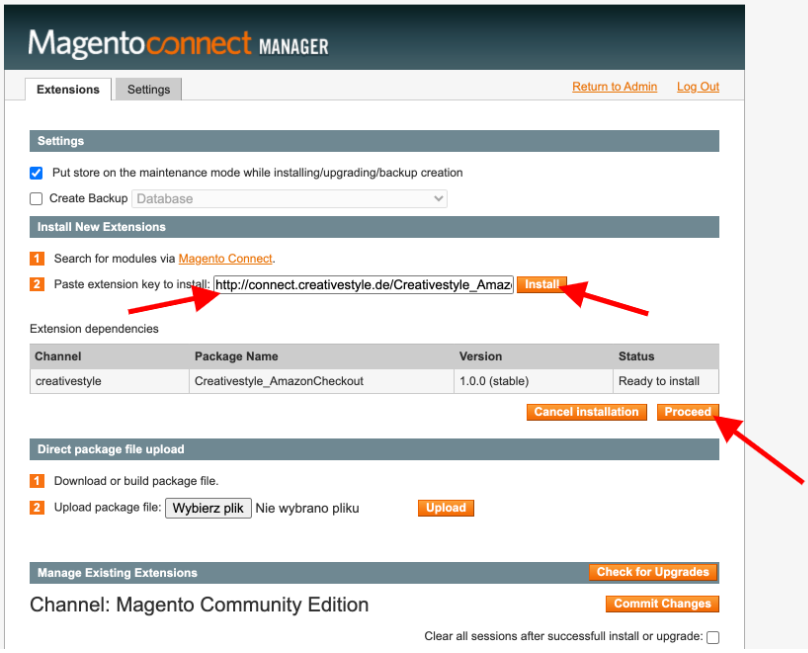




- In the *Install New Extensions* section paste the following extension key:

http://connect.creativestyle.de/Creativestyle_AmazonCheckout

and click *Install* button. Connect Manager will validate the key and check the extension dependencies and will display a pre-installation summary. Click *Proceed* button to start the installation.



- After the successful installation, please click on *Refresh* button to refresh the list of the installed extensions and make sure that **Amazon Pay** is present on that list.
- Proceed to the *Post-installation steps*.

3.2.2 Manual installation

- Go to Creativestyle OpenMage connect channel and download the recent installation package of the extension. Unpack the downloaded file to your OpenMage root directory.

Tip: If you are using any VCS (git, svn, mercurial) for versioning your shop basecode, you can also commit the content of the downloaded file to the VCS repository and deploy it to your shop.

- Proceed to the *Post-installation steps*.

3.3 Post-installation steps

- If you're using custom design theme, refer to the *Templates customization* section to find out how to adjust **Amazon Pay** templates to your needs.
- Go to *System* → *Cache Management* and flush OpenMage cache storage.
- If you have disabled compiler in pre-installation stage, you can go now to *System* → *Tools* → *Compilation*, recompile and enable compiler again.
- Logout from the OpenMage admin and login again.

Voila! The **Amazon Pay** extension shall be installed now. You can proceed to the *Configuration* followed by *Frontend templates* customization (if applicable).

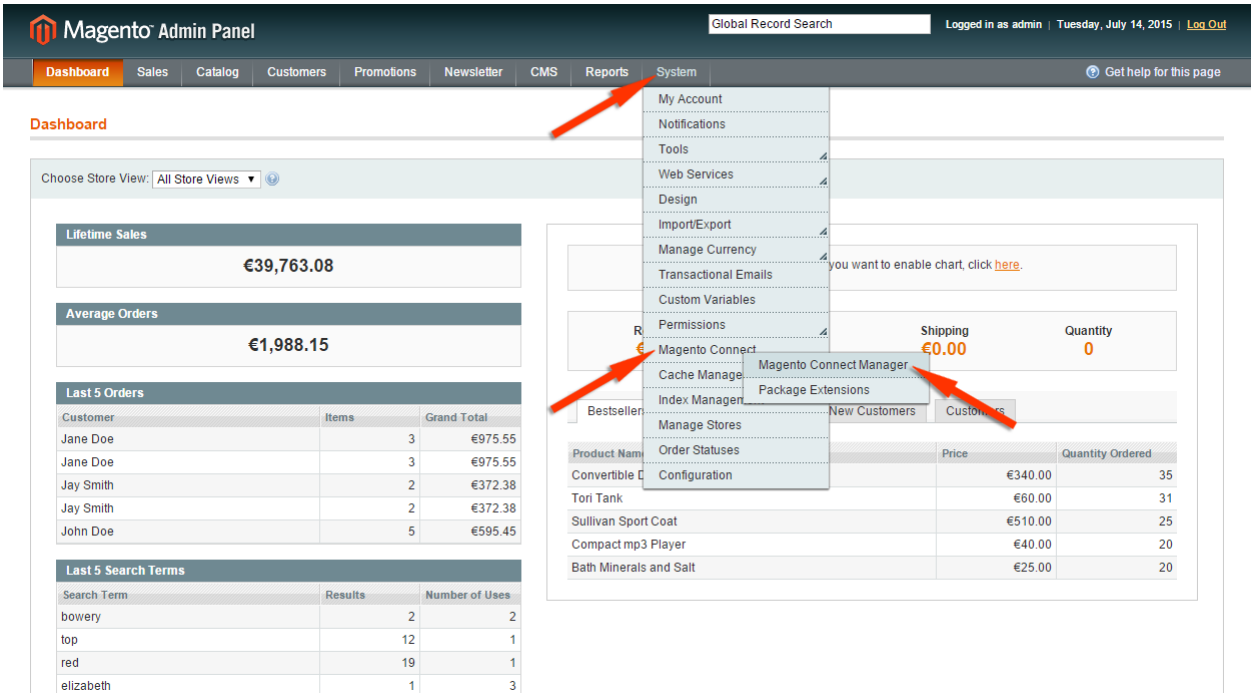
3.4 Upgrade

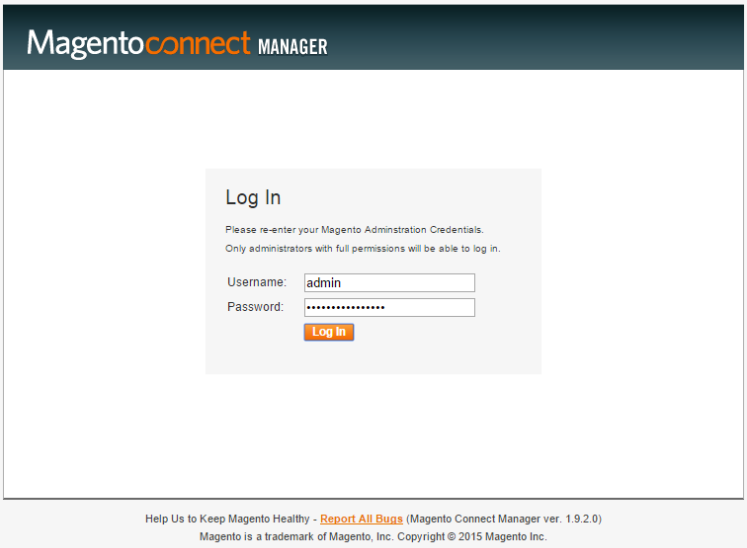
3.4.1 Pre-upgrade steps

1. Create a backup of your shop before proceeding to upgrade.
2. If your shop utilises compilation (you can check it in *System* → *Tools* → *Compilation*), disable it please before proceeding to upgrade.

3.4.2 Upgrade process

- Go to *System* → *Magento Connect* → *Magento Connect Manager* and enter your admin credentials to get logged in.





- Click *Check for Upgrades* button in the *Manage Existing Extensions* section. If the newest version of Amazon Pay is available, the Creativestyle_AmazonCheckout extension on the list will be highlighted with the yellow color. In the corresponding action dropdown list please select *Upgrade to X.X.X (stable)* option and click *Commit changes* button.
- After the successful upgrade, please click on *Refresh* button to refresh the list of the installed extensions and assure that **Amazon Chekout v2** (identified as *Creativestyle_AmazonCheckout*) was upgraded to the desired version.
- Proceed to the *Post-upgrade steps* section.

3.4.3 Post-upgrade steps

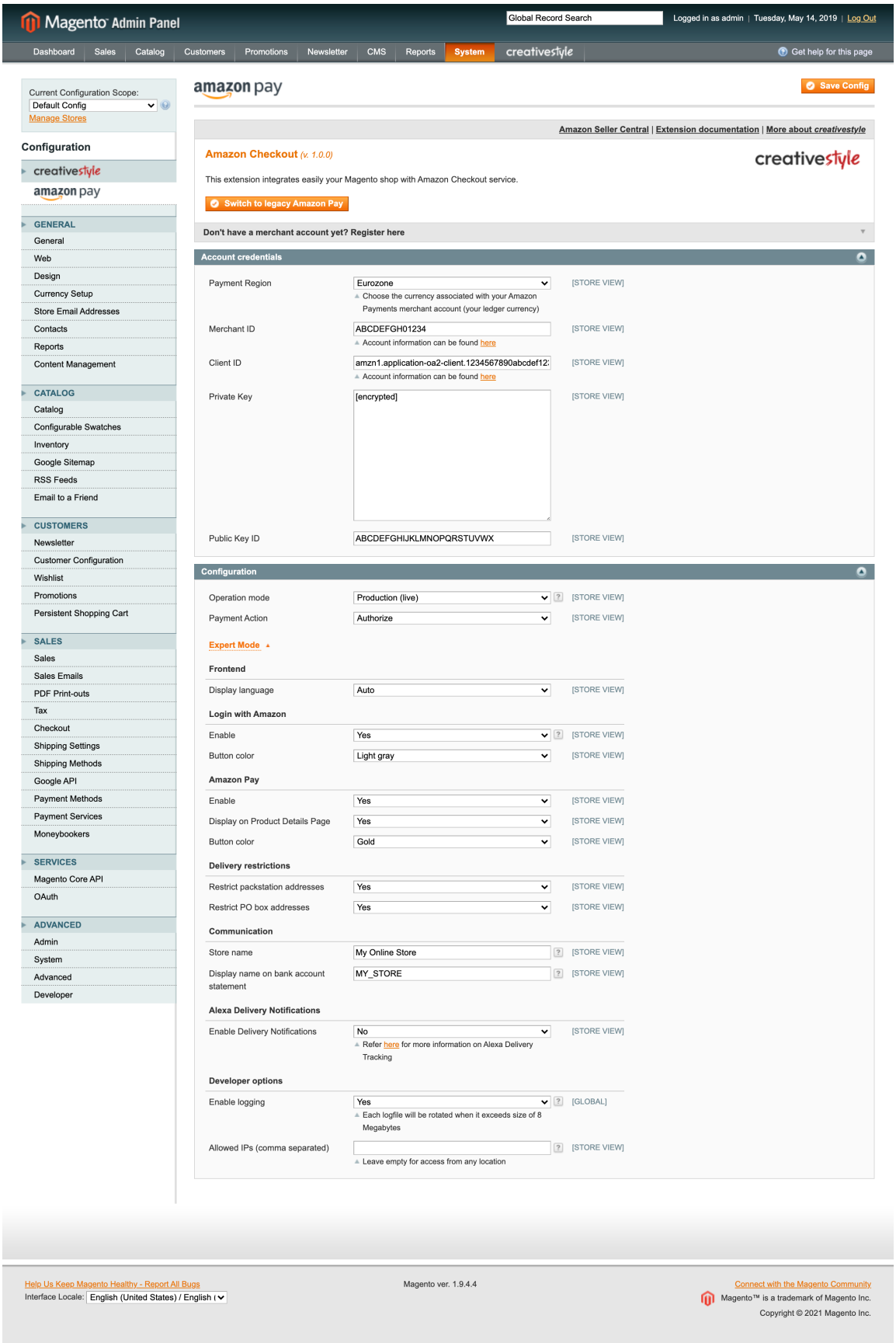
- Go to *System* → *Cache Management* and flush Magento cache storage.
- If you have disabled compiler in pre-installation stage, you can go now to *System* → *Tools* → *Compilation*, recompile and enable compiler again.

CHAPTER

FOUR

CONFIGURATION

After the successful installation you can proceed to the configuration. In OpenMage admin go to *creativestyle* → *Amazon Pay and Login with Amazon* → *Settings* (or *System* → *Configuration* → *Amazon Payments* tab).


Magento Admin Panel
Global Record Search
Logged in as admin | Tuesday, May 14, 2019 | Log Out
Dashboard
Sales
Catalog
Customers
Promotions
Newsletter
CMS
Reports
System
creativestyle
Get help for this page
Current Configuration Scope:
Default Config
Manage Stores
Configuration
creativestyle
amazon pay
GENERAL
General
Web
Design
Currency Setup
Store Email Addresses
Contacts
Reports
Content Management
CATALOG
Catalog
Configurable Swatches
Inventory
Google Sitemap
RSS Feeds
Email to a Friend
CUSTOMERS
Newsletter
Customer Configuration
Wishlist
Promotions
Persistent Shopping Cart
SALES
Sales
Sales Emails
PDF Print-outs
Tax
Checkout
Shipping Settings
Shipping Methods
Google API
Payment Methods
Payment Services
Moneybookers
SERVICES
Magento Core API
OAuth
ADVANCED
Admin
System
Advanced
Developer
amazon pay
Save Config
Amazon Seller Central | Extension documentation | More about creativestyle
Amazon Checkout (v. 1.0.0)
creativestyle
This extension integrates easily your Magento shop with Amazon Checkout service.
Switch to legacy Amazon Pay
Don't have a merchant account yet? Register here
Account credentials
Payment Region
Eurozone
[STORE VIEW]
Choose the currency associated with your Amazon Payments merchant account (your ledger currency)
Merchant ID
ABCDEFGH01234
[STORE VIEW]
Account information can be found here
Client ID
amzn1.application-oa2-client.1234567890abcdef12
[STORE VIEW]
Account information can be found here
Private Key
[encrypted]
[STORE VIEW]
Public Key ID
ABCDEFGHIJKLMNOPQRSTUVWX
[STORE VIEW]
Configuration
Operation mode
Production (live)
[STORE VIEW]
Payment Action
Authorize
[STORE VIEW]
Expert Mode
Frontend
Display language
Auto
[STORE VIEW]
Login with Amazon
Enable
Yes
[STORE VIEW]
Button color
Light gray
[STORE VIEW]
Amazon Pay
Enable
Yes
[STORE VIEW]
Display on Product Details Page
Yes
[STORE VIEW]
Button color
Gold
[STORE VIEW]
Delivery restrictions
Restrict packstation addresses
Yes
[STORE VIEW]
Restrict PO box addresses
Yes
[STORE VIEW]
Communication
Store name
My Online Store
[STORE VIEW]
Display name on bank account statement
MY_STORE
[STORE VIEW]
Alexa Delivery Notifications
Enable Delivery Notifications
No
[STORE VIEW]
Refer here for more information on Alexa Delivery Tracking
Developer options
Enable logging
Yes
[GLOBAL]
Each logfile will be rotated when it exceeds size of 8 Megabytes
Allowed IPs (comma separated)
[STORE VIEW]
Leave empty for access from any location
Help Us Keep Magento Healthy - Report All Bugs
Interface Locale: English (United States) / English
Magento ver. 1.9.4.4
Connect with the Magento Community
Magento™ is a trademark of Magento Inc.
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Available options are grouped into two main sections: *Account credentials* and *Configuration* (with *Expert Mode* subsection).

4.1 Account credentials

In this section you can define your Amazon Payments seller account credentials.

4.1.1 *Payment Region, Merchant ID and Client ID*

Fill out those fields with your Amazon Payments seller credentials. You can find them in the Amazon Seller Central.

4.1.2 *Private Key and Public Key ID*

Fill out those fields with the Private Key generated in Amazon Seller Central and the corresponding Public Key ID.

4.2 Advanced configuration

4.2.1 *Operation mode*

Sandbox mode has been designed to test the **Amazon Pay** service. In sandbox mode the selected payment method is not charged. In general, sandbox mode should be enabled for development and staging environments for testing and always has to be disabled for production environments. Never show the sandbox buttons and widgets to buyers in your live environment.

4.2.2 *Payment Action*

You can select the desired payment action taken after an order is placed. Available options are:

- *Authorize* (default) - order reference creation is followed by automatic authorization request. Capture must be requested manually by creating an invoice with *Capture online* option selected.
- *Authorize & capture* - order reference creation is followed by automatic authorization and capture request.

4.3 Expert Mode

Please click on the *Expert Mode* link to reveal the most advanced configuration options.

4.3.1 *Display language*

In this option you can select a language which will be used for displaying all elements (forms, widgets) generated by Amazon Pay. Selected language will be also used to localize emails sent by Amazon Payments to the customer after purchase.

Amazon Sign-in

4.3.2 *Enable*

By switching this option you can enable or disable **Amazon Sign-in** feature. Amazon Sign-in allows users to login to your shop using their Amazon username and password. The name, email address and user id is fetched from Amazon in order to facilitate the creation of an OpenMage account. Shipping and billing address will be retrieved as part of the checkout.

4.3.3 *Button color*

In this option you can select the desired color of *Amazon Sign-in* button. The following predefined colors ara available:

- *Gold*
- *Light gray*
- *Dark gray*

Amazon Pay

4.3.4 *Enable*

By switching this option you can enable or disable **Amazon Pay**. This option must be set to *Yes* if you want to provide payment service to your customers.

4.3.5 *Display on Product Details Page*

By switching this option you can enable or disable *Amazon Pay* button on the product details page. *Amazon Pay* button on the product details page allows the buyer to add the product to the cart and init the checkout with just one click.

4.3.6 *Button color*

In this option you can select the desired color of *Amazon Pay* button. The following predefined colors ara available:

- *Gold*
- *Light gray*
- *Dark gray*

Delivery restrictions

4.3.7 *Restrict packstation addresses*

By enabling this option you will restrict delivery to the addresses identified as packstations.

4.3.8 *Restrict PO box addresses*

By enabling this option you will restrict delivery to the addresses identified as PO Boxes.

Communication

4.3.9 *Store name*

The value set for this option will appear as your store name on all email send by Amazon Pay.

4.3.10 *Display name on bank account statement*

Use this option to set the name of your store shown on the bank account statements. The maximum length of the value for this option is 16 chars.

Alexa Delivery Notifications

4.3.11 *Enable Delivery Notifications*

Alexa delivery notifications for Amazon Pay merchants allow you to pro-actively inform your customers if their order is on its way or has arrived.

4.3.12 *Carrier codes*

This option allows to map carriers from your shop to the Amazon Pay predefined carriers. Please use the Carrier codes form by selecting your available carriers and assign them to the matching one in the Amazon Pay carrier list.

Developer options

4.3.13 *Enable logging*

The Pay with Amazon extension comes with a dedicated logging mechanism. If this option is enabled all exceptions and API calls will be saved to the appropriate log file in `var/log/amazonpayments/v2` directory in your OpenMage installation.

4.3.14 *Allowed IPs (comma separated)*

For testing or debugging purposes you can restrict access to **Amazon Pay** checkout in your shop to certain IP numbers only. *Amazon Pay* button will be shown only for the visitors coming from allowed IPs. You can set more than one allowed IP separated with commas.

CHAPTER

FIVE

CUSTOMIZATION

5.1 Frontend templates

If you are using a custom design theme and would like to adjust the appearance of **Amazon Pay** templates, please complete the following steps (all paths are relative to the OpenMage root folder):

Warning: Never edit the default template or skin files directly as they can be (and surely will be) overwritten when upgrading this extension to a newer version. Edit their copies only as described below.

- Create folders:

  `app/design/frontend/YOURPACKAGE/YOURTHEME/template/creativestyle/amazonpayments skin/frontend/YOURPACKAGE/YOURTHEME/creativestyle/css skin/frontend/YOURPACKAGE/YOURTHEME/creativestyle/images`

  On Unix-like (Linux, BSD) servers you can achieve this by running following commands, please remember to replace `YOURPACKAGE` and `YOURTHEME` with the real names of your theme:

  ```
  $ cd /path/to/your/OpenMage
  $ mkdir -p app/design/frontend/YOURPACKAGE/YOURTHEME/template/creativestyle/
  ↪amazonpayments
  $ mkdir -p skin/frontend/YOURPACKAGE/YOURTHEME/creativestyle/css
  $ mkdir -p skin/frontend/YOURPACKAGE/YOURTHEME/creativestyle/images
  ```

- Clone the following files:

  `app/design/frontend/base/default/layout/amazonpayments.xml app/design/frontend/base/default/template/creativestyle/amazonpayments/* skin/frontend/base/default/creativestyle/css/amazonpayments.css skin/frontend/base/default/creativestyle/images/*`

  On Unix-like (Linux, BSD) servers you can achieve this by running following commands, please remember to replace `YOURPACKAGE` and `YOURTHEME` with the real names of your theme:

  ```
  $ cd /path/to/your/OpenMage
  $ cp app/design/frontend/base/default/layout/amazonpayments.xml app/design/
  ↪frontend/YOURPACKAGE/YOURTHEME/layout/amazonpayments.xml
  $ cp app/design/frontend/base/default/template/creativestyle/amazonpayments/
  ↪* app/design/frontend/YOURPACKAGE/YOURTHEME/template/creativestyle/
  ↪amazonpayments/*
  $ cp skin/frontend/base/default/creativestyle/css/amazonpayments.css skin/
  ↪frontend/YOURPACKAGE/YOURTHEME/creativestyle/css/amazonpayments.css
  ```

(continues on next page)

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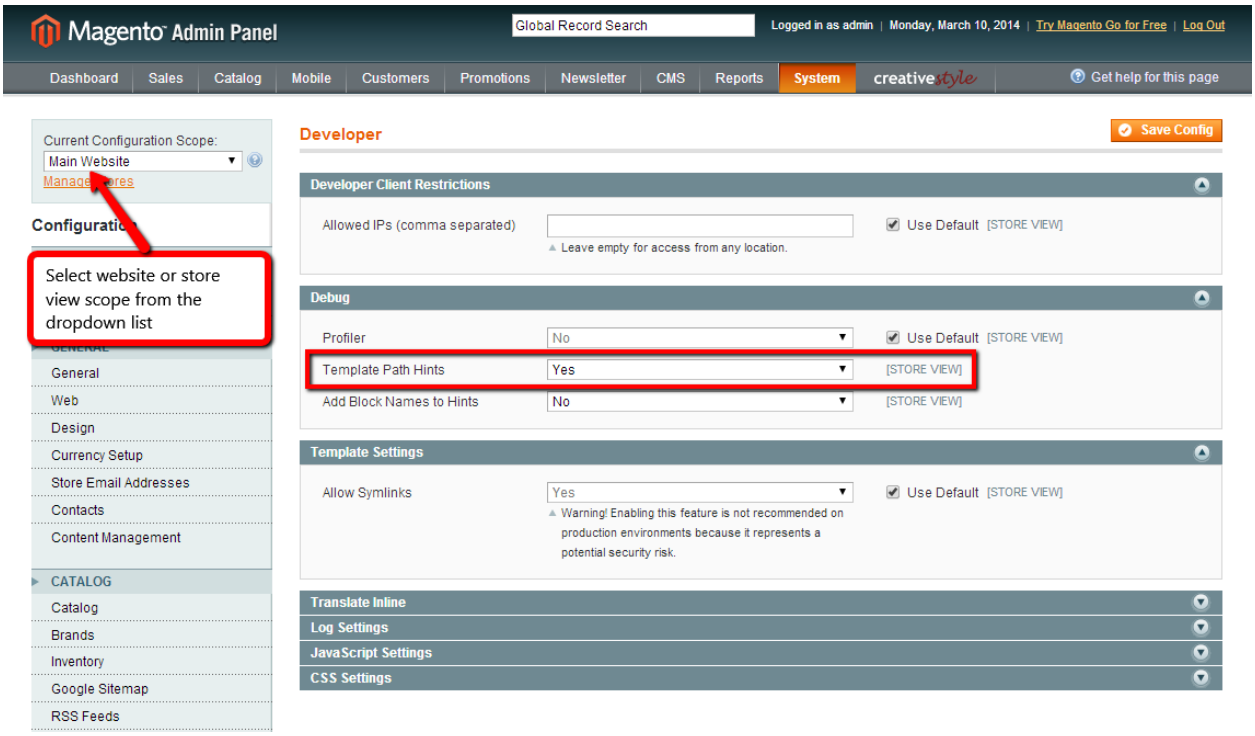
```
$ cp skin/frontend/base/default/creativestyle/images/* skin/frontend/
↪YOURPACKAGE/YOURTHEME/creativestyle/images/*
```

After cloning the above files to your theme folders, you can adjust the design by editing the appropriate files (HTML templates, CSS stylesheets and layout file). You can enable *Template Path Hints* to find out the names of the template files used by the extension in particular steps of the checkout process (in OpenMage admin, within selected store view scope: *System* → *Configuration* → *Developer* → *Debug*).



Note: Please note that the ID attributes of all HTML tags must be preserved, otherwise changes to the corresponding JS scripts must be applied (do not try to change it unless you know what are you doing).

Basic appearance of rendered Amazon Pay widgets (button color and size of all widgets) can be set in the **Amazon Pay** extension settings (*System* → *Configuration* → *Amazon Payments*), see configuration-common-appearance-settings, configuration-login-appearance-settings and configuration-pay-appearance-settings for more details.

5.2 Amazon Pay logo

If you want to place the Amazon Pay logo in your shop to let your customers know you're using payment services provided by Amazon Pay, you can find a download link of marketing tools here: * UK: https://payments.amazon.co.uk/merchant/tools * DE: https://payments.amazon.de/merchant/tools

To complement the logos you should mention Amazon Pay under your listing of supported payment methods.

CHAPTER

SIX

AMAZON SIGN-IN

Amazon Sign-in allows users to login to your shop using their Amazon user name and password. All available data needed for creating an account or placing an order in your OpenMage shop (including name, email address, and zip code) are fetched automatically from customer's Amazon account.

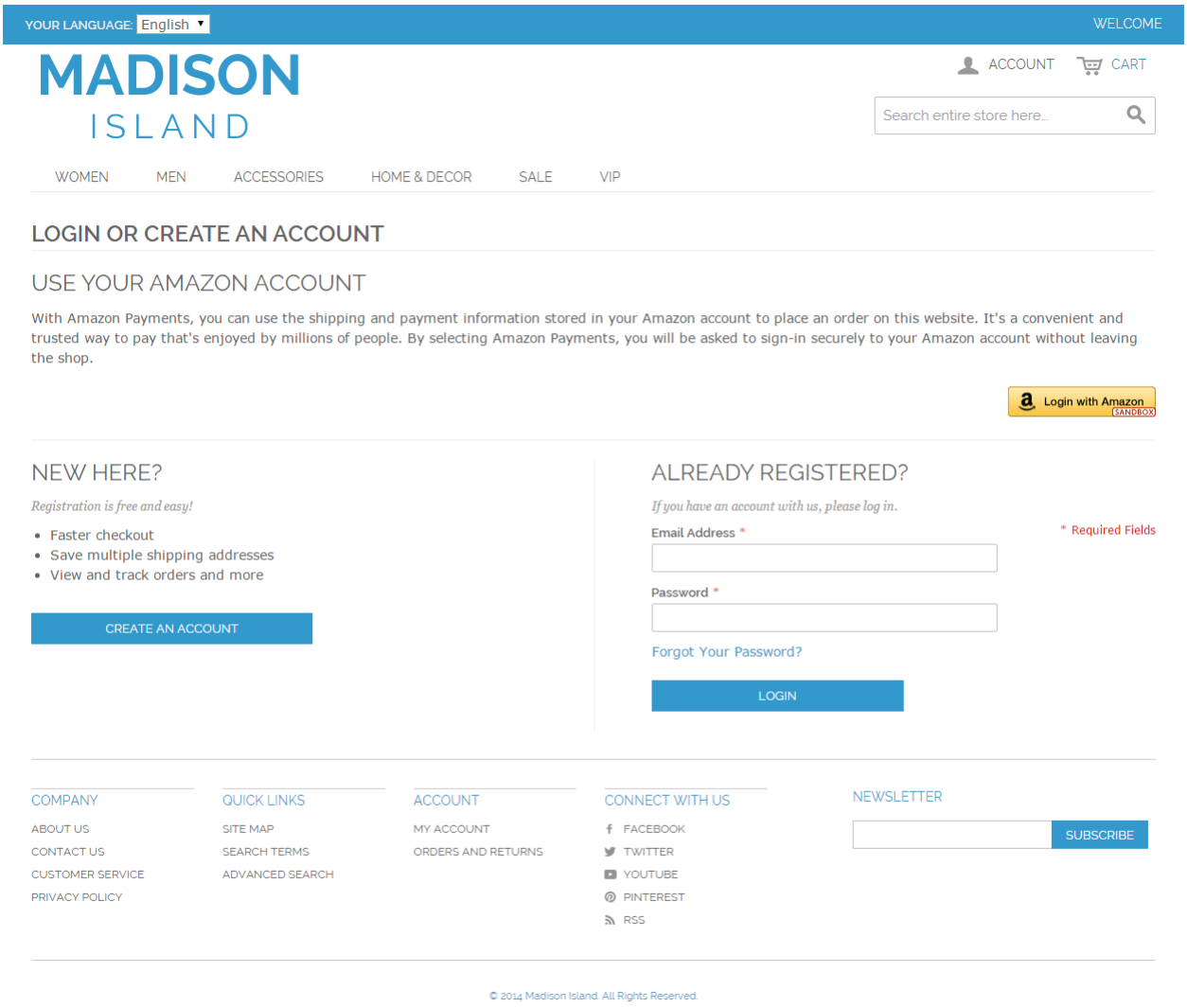
6.1 Requirements

Amazon Sign-in service requires you to have a valid **Amazon Payments** account and OpenMage store with a valid SSL certificate installed and properly configured in your shop. By "installed and properly configured SSL certificate" it is meant that your webserver is configured to serve pages via HTTPS protocol, *Base URL* config option is set to the HTTPS-based URL and in *Web* → *Secure* section of OpenMage settings.

6.2 *Amazon Sign-in* button

The *Amazon Sign-in* button appears in several places in the shop:

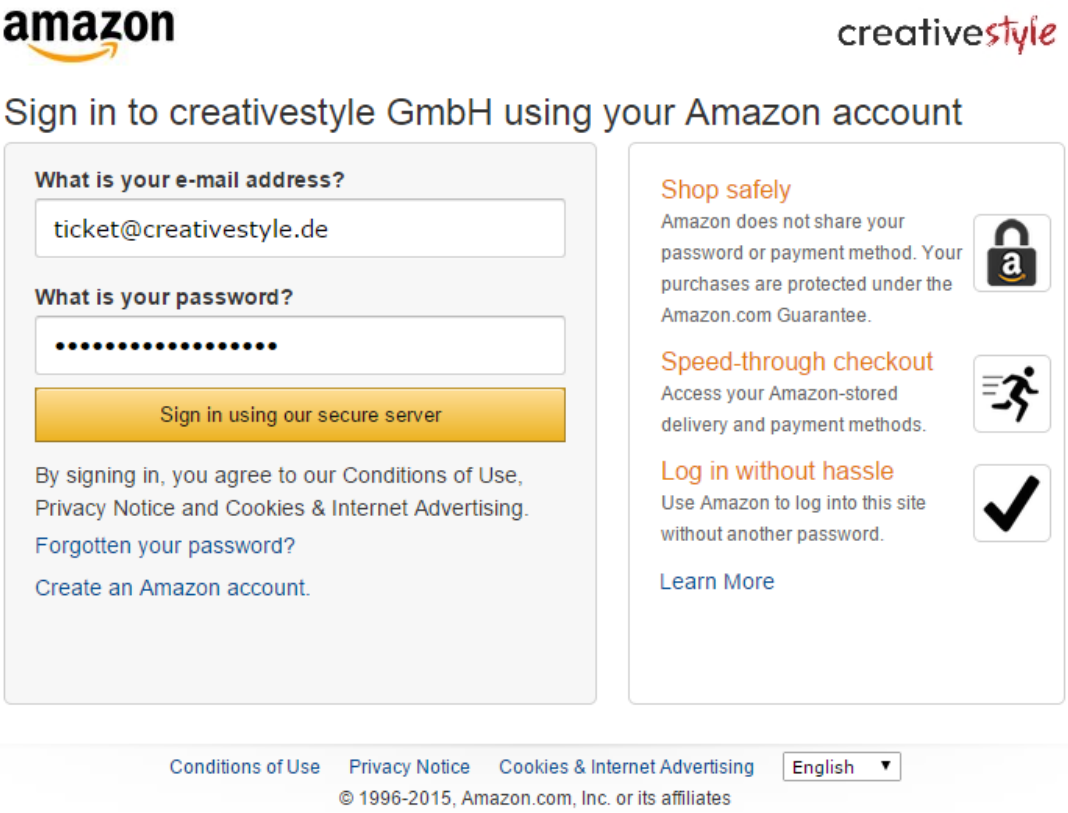
- on the customer login page,
- on the customer registration page.



You can also place the *Amazon Sign-in* button in any place you like by including following statement in the template file:

```
<div data-lpa-role="login-button"></div>
```

Pressing the *Amazon Sign-in* button launches the Amazon authentication window, where the customer is asked for his Amazon account e-mail address and password.



After a successful login the customer is redirected to the user area in your shop.

Note: When the customer uses the *Amazon Sign-in* for the first time in your shop and account with the same e-mail address already exists in your shop, he will be asked to enter his shop password to match both shop and Amazon accounts. Moreover, if you require additional data from your customers which cannot be provided by Amazon (like date of birth or gender), the customer will be asked for those data in a dedicated form, that appears after the first use of *Amazon Sign-in* button.

CHAPTER

SEVEN

ORDER & PAYMENT WORKFLOW

The **Amazon Pay** extension follows the standard OpenMage order and payment workflow, and thus processing **Amazon Pay** payments doesn't differ significantly from other payment methods available in OpenMage, making it easy to handle. The most important difference, comparing to the standard OpenMage orders, is delayed access to the billing address, which is backfilled later in the synchronization process after the successful authorization.

All Amazon Pay objects (ChargePermission, Charge and Refund) are reflected in corresponding payment transactions in OpenMage, which are connected with appropriate document entities provided by the OpenMage, (invoices for captures, credit memos for refunds).

7.1 *Amazon Pay* button

The *Amazon Pay* button appears in several places in the shop:

- on the shopping cart page,
- in the 1st step of the default One Page Checkout,
- in the sidebar cart widget.

You can also place the *Amazon Pay* button in any place you like by including following statement in the template file:

```
<div data-lpa-role="pay-button"></div>
```

Pressing the *Amazon Pay* button launches the Amazon Payments authentication window, where the customer is asked for his Amazon account e-mail address and password.

After a successful login the customer is redirected to the Amazon Pay checkout page in your shop.

7.2 Placing an order

The **Amazon Pay** checkout form consists of 4 steps arranged within a single page (unlike OpenMage default checkout, which uses accordion for showing and hiding particular steps of the checkout). These steps are: shipping address (provided by Amazon Pay), payment method (provided by Amazon Pay), shipping method and order review (handled by default OpenMage checkout templates). All fields in the form (shipping address, payment method and shipping method) are pre-filled, which means that in very basic scenario customer can finish the checkout with just one click. Unfortunately, pre-filling doesn't apply to the terms and conditions checkbox (if used at all) and can raise the number of required clicks, which, however, doesn't affect the easiness and user-friendliness of the **Amazon Pay** payment method.

Note: The value selected in each checkout step is saved in a separate AJAX call. When the checkout form shows up for the first time, depending on the internet connection speed and the web-server's response time, it may take up to few seconds until *Place order* button gets active and can be clicked by the customer.

After selecting the desired shipping address, payment method, shipping method and pressing *Place order* button (preceded by accepting terms and conditions if needed), the customer is redirected to the success page. **Amazon Pay** uses the default OpenMage success page, which means there's no need to add any tracking scripts or additional page layout elements that you use in default OpenMage checkout and want also use in Amazon checkout, all features implemented additionally on the OpenMage success page shall also appear on Amazon checkout success page.

The created order will be transferred to Amazon and will appear in your OpenMage admin in *Pending* (by default) or *Processing* (if you are using synchronous authorization) state.

Note: You may notice in the OpenMage admin that the billing address may be incorrect at this point (as mentioned in the introduction to this chapter). That's true if the billing differs from the shipping data. The billing address will be updated as soon as authorization is confirmed by Amazon Pay. Keep also in mind that the billing address is available only for the sellers that provided a valid VAT number in Amazon Seller Central.

7.3 Multicurrency support

Amazon Pay extension supports multicurrency payments on the website level. Website is the top level organizational unit in OpenMage, it may share customer accounts, shipping and payment methods. To offer multicurrency support that is provided by Amazon Pay service in your OpenMage shop, you have to create a separate website for each currency you plan to offer in your shop, with the selected currency set as a base currency in OpenMage settings.

By default the base currency is set globally in OpenMage, to make it available on the website level, please go to *System → Configuration → Catalog → Catalog → Price → Catalog Price Scope* and set its value to *Website*.

Next go to *System → Configuration → General → Currency Setup → Currency Options → Base Currency* and set its value to the selected currency for each of the websites you created previously to offer multicurrency support for your customers. The website configuration scope can be changed by selecting appropriate entry in the *Current Configuration Scope* dropdown list in the top right corner of the configuration page.

Note: Please note, that multicurrency support in the extension doesn't use Display Currency setting, which may be set on the store view level. Display currency is used just for the storefront presentation purposes and doesn't play any role in further order post-processing, because all transactions are processed using base currency. Such a behavior is implemented in OpenMage core classes and Amazon Pay extension do not break this rule.

7.4 Payment authorization

An authorization can be requested after the order data is successfully transferred to Amazon. Depending on the value you've selected for *Payment Action* option it can be processed in several ways. For *Authorize* and *Authorize & capture* actions it will be requested automatically as soon as order is placed in your shop and successfully transferred to Amazon. The requested authorization will be therefore either confirmed or declined by Amazon either via IPN message or via data polling, see workflow-synchronizing-order-data to get more details. The order, for which a payment authorization has been confirmed changes its state to **Processing**, an order email confirmation is sent to the customer (if not disabled in the extension settings, see configuration-order-confirmation) and you can start the fulfilment process.

Warning: Never dispatch ordered items before the authorization is confirmed. Only the confirmed authorization guarantees that you will be able to capture the order amount (if you capture within 7 days).

7.4.1 Declined authorizations

If the authorization is declined by Amazon Pay due to problem with the payment method selected, your customer will be informed about this case via e-mail and requested to visit the Amazon Pay web site. The customer can on this page update the payment method by following the instructions on the web page. The e-mail sent to the customer can be adjusted according to the customization-email-templates section. After the successful payment method update, Amazon Pay will notify OpenMage about the new authorization status and payment will get back on the track (via polling or IPN).

In case the authorization has been declined due to any other reason then problems with the selected payment method, the notification email will be sent to shop administrator and appropriate action must be undertaken according to the Amazon Payments Integration Guide.

7.5 Capturing the payment amount

After a successful authorization, you can capture funds against the authorization. *Payment Action* option in the extension settings allows to switch between manual and automatic capture mode. For *Manual authorization* actions the capture is triggerd by creating manually an invoice for the order in the OpenMage admin. For *Authorize & capture* action, the capture is requested automatically as soon as authorization is confirmed by Amazon Pay.

7.5.1 Manual capture

To capture the order amount, you must create an invoice first. To create an invoice, login to the OpenMage admin, open the order for which you want to capture the amount and click the *Invoice* button located in the top buttons rows. Please make sure that the order you want to process has been successfully authorized, which basically means that it is in **Processing** state.

After clicking the *Invoice* button, a new invoice form will appear with most of the crucial data (like products quantity) already filled in. You can adjust some invoice fields if needed. At this point you can create a shipment as well, by checking *Create Shipment* checkbox and adding a tracking number if needed. Before submitting the form, please **make absolutely sure** that *Amount* selectbox is set to *Capture online* and press *Submit Invoice* button. A new invoice and a new shipment (if checked *Create Shipment* checkbox) will be created for the order and the capture request is sent to Amazon Pay.

Warning: To collect the funds that were authorized, you must capture the amount within 30 days of a successful authorization (two days in Sandbox mode). We strongly recommend that you capture funds within seven days of authorization to reduce the likelihood of declines (within 7 days the a successful captures is guaranteed). In case your fulfilment process exceeds 30 days, consider using the *Manual authorization* as payment action in the configuration and authorize the payment later in any suitable time (typically in the week before the shipping) before the shipping.

Note: Partial captures are not supported by the extension at this moment.

The capture status, similar to authorizations, will be updated either via IPN message or via data polling, see workflow-synchronizing-order-data for more details.

7.5.2 Automatic capture

In this mode the capture is requested automatically after the successful authorization. Also the invoice that covers all ordered items is created automatically. Post-request processing (capture status synchronization) is carried the same way as in capture invoked manually from OpenMage backend.

7.6 Refunding order items

The order, which payment has been captured for, can be refunded either fully or partially. Refunds are made against the invoices and thus having a paid invoice assigned to the order is a necessary condition that has to be met to refund any order item. Refunds in OpenMage are recorded as credit memos, so for requesting a refund with Amazon Payments you should create a credit memo first. To create a credit memo login to the OpenMage admin, open the order you want refund, click *Invoices* tab on the right, select an invoice you want to refund and click on it.

A preview of the selected invoice will appear. Make sure that you are on the single invoice preview page and click the *Credit Memo* button.

A new credit memo form will appear with most of the crucial data (like products quantity to be refunded) already filled in. If you want to refund the invoice partially (i.e. only a part of the invoiced items) adjust the product quantities to be refunded (set 0 for items that shall not be refunded) and click *Update Qty's* button to update refund totals. You can also set the refunded items back to stock by checking *Return to Stock* checkbox. Next choose if you want to refund shipping costs or apply any refunds adjustment and fill in the appropriate fields. Next before submitting the credit memo form, double check that you have *Refund* button available and click it. A credit memo will be created and a refund will be

requested with Amazon Payments. Its status will be updated either via IPN or data polling, depending on the update method selected in the extension settings.

Warning: For the successful refund (recorded in OpenMage and requested (!) with Amazon Pay) always use *Refund* button available on the new credit memo form invoked from the single invoice preview page. If you click *Credit Memo* button directly on the order page you will be redirected to the new credit memo form with *Refund offline* button only, which admittedly will record credit memo in OpenMage, but surely won't call refund request at Amazon Payments gateway. If in any case you will get a credit memo with *Refund offline* button only then surely something had to go wrong and you should stop the refund process immediately and start it from the beginning following the above guideline.

7.7 Cancelling an order

For a variety of reasons it sometimes becomes necessary to cancel an order. To cancel an order and notify Amazon Pay about the payment cancellation:

- Please make sure the amount of the order you want to cancel hasn't been captured yet,
- Go to *Sales* → *Orders* and select the order that you would like to cancel by clicking the *Edit button* on its respective row,
- Click *Cancel* in order page to remove this order.

CHAPTER

EIGHT

FREQUENTLY ASKED QUESTIONS

Is Amazon Pay extension compatible with Magento 1.x?

Amazon Pay extension is implemented for and tested against OpenMage platform, which is a community-driven successor of Magento 1.x, thus, it is very likely that this extension works properly on Magento 1.x as well. Please note that the official support for Magento 1.x has been dropped, so the extension may be used on Magento 1.x on the merchant's sole risk and no support will be provided in case of platform incompatibilities.

CHAPTER

NINE

TROUBLESHOOTING

9.1 Installing the extension on Magento lower than 1.9.4.0

Amazon Pay extension doesn't work out of the box with Magento lower than 1.9.4.0 because of the unsupported version of **phpseclib** that comes with those Magento versions. However, it is possible to upgrade **phpseclib** and start using **Amazon Pay** extension. To do so, please follow the steps:

1. Identify your Magento version (it's visible in the footer in Magento admin panel).
2. Check which security patches you have installed in your Magento shop by running the following command in the root directory of your Magento installation:

```
cat app/etc/applied.patches.list
```

3. Go to Magento 1.x Patches page, find your Magento version and compare the patches which are installed in your Magento shop with the ones required for your version.
4. Install all missing required patches, next download and install PHP 7 compatibility patch.
5. Now your Magento is ready to use **Amazon Pay** extension. Go to *Installation* section and install the extension.