



COLLECTING SOLUTION

Payment orders

Back Office user manual

Document version 3.7

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1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.7	Lyra Collect	9/22/2022	Update of the following chapters: <ul style="list-style-type: none">• <i>Simplified creation</i>• <i>View the order payment details</i>
3.6	Lyra Collect	6/10/2022	<ul style="list-style-type: none">• Added the connection procedure to the Expert Back Office• Adding a new search criterion: "Created before the".
3.5	Lyra Collect	11/3/2021	<ul style="list-style-type: none">• Addition of a precision on the order reference format in the creating a payment order procedure.• Correction of an error in the <i>Viewing the process of payment by phone via IVS</i> chapter.
3.4	Lyra Collect	6/24/2021	<ul style="list-style-type: none">• Update of procedures for creating payment orders.• Addition of the 3D Secure preference configuration.• Addition of the chapter <i>Configuring the default validity period of a payment order</i>.
3.3	Lyra Collect	2/15/2021	<ul style="list-style-type: none">• Addition of the SMS gateway configuration.• Addition of the QR Code upon payment URL generation.
3.2	Lyra Collect	10/26/2020	<ul style="list-style-type: none">• In all relevant sections, addition of a note concerning the need to enable the <i>Payment confirmation e-mail sent to the buyer</i> notification rule to have the payment receipt sent to the buyer.
3.1	Lyra Collect	10/8/2020	<ul style="list-style-type: none">• Addition of the <i>Lifecycle of a payment order</i> chapter.• Update of the <i>Creating a payment order by Web Services</i> chapter.
3.0	Lyra Collect	9/1/2020	<ul style="list-style-type: none">• Addition of clarifications in the payment order creation chapters.• Addition of the <i>Actions available for an expired payment order</i>.
2.9	Lyra Collect	7/1/2020	<ul style="list-style-type: none">• Addition of the token creation in the following payment order types:<ul style="list-style-type: none">• e-mail• Payment URL• SMS• Screenshots update
2.8.1	Lyra Collect	6/22/2020	<ul style="list-style-type: none">• Update of the Creating a payment order by Web Services chapter.• Addition of a precision related to the Lyra SMS account.
2.8	Lyra Collect	9/3/2019	<ul style="list-style-type: none">• Clarification on multiple recipients added to the creation process of a payment by e-mail.• Addition of two new actions to the "pending" orders:<ul style="list-style-type: none">• Cancel the order• Reactivate the order

Version	Author	Date	Comment
2.7	Lyra Collect	8/30/2019	Addition of information concerning order purging in the Description chapter.
2.6	Lyra Collect	6/17/2019	Update of screenshots: introduction of shortened URLs
2.4	Lyra Collect	10/1/2018	Initial version

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2. DESCRIPTION

The **Payment orders** service allows **to create and send buyers information that must contain a payment proposal**.

There are several ways of sending a payment order:

- By e-mail
- by SMS
- by phone via an interactive voice server
- manually via a URL

Access to these features depends on your offer. For more information, please contact the sales administration .

A payment order is always made up of two distinct parts:

- generation of a payment proposal,
- payment transaction.

Similarly to transactions, the payment orders that are no longer associated with a transaction that expired over 15 months earlier are automatically purged.

2.1. The “payment order by e-mail” service

The **payment order by e-mail** service allows:

- to create a payment order,
- to create a customizable e-mail, containing the link to the payment page,
- to send the e-mail to the buyer.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress**: no payment attempt detected.
- **Finalized**: a payment attempt has occurred.
 - in **green**: *the payment is accepted*
 - in **red**: *the payment is refused*
- **Expired**: the order expiry date is reached. The order has not been paid.
- **Delivery status** which determines whether the order has been correctly delivered to its recipient.

Possible values:

- **In progress**: the order is being sent.
- **Sent**: the order has been successfully sent.
- **Failed**: the order could not be delivered.

For more information, see chapter [Lifecycle of a payment order](#) on page 11.

2.2. The “manual submission of a payment URL” service

The **payment URL** service allows:

- to create a payment order,
- to generate a payment URL, included or not in a customizable message, or in the form of a QR Code.

The merchant is responsible for sending the message or the payment URL.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress:** no payment attempt detected.
- **Finalized:** a payment attempt has occurred.
 - in **green**: *the payment is accepted*
 - in **red**: *the payment is refused*
- **Expired:** the order expiry date is reached. The order has not been paid.

- **Delivery status** which determines whether the order has been correctly delivered to its recipient.

Possible values:

- **Manual submission:** order initial status. The merchant must update it manually after sending the order.
- **Sent:** the merchant has successfully transmitted the payment order and updated the status manually.

2.3. The “payment order by SMS” service



This functionality requires a Lyra SMS account. For more information, see the FAQ.

<https://docs.lyra.com/en/collect/faq/sitemap.html>

The **payment order by SMS** service allows:

- to create a payment order,
- to create a customizable SMS, containing the link to the payment page,
- to send the SMS to the buyer.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress:** no payment attempt detected.
- **Finalized:** a payment attempt has occurred.
 - in **green**: *the payment is accepted*
 - in **red**: *the payment is refused*
- **Expired:** the order expiry date is reached. The order has not been paid.

- **Delivery status** which determines whether the order has been correctly delivered to its recipient.

Possible values:

- **In progress:** the order is being sent.
- **Sent:** the order has been successfully sent.
- **Failed:** the order could not be delivered.

2.3.1. Configuring the SMS gateway

1. Sign in to the Back Office: <https://secure.lyra.com/portal/>.
2. Click **Other actions** and sign in to your Expert Back Office.
3. Open the **Settings > Company > SMS Account Management** tab.

The tab is only visible if you have opted for the “Payment order by SMS” or “SMS Notification” service.



To use this service, please contact the the sales administration to enable the necessary functions within your offer.

4. Enter your Lyra SMS login and password.
I.e. the login and password you chose when you signed up for Lyra SMS.
5. Enter the default phone number to be notified.

This number will be used to pre-populate any notification rules you may create in the future. If notification rules have already been configured for your shop, the number will not be filled in automatically.

6. Click **Save** to save the changes.

2.4. The “payment by phone” service

The **payment by phone** service consists in:

- creating a payment order,
- submitting the order ID to your buyer,
- calling the buyer for finalizing the purchase.

It is the identifier that serves as a key to retrieve the payment order to allow the buyer to make the corresponding payment. The duration of its validity period is limited in time.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress**: no payment attempt detected.
- **Finalized**: a payment attempt has occurred.
 - in **green**: *the payment is accepted*
 - in **red**: *the payment is refused*
- **Expired**: the order expiry date is reached. The order has not been paid.
- **Delivery status** which determines whether the order has been correctly transmitted to its recipient.

Possible values:

- Waiting for call
- Called
- Failed

2.5. The "payment transaction" service

In case of payment order, the **payment transaction** service starts with payment validation by the buyer on the payment page.

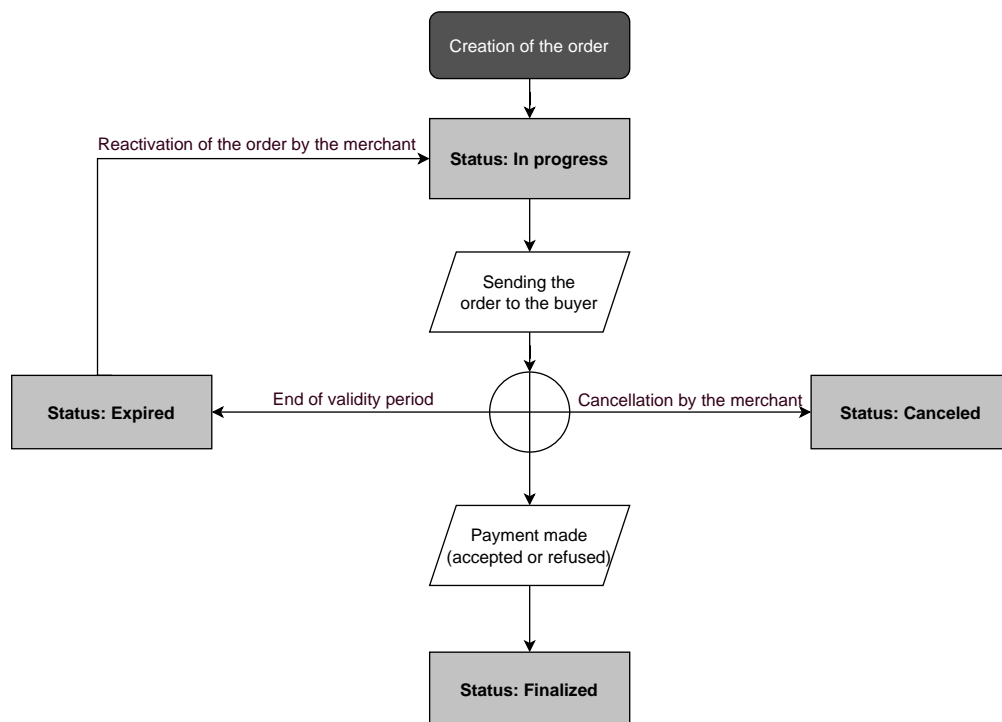
In case of payment order by phone, the **payment transaction** service starts with payment validation by the buyer on the IVS (Interactive Vocal Server) of the payment.

The transaction then becomes visible in the Expert Back Office.

A **payment transaction** can have several statuses:

- To be validated
- Waiting for capture
- Captured
- Refused

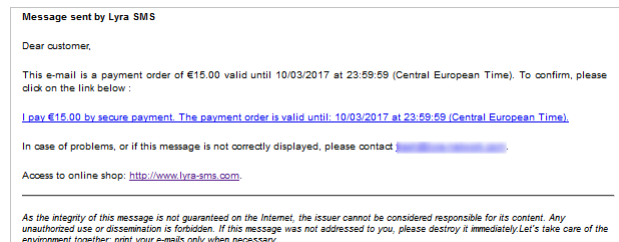
3. LIFECYCLE OF A PAYMENT ORDER



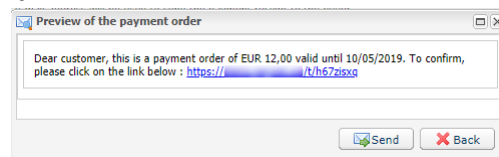
4. VIEWING THE PROCESS OF PAYMENT VIA A PAYMENT ORDER

1. The buyer receives a payment order from the merchant.

Preview of a payment order by e-mail

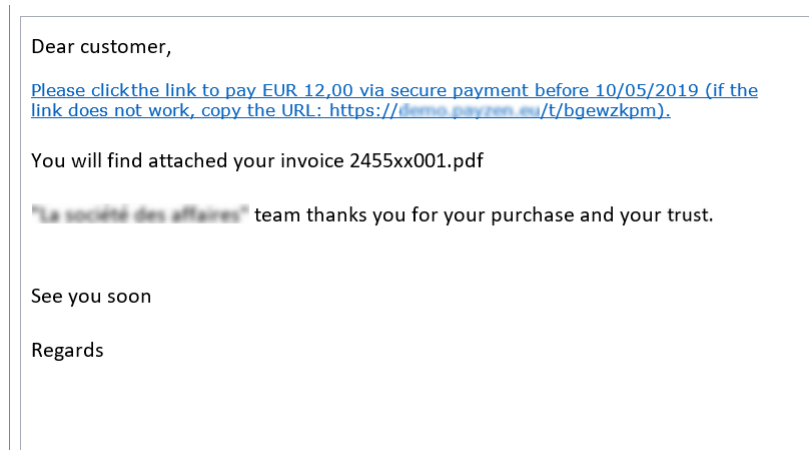


Preview of a payment order by SMS



Preview of a payment order received via a URL

Usually, the buyer receives the payment URL in an e-mail. The merchant selects this payment method as it presents the advantage of being able to copy and paste the payment URL into the e-mail and attach an invoice, for example.

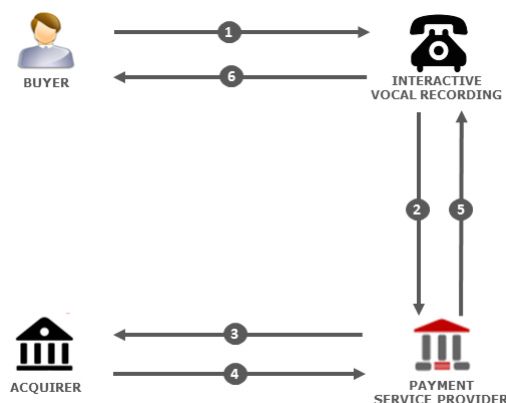


2. The buyer clicks on the URL inviting him/her to proceed to the payment.
3. The payment page appears.
4. The buyer selects his/her payment method.
5. The buyer enters his/her bank data.
6. The payment gateway displays the payment result.
7. The payment gateway sends an e-mail (notification), both to the buyer and the merchant, to inform them about the payment.

5. VIEWING THE PROCESS OF PAYMENT BY PHONE VIA IVS

Note

If they wish, merchants may speak to the buyer on the phone.



1. The buyer receives a payment order from the merchant.

This order is accompanied by a **payment order identifier**. The merchant communicates the identifier via e-mail, by phone, by SMS or other channel of his choice.

The buyer calls the interactive voice server (IVS). The buyer enters the order identifier, confirms the amount, and enters the bank details.

2. The voice server transmits the details of the payment card to the payment gateway.
3. The payment gateway requests an authorization from the acquirer.
4. The acquirer returns a response.
5. The payment gateway creates the transaction and sends the payment result to the IVS.
6. The payment gateway communicates the payment result.

In case of success, the voice server communicates the transaction number to the buyer.

In case of failure, the buyer is informed about the rejection of the payment request.

A **payment ticket** may be sent by **SMS** (if the buyer's phone number has been provided and the corresponding notification rule has been configured) and/or via **e-mail** (if the buyer's e-mail address has been provided and the corresponding notification rule has been configured).

6. CONFIGURING THE DEFAULT VALIDITY PERIOD OF A PAYMENT ORDER

A payment order is always created with an expiry date.

Once the expired validity date has passed, the buyer can no longer pay.

By default, a payment order is only valid on the day the order is created.

To change the default expiry date of a payment order:

1. Sign in to the Back Office: <https://secure.lyra.com/portal/>.
2. Click **Other actions** and sign in to your Expert Back Office.
3. Go to **Settings > Shop**, then select the shop for which the configuration must be changed.
4. Select the **Configuration** tab.
5. Edit the section **Default validity period of a payment order** (in days) as desired.
6. Click **Save**.

Note that:

- When creating an order, the merchant has the possibility to set an expiry date for each transaction.
- As long as the payment order has not been finalized (i.e. settled by the buyer), the merchant has the possibility to change the validity period of a payment order via the “Change the expiry date of the order” function of the Expert Back Office or automatically via the **PaymentOrder/Update** Web Service function (see appendices).

7. ACCESSING THE "PAYMENT ORDER" SERVICE

To access the **Payment order** service:

1. Sign in to the Back Office: <https://secure.lyra.com/portal/>.
2. Click **Other actions** and sign in to your Expert Back Office.
3. Select the **Management > Payment orders** menu.



Depending on the user's profile, it is possible to perform test payment orders.

To perform test payment orders, select **TEST payment orders** via the **Management** menu.

User interface is made up of 2 parts:

- Search tool

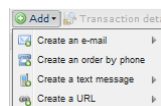
Allows you to search for existing payment orders based on several criteria including:

- the shop, if the user has rights to several shops
- the order type (URL, email, etc.)
- The order status,
- the creation date or the expiration date,
- the amount

- The payment order details view

Allows to:

- Create a new payment order



- View the created payment orders

Type	Shop	Merchant order ref.	Amount	Currency	Exp. date	Order status	Transaction	Delivery status	Capture delay	Validation mode
		3333	10.00	EUR	10/03/2017 18:05:00	in progress		Waiting for call	0 day(s)	Automatic
		2222	10.00	EUR	10/03/2017 23:59:59	in progress		in progress	0 day(s)	Automatic
		1111	10.00	EUR	10/03/2017 23:59:59	in progress		Manual submission	0 day(s)	Automatic
		1234	10.00	EUR	10/03/2017 23:59:59	in progress		Manual submission	0 day(s)	Automatic

- View the payment orders that match the search criteria entered via the search tool
- View the order payment details
- Modify / Resend / Remove a payment order

8. PAYMENT ORDER BY E-MAIL

8.1. Simplified creation

This simplified procedure sends the buyer an e-mail based on the “default” template, defined by the payment gateway, that contains a payment order.

Via the payment order details view:

1. Click **Add**.
2. Select **Create an order via e-mail**.
3. Select a shop (this step appears if you have several shops).
If the company has only one shop, payment orders can be created directly.
The dialog box **Creation of an e-mail payment order** appears.

Creation of an e-mail payment order for the [shop] shop

Order details

Reference: Amount*:

Validation*: Automatic Currency*: EUR (Euro)

Capture delay*: 0 day(s) Language*: English (United Kir)

Exp. date*: 21/06/21 Template: Default English [Templates...](#)

☐ Use the payment by data collection form

Creation of a token during payment

☒ Do not create a token ☐ Offer the buyer to create a token ☐ Automatically create a token

3D Secure preference for card payment

Message to be sent

To*:

Bcc: ☐ trash@lyra-network.com ☐

Object*: Your payment order

Tahoma **B I U A**

Message sent by %shop_name%

Dear customer,

[Preview](#) [Send](#) [Close](#)

4. In the **Order details** section, enter:
 - The order **Reference** (64 alphanumeric characters maximum)
 - The transaction **Amount**
5. Enter the recipient's e-mail address in the **To** field of the **Message to be sent** section.
6. To send a blind copy, check in the **Cci** section of the **Message to be sent** :
 - the first box to choose the store manager e-mail, filled in by default (in the Expert Back Office menu Settings > Shop > Configuration).
 - the second box to choose another recipient by entering his e-mail address.
7. Click the **Send** button to send the payment order by e-mail to the recipient.

8.2. Advanced creation

The screenshot shows a web application window titled "Creation of an e-mail payment order for the [shop]". The interface is divided into several sections:

- Order details:** Contains fields for Reference, Amount (with a red border), Validation (set to Automatic), Currency (set to EUR (Euro)), Capture delay (0 day(s)), Language (set to English (United Kir)), Exp. date (21/06/21), and Template (set to Default English). There is a checkbox for "Use the payment by data collection form".
- Creation of a token during payment:** Features three radio buttons: "Do not create a token" (selected), "Offer the buyer to create a token", and "Automatically create a token".
- 3D Secure preference for card payment:** A collapsed section indicated by a minus sign.
- Message to be sent:** Includes a "To" field (with a red border), a "Bcc" field with a checkbox and the email "trash@lyra-network.com", and an "Object" field set to "Your payment order".
- Rich text editor:** A toolbar with various formatting options (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, etc.) is visible. Below the toolbar, the text "Message sent by %shop_name%" and "Dear customer," is shown.

At the bottom right, there are three buttons: "Preview", "Send", and "Close".

The payment order creation interface allows you:

- To adjust the payment characteristics, such as the validation mode or the capture delay.
- To send a payment order to a list of recipients.
- To use the data collection form for collecting buyer's data.
- To customize the content of the message to be sent.
- To use an e-mail template.
- To propose to the buyer to register their payment method for future purchases.
- To manage the 3D Secure preference transmitted to the payment method issuer.

8.2.1. Adjusting payment characteristics

In the **Order details** section, several parameters can be customized:

- **Payment validation mode**

The merchant can confirm sending transactions to be captured manually or automatically:

- Automatic validation: payments are captured automatically by the payment server.
- Manual validation: each transaction must be validated using the “validate” function to be sent for capture.

For more information on the “validate” function, see the guide dedicated to [transaction management](#).

As long as the transaction has not been captured, the merchant can change their capture date via the “modify” function, after right-clicking on the transaction.



Each transaction that has not been validated by the expected date is considered as expired and will never be captured in the bank.

The validation mode selected by default when creating a payment order can be configured via the Expert Back Office (Settings > Shop > Configuration).

If you want to change the transaction validation mode, select the desired mode from the drop-down list (Automatic or Manual).

- **the Capture delay**

This parameter allows to choose how long payments are kept in the system before they are transmitted to the bank, i.e. captured. It is useful if you want to debit the buyer on the day the order is shipped, for example.

The transaction capture date is defined by the date when the transaction is made, plus the bank capture delay.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

If the default value is not suitable, enter the number of days that correspond to your needs.

- **Exp. date of the payment order.**

The expiration date is set by default when a payment order is created (see chapter [Setting the default expiration date for a payment order](#) for more information).

If you want to change the expiration date of the payment order, choose the new date using the calendar.

8.2.2. Sending a payment order to a list of recipients

It is possible to send a payment order to a list of recipients.

In this case, one payment order is created for each recipient. There are therefore as many payment orders as recipients.

After payment, each transaction corresponds to a unique recipient.

In order to identify the created orders, the **Reference** field is incremented by 1 to 3 numeric characters.

These characters are concatenated with the reference with a hyphen. For example: [ref]-001, [ref]-002, [ref]-003.

Example of a payment order sent to 3 recipients with the reference: "Recovery". Three orders are created with the following references:

- Recovery-001
- Recovery-002
- Recovery-003

To send a payment order to multiple recipients, specify the list of recipients separated by ";;", in the **To** field of the **Message to be sent** section.

E.g.: example@sample.net;example2@sample.net;example3@sample.net



The number of recipients is unlimited.

8.2.3. Using the data collection form

If the shop offer allows it, you can force the use of the data collection form to collect information about the buyer (last name, first name, address, etc.).

To do this, all you need to do is check the **Use the payment by data collection form** box in the **Order details** section.

When the buyer clicks on the link contained in the payment order, he or she is redirected to the data collection form of the shop.

The buyer will have to fill in the elements required in the form before proceeding to payment.



It will not be possible to request payment method registration if you have enabled the use of the data collection form.

For more information on the data collection form, see [our user guide](#).

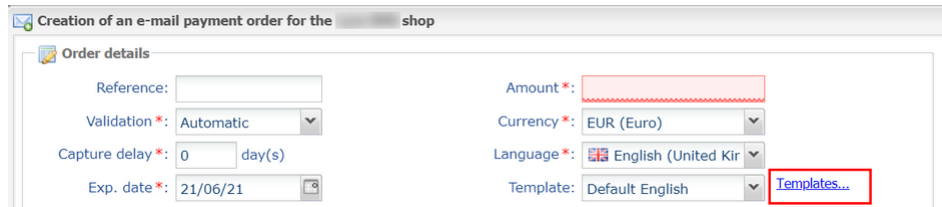
8.2.4. Using an e-mail template

The merchant has the possibility to create their own templates in every language available on the payment page. The number of templates is unlimited.

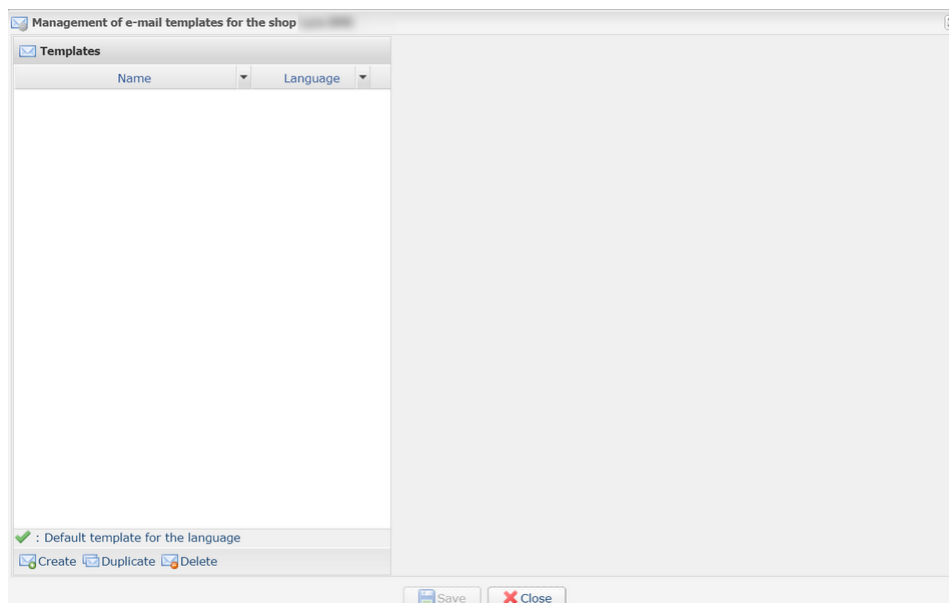
Once a template is created, the merchant can select it when creating the order and set it as the default template, if they wish.

To create a new template, you must first create a payment order.

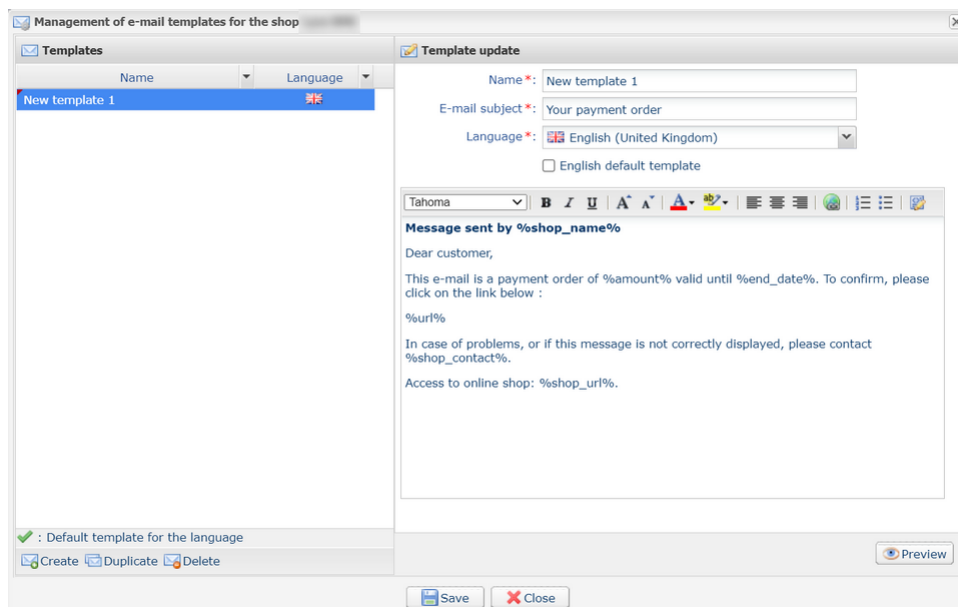
1. In the **Creation of a payment e-mail** dialog box, click on the **Templates** link.



The e-mail template manager is displayed. It allows you to create, duplicate and delete templates.



2. Click the **Create** button at the bottom of the window. A default template is loaded in the language of the shop.



3. Choose the language of the template and:

- Enter the name of the new template.
- Define the subject of the e-mail. You can use the available variables (see chapter [Customizing the body of the message to be sent](#) on page 22).
- Edit the body of the message. You can use the available variables (see chapter [Customizing the body of the message to be sent](#) on page 22).
- Check the “Default template” box, if you wish.

4. Click **Save.**

8.2.5. Customizing the body of the message to be sent

The merchant has the option to change the subject and body of the message containing the payment link. By default, the e-mail containing the payment link has the following subject: “Your payment order”.

The default message is:

Message sent by %shop_name% Hello, This e-mail contains a payment order of %amount% valid until %end_date%. To confirm the payment, click on the following link: %url% If you encounter any difficulties or if this message is not correctly displayed, contact %shop_contact%. If you want to access the online shop: %shop_url%

It contains variables surrounded by two “%” that allow to dynamically display the associated values (e.g. %amount%).

The table below lists the available variables:

Variables	Description	Required
%reference%	Payment order reference. Corresponds to the field Reference of the Order details section.	No
%amount%	Amount to be paid. Corresponds to the Amount field of the Order details section.	No
%start_date%	The date of payment order creation. Note: <i>When editing a payment order, this variable is set to the creation date registered at the time of the creation. This value cannot be edited.</i>	No
%end_date%	Link expiration date. Corresponds to the field Exp. date of the Order details section.	No
%shop_name%	Shop name defined in the shop configuration.	No
%url%	Payment link. This link indicates: <ul style="list-style-type: none">• The amount• The expiration date of the payment order (if provided) A click on the link allows to access the payment page. Note: If the %url% variable is not included in the body of the message, the payment link will be automatically inserted at the end of the message.	Yes
%shop_contact%	E-mail address to contact in case an issue occurs. The e-mail address corresponds to: <ul style="list-style-type: none">• The e-mail address of the shop administrator, if you specified it when the shop was registered.• Otherwise, the e-mail address of the shop administrator. The e-mail address of the shop administrator can be changed via the Expert Back Office (Settings > Shop > Configuration).	No
%shop_url%	URL of the merchant website that is defined in the shop configuration.	No

Example of using variables for customizing the subject of the message:

Subject: Offer %reference% valid from %start_date% to %end_date% for %amount%

Result:

Subject: Offer 1234 valid from XX/XX/20XX to XX/XX/20XX of EUR 100

8.2.6. Requesting for the payment method to be saved

If you have signed up for the **Management of payments by token** service, you can offer your clients the possibility to associate a token with a payment method, in order to facilitate their future payments on the website (no more need to re-enter the credit card number or the IBAN).

Tokens allow you to:

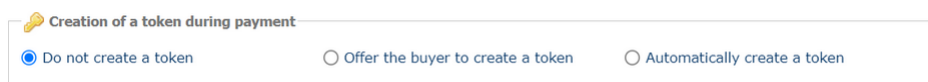
- Make fast and secure payments.

The buyer no longer has to fill in bank details when making subsequent payments (1-click payment).

The gateway stores the bank details in a highly secure environment, in accordance with the PCI-DSS requirements. Only the token is transferred during the exchange.

- Make recurring payments (subscriptions).

The **Token creation during the payment** section contains three options:



Creation of a token during payment

☒ Do not create a token ☐ Offer the buyer to create a token ☐ Automatically create a token

- **Do not create a token**

Default value. Allows to create a payment order without registering the payment method.

- **Offer the buyer to create a token**

Allows to display a checkbox on the payment page. If the buyer checks it, the payment method is registered.

The token is visible in the transaction details (Buyer tab).

- **Automatically create a token**

Allows to automatically register the payment method.

The token is visible in the transaction details (Buyer tab).



It will not be possible to request payment method registration if you have enabled the use of the data collection form.

8.2.7. Managing 3D Secure preference



It is recommended to edit the default value with caution.

An incorrect preference may result in loss of liability shift to the issuer in the event of a chargeback.

If your shop has the required options, you can change the 3D Secure preference to be used when paying for the order. To do this, expand the “3D Secure preference for card payment” section.

3D Secure preference for card payment

Preference	3D Secure v1	3D Secure v2	Help
<input checked="" type="radio"/>	3D Secure enabled	Delegation of authentication type to the card issuer (No Preference)	?
<input type="radio"/>	3D Secure disabled	Authentication request without buyer interaction (Frictionless)	?
<input type="radio"/>	3D Secure enabled	Authentication request with buyer interaction (Challenge)	?

The payment gateway will attempt to initiate the 3D Secure v2 authentication process.

- If the card is enrolled for 3D Secure v2, a 3D Secure v2 buyer authentication is performed according to the selected preference.
- If the card is not enrolled for 3D Secure v2, 3D Secure v1 authentication is attempted according to the selected preference.
- If the card is not enrolled for 3D Secure, there is no prior buyer authentication.

By default, the choice of the preference is transferred to the card issuer (No Preference).

The available combinations depend on the shop options. For example:

- Deactivation of 3DS1 is only available if the shop has the “Selective 3DS1” option.
- Authentication without buyer interaction (Frictionless) is only available if the shop has the “Frictionless 3DS2” option.

For each preference, you can get help by clicking the “?” symbol.



Under PSD2, strong authentication is required when registering a card. Thus, if you have requested the registration of the payment method, you will not be able to change the 3D Secure preference.

9. PAYMENT ORDER BY URL

9.1. Simplified creation

This simplified procedure allows the merchant to generate a payment link that will be inserted in a document (for example, a commercial proposal) sent by e-mail or by post (the link is available as a QR code to be pasted in the document).

With this solution, the merchant can fully customize the message, attach a document, such as a logo or a quote, if desired.

The merchant can also simply retrieve the body of the message generated by the gateway in order to use it in the message that will be sent to the buyer.

The message is sent by the merchant.

Via the payment order details view:

1. Click **Add**.
2. Select **Create an order via a URL**.
3. Select a shop (this step appears if you have several shops).

If the company has only one shop, payment orders can be created directly.

The dialog box **Creation of a URL payment order** appears.

Creation of a URL payment order for the [shop] shop

Order details

Reference: Amount*:

Validation*: Automatic Currency*: EUR (Euro)

Capture delay*: 0 day(s) Language*: English (United Kir)

Exp. date*: 21/06/21

☐ Use the payment by data collection form

Creation of a token during payment

☒ Do not create a token ☐ Offer the buyer to create a token ☐ Automatically create a token

3D Secure preference for card payment

☐ 3D Secure preference for card payment

Buyer details

If specified, the e-mail address will be used to send the payment receipt to the buyer.

E-mail:

Message to be sent

The text below will be used to create a ready-to-copy/paste URL.

URL label: I pay %amount% via secure payment before %end_date% (if the link does not work, copy the URL: %url%).

Preview Validate Close

4. In the **Order details** section, enter:

- The order **Reference** (64 alphanumeric characters maximum)
- The transaction **Amount**

5. In the **Buyer details** section, enter the buyer's e-mail address used for sending the payment receipt.

*Requires the activation of the **Payment confirmation e-mail sent to the buyer** notification rule.*

6. Click the **Validate** button to create the payment order.

7. Once the order is created, the payment link appears:



You can:

- Copy the URL
- Copy the link with the message
- Save the QR Code as an image (right click, "Save image as").

*It is possible that in some browsers the **Copy to clipboard** button may not work. In this case, you can select the content and copy-paste it using the "Ctrl+C" shortcut.*

A message confirms that a copy has been made. After that, simply paste the link or the QR Code to the medium of your choice to send the message.

9.2. Advanced creation

The screenshot shows a web application window titled "Creation of a URL payment order for the shop". The interface is divided into several sections:

- Order details:** Contains fields for "Reference:" (text input), "Amount *:" (text input with a red border), "Validation *:" (dropdown menu set to "Automatic"), "Capture delay *:" (text input "0" followed by "day(s)"), "Exp. date *:" (calendar icon showing "21/06/21"), "Currency *:" (dropdown menu set to "EUR (Euro)"), and "Language *:" (dropdown menu set to "English (United Kir)"). There is also a checkbox "Use the payment by data collection form".
- Creation of a token during payment:** Contains three radio buttons: "Do not create a token" (selected), "Offer the buyer to create a token", and "Automatically create a token".
- 3D Secure preference for card payment:** A section with a dropdown arrow.
- Buyer details:** Contains a text input for "E-mail:" with a note above it: "If specified, the e-mail address will be used to send the payment receipt to the buyer."
- Message to be sent:** Contains a text area with a placeholder URL label: "URL label: I pay %amount% via secure payment before %end_date% (if the link does not work, copy the URL: %url%).".

At the bottom right, there are three buttons: "Preview" (with an eye icon), "Validate" (with a green checkmark icon), and "Close" (with a red X icon).

The payment order creation interface allows you:

- To adjust the payment characteristics, such as the validation mode or the capture delay.
- To use the data collection form for collecting buyer's data.
- To customize the content of the message to be sent.
- To propose to the buyer to register their payment method for future purchases.
- To manage the 3D Secure preference transmitted to the payment method issuer.

9.2.1. Adjusting payment characteristics

In the **Order details** section, several parameters can be customized:

- **Payment validation mode**

The merchant can confirm sending transactions to be captured manually or automatically:

- Automatic validation: payments are captured automatically by the payment server.
- Manual validation: each transaction must be validated using the “validate” function to be sent for capture.

For more information on the “validate” function, see the guide dedicated to [transaction management](#).

As long as the transaction has not been captured, the merchant can change their capture date via the “modify” function, after right-clicking on the transaction.



Each transaction that has not been validated by the expected date is considered as expired and will never be captured in the bank.

The validation mode selected by default when creating a payment order can be configured via the Expert Back Office (Settings > Shop > Configuration).

If you want to change the transaction validation mode, select the desired mode from the drop-down list (Automatic or Manual).

- **the Capture delay**

This parameter allows to choose how long payments are kept in the system before they are transmitted to the bank, i.e. captured. It is useful if you want to debit the buyer on the day the order is shipped, for example.

The transaction capture date is defined by the date when the transaction is made, plus the bank capture delay.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

If the default value is not suitable, enter the number of days that correspond to your needs.

- **Exp. date of the payment order.**

The expiration date is set by default when a payment order is created (see chapter [Setting the default expiration date for a payment order](#) for more information).

If you want to change the expiration date of the payment order, choose the new date using the calendar.

9.2.2. Using the data collection form

If the shop offer allows it, you can force the use of the data collection form to collect information about the buyer (last name, first name, address, etc.).

To do this, all you need to do is check the **Use the payment by data collection form** box in the **Order details** section.

When the buyer clicks on the link contained in the payment order, he or she is redirected to the data collection form of the shop.

The buyer will have to fill in the elements required in the form before proceeding to payment.



It will not be possible to request payment method registration if you have enabled the use of the data collection form.

For more information on the data collection form, see [our user guide](#).

9.2.3. Customizing the text of the payment link

The merchant has the possibility to change the text of the payment link.

The default text is:

I pay %amount% via secure payment before %end_date% (if the link does not work, copy the URL: %url%).

It contains variables surrounded by two “%” that allow to dynamically display the associated values (e.g. %amount%).

The table below lists the available variables:

Variables	Description	Required
%reference%	Payment order reference Corresponds to the field Reference of the Order details section.	No
%amount%	Amount to be paid Corresponds to the Amount field of the Order details section.	No
%start_date%	The date of payment order creation. Note: <i>When editing a payment order, this variable is set to the creation date registered at the time of the creation. This value cannot be edited.</i>	No
%end_date%	Link expiration date. Corresponds to the field Exp. date of the Order details section.	No
%shop_name%	Shop name defined in the shop configuration.	No
%url%	Payment link. This link indicates: <ul style="list-style-type: none">• the amount• the expiry date of the payment order A click on the link allows to access the payment page. Note: If the %url% variable is not included in the body of the message, the payment link will be automatically inserted at the end of the message.	Yes
%shop_contact%	E-mail address to contact in case an issue occurs. The e-mail address corresponds to: <ul style="list-style-type: none">• The e-mail address of the shop administrator, if you specified it when the shop was registered.• Otherwise, the e-mail address of the shop administrator. The e-mail address of the shop administrator can be changed via the Expert Back Office (Settings > Shop > Configuration).	No
%shop_url%	URL of the merchant website that is defined in the shop configuration.	No

Example of using variables for customizing the text:

```
I pay %amount% via secure payment before %end_date% (if the link does not work, copy the URL: %url%).  
If you encounter any difficulties, contact %shop_contact%.  
If you want to access the online shop: %shop_url%.
```

9.2.4. Requesting for the payment method to be saved

If you have signed up for the **Management of payments by token** service, you can offer your clients the possibility to associate a token with a payment method, in order to facilitate their future payments on the website (no more need to re-enter the credit card number or the IBAN).

Tokens allow you to:

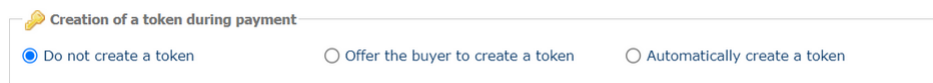
- Make fast and secure payments.

The buyer no longer has to fill in bank details when making subsequent payments (1-click payment).

The gateway stores the bank details in a highly secure environment, in accordance with the PCI-DSS requirements. Only the token is transferred during the exchange.

- Make recurring payments (subscriptions).

The **Token creation during the payment** section contains three options:



Creation of a token during payment

☒ Do not create a token ☐ Offer the buyer to create a token ☐ Automatically create a token

- **Do not create a token**

Default value. Allows to create a payment order without registering the payment method.

- **Offer the buyer to create a token**

Allows to display a checkbox on the payment page. If the buyer checks it, the payment method is registered.

The token is visible in the transaction details (Buyer tab).

- **Automatically create a token**

Allows to automatically register the payment method.

The token is visible in the transaction details (Buyer tab).



It will not be possible to request payment method registration if you have enabled the use of the data collection form.

9.2.5. Managing 3D Secure preference



It is recommended to edit the default value with caution.

An incorrect preference may result in loss of liability shift to the issuer in the event of a chargeback.

If your shop has the required options, you can change the 3D Secure preference to be used when paying for the order. To do this, expand the “3D Secure preference for card payment” section.

3D Secure preference for card payment

Preference	3D Secure v1	3D Secure v2	Help
<input checked="" type="radio"/>	3D Secure enabled	Delegation of authentication type to the card issuer (No Preference)	?
<input type="radio"/>	3D Secure disabled	Authentication request without buyer interaction (Frictionless)	?
<input type="radio"/>	3D Secure enabled	Authentication request with buyer interaction (Challenge)	?

The payment gateway will attempt to initiate the 3D Secure v2 authentication process.

- If the card is enrolled for 3D Secure v2, a 3D Secure v2 buyer authentication is performed according to the selected preference.
- If the card is not enrolled for 3D Secure v2, 3D Secure v1 authentication is attempted according to the selected preference.
- If the card is not enrolled for 3D Secure, there is no prior buyer authentication.

By default, the choice of the preference is transferred to the card issuer (No Preference).

The available combinations depend on the shop options. For example:

- Deactivation of 3DS1 is only available if the shop has the “Selective 3DS1” option.
- Authentication without buyer interaction (Frictionless) is only available if the shop has the “Frictionless 3DS2” option.

For each preference, you can get help by clicking the “?” symbol.



Under PSD2, strong authentication is required when registering a card. Thus, if you have requested the registration of the payment method, you will not be able to change the 3D Secure preference.

10. PAYMENT ORDER BY SMS

This functionality requires a Lyra SMS account. For more information, see the FAQ.

<https://docs.lyra.com/en/collect/faq/sitemap.html>

10.1. Simplified creation

This simplified procedure allows to send the buyer a payment link via SMS.

Via the payment order details view:

1. Click **Add**.
2. Select **Create an order via text message**.
3. Select a shop (this step appears if you have several shops).
If the company has only one shop, payment orders can be created directly.
The **Creation of a payment SMS** dialog box appears.

The screenshot shows a web-based dialog box titled "Creation of an SMS payment order for the shop". It contains several sections for configuring the payment order:

- Order details:** Includes fields for Reference, Amount, Validation (set to Automatic), Currency (set to EUR (Euro)), Capture delay (set to 0 day(s)), Language (set to English (United Kir)), and Exp. date (set to 21/06/21). There is a checkbox for "Use the payment by data collection form".
- Creation of a token during payment:** Includes three radio buttons: "Do not create a token" (selected), "Offer the buyer to create a token", and "Automatically create a token".
- 3D Secure preference for card payment:** A dropdown menu.
- Buyer details:** Includes a note "If specified, the e-mail address will be used to send the payment receipt to the buyer." and an E-mail field.
- SMS to send:** Includes a Number field, "Number of available SMS: 8691", and "Cost (in number of SMS): 2". A text area at the bottom shows a template message: "Dear customer, this is a payment order of %amount% valid until %end_date%. To confirm, please click on the link below : %url%".

At the bottom right, there are three buttons: "Preview", "Send", and "Close".

4. In the **Order details** section, enter:
 - The order **Reference** (64 alphanumeric characters maximum),
 - The transaction **Amount**
5. In the **Buyer details** section, enter the buyer's e-mail address used for sending the payment receipt.
*Requires the activation of the **Payment confirmation e-mail sent to the buyer** notification rule.*
6. Enter the recipient's phone number in the **SMS to send** section.
7. Click **Send** to send the payment order by SMS.

10.2. Advanced creation

The screenshot shows a web application window titled "Creation of an SMS payment order for the shop". The interface is divided into several sections:

- Order details:** Contains fields for Reference, Amount (with a red border), Validation (set to "Automatic"), Currency (set to "EUR (Euro)"), Capture delay (set to "0 day(s)"), Exp. date (set to "21/06/21"), and Language (set to "English (United Kir)"). There is also a checkbox for "Use the payment by data collection form".
- Creation of a token during payment:** Features three radio buttons: "Do not create a token" (selected), "Offer the buyer to create a token", and "Automatically create a token".
- 3D Secure preference for card payment:** A section with a dropdown arrow.
- Buyer details:** Includes a note "If specified, the e-mail address will be used to send the payment receipt to the buyer." and an "E-mail:" field.
- SMS to send:** Contains a "Number" field (with a red border), "Number of available SMS: 8691", and "Cost (in number of SMS): 2". Below this is a text area with a placeholder message: "Dear customer, this is a payment order of %amount% valid until %end_date%. To confirm, please click on the link below : %url%".

At the bottom right, there are three buttons: "Preview", "Send", and "Close".

The payment order creation interface allows you:

- To adjust the payment characteristics, such as the validation mode or the capture delay.
- To use the data collection form for collecting buyer's data.
- To customize the content of the message to be sent.
- To propose to the buyer to register their payment method for future purchases.
- To manage the 3D Secure preference transmitted to the payment method issuer.

10.2.1. Adjusting payment characteristics

In the **Order details** section, several parameters can be customized:

- **Payment validation mode**

The merchant can confirm sending transactions to be captured manually or automatically:

- Automatic validation: payments are captured automatically by the payment server.
- Manual validation: each transaction must be validated using the “validate” function to be sent for capture.

For more information on the “validate” function, see the guide dedicated to [transaction management](#).

As long as the transaction has not been captured, the merchant can change their capture date via the “modify” function, after right-clicking on the transaction.



Each transaction that has not been validated by the expected date is considered as expired and will never be captured in the bank.

The validation mode selected by default when creating a payment order can be configured via the Expert Back Office (Settings > Shop > Configuration).

If you want to change the transaction validation mode, select the desired mode from the drop-down list (Automatic or Manual).

- **the Capture delay**

This parameter allows to choose how long payments are kept in the system before they are transmitted to the bank, i.e. captured. It is useful if you want to debit the buyer on the day the order is shipped, for example.

The transaction capture date is defined by the date when the transaction is made, plus the bank capture delay.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

If the default value is not suitable, enter the number of days that correspond to your needs.

- **Exp. date of the payment order.**

The expiration date is set by default when a payment order is created (see chapter [Setting the default expiration date for a payment order](#) for more information).

If you want to change the expiration date of the payment order, choose the new date using the calendar.

10.2.2. Using the data collection form

If the shop offer allows it, you can force the use of the data collection form to collect information about the buyer (last name, first name, address, etc.).

To do this, all you need to do is check the **Use the payment by data collection form** box in the **Order details** section.

When the buyer clicks on the link contained in the payment order, he or she is redirected to the data collection form of the shop.

The buyer will have to fill in the elements required in the form before proceeding to payment.



It will not be possible to request payment method registration if you have enabled the use of the data collection form.

For more information on the data collection form, see [our user guide](#).

10.2.3. Customizing the body of the message to be sent

The merchant has the option to change the subject and body of the message containing the payment link.

The default message is:

Hello, here is a payment order of %amount% valid until %end_date%. To pay, click on %url%

It contains variables surrounded by two “%” that allow to dynamically display the associated values (e.g. %amount%).

The table below lists the available variables:

Variables	Description	Required
%reference%	Payment order reference Corresponds to the field Reference of the Order details section.	No
%amount%	Amount to be paid Corresponds to the Amount field of the Order details section.	No
%start_date%	The date of payment order creation. Note: <i>When editing a payment order, this variable is set to the creation date registered at the time of the creation. This value cannot be edited.</i>	No
%end_date%	Link expiration date. Corresponds to the field Exp. date of the Order details section.	No
%shop_name%	Shop name defined in the shop configuration.	No
%url%	Payment link. This link indicates: <ul style="list-style-type: none">• The payment amount• The expiration date of the payment order (if provided) A click on the link allows to access the payment page. Note: If the %url% variable is not included in the body of the message, the payment link will be automatically inserted at the end of the message.	Yes
%shop_contact%	E-mail address to contact in case an issue occurs. The e-mail address corresponds to: <ul style="list-style-type: none">• The e-mail address of the shop administrator, if you specified it when the shop was registered.• Otherwise, the e-mail address of the shop administrator. The e-mail address of the shop administrator can be changed via the Expert Back Office (Settings > Shop > Configuration).	No
%shop_url%	URL of the merchant website that is defined in the shop configuration.	No

Example of using variables for customizing the message:

```
Hello, here is a payment order of %amount% valid until %end_date%.  
To pay, click on %url%  
If you encounter any difficulties, contact %shop_contact%.  
If you want to access the online shop: %shop_url%
```

10.2.4. Requesting for the payment method to be saved

If you have signed up for the **Management of payments by token** service, you can offer your clients the possibility to associate a token with a payment method, in order to facilitate their future payments on the website (no more need to re-enter the credit card number or the IBAN).

Tokens allow you to:

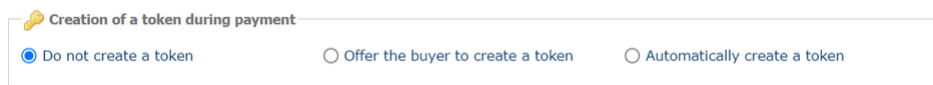
- Make fast and secure payments.

The buyer no longer has to fill in bank details when making subsequent payments (1-click payment).

The gateway stores the bank details in a highly secure environment, in accordance with the PCI-DSS requirements. Only the token is transferred during the exchange.

- Make recurring payments (subscriptions).

The **Token creation during the payment** section contains three options:



Creation of a token during payment

☒ Do not create a token ☐ Offer the buyer to create a token ☐ Automatically create a token

- **Do not create a token**

Default value. Allows to create a payment order without registering the payment method.

- **Offer the buyer to create a token**

Allows to display a checkbox on the payment page. If the buyer checks it, the payment method is registered.

The token is visible in the transaction details (Buyer tab).

- **Automatically create a token**

Allows to automatically register the payment method.

The token is visible in the transaction details (Buyer tab).



It will not be possible to request payment method registration if you have enabled the use of the data collection form.

10.2.5. Managing 3D Secure preference



It is recommended to edit the default value with caution.

An incorrect preference may result in loss of liability shift to the issuer in the event of a chargeback.

If your shop has the required options, you can change the 3D Secure preference to be used when paying for the order. To do this, expand the “3D Secure preference for card payment” section.

3D Secure preference for card payment

Preference	3D Secure v1	3D Secure v2	Help
<input checked="" type="radio"/>	3D Secure enabled	Delegation of authentication type to the card issuer (No Preference)	?
<input type="radio"/>	3D Secure disabled	Authentication request without buyer interaction (Frictionless)	?
<input type="radio"/>	3D Secure enabled	Authentication request with buyer interaction (Challenge)	?

The payment gateway will attempt to initiate the 3D Secure v2 authentication process.

- If the card is enrolled for 3D Secure v2, a 3D Secure v2 buyer authentication is performed according to the selected preference.
- If the card is not enrolled for 3D Secure v2, 3D Secure v1 authentication is attempted according to the selected preference.
- If the card is not enrolled for 3D Secure, there is no prior buyer authentication.

By default, the choice of the preference is transferred to the card issuer (No Preference).

The available combinations depend on the shop options. For example:

- Deactivation of 3DS1 is only available if the shop has the “Selective 3DS1” option.
- Authentication without buyer interaction (Frictionless) is only available if the shop has the “Frictionless 3DS2” option.

For each preference, you can get help by clicking the “?” symbol.

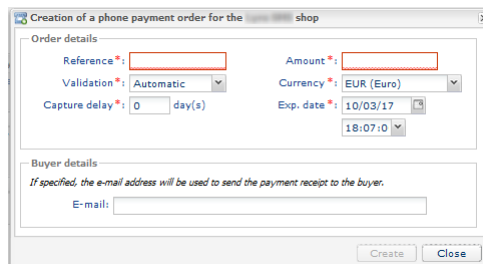


Under PSD2, strong authentication is required when registering a card. Thus, if you have requested the registration of the payment method, you will not be able to change the 3D Secure preference.

11. PAYMENT ORDER BY PHONE

Via the payment order details view:

1. Click **Add**.
2. Select **Create an order by phone**.
3. Select a shop (this step appears if you have several shops).
If the company has only one shop, payment orders can be created directly.
The dialog box **Creation of a phone payment order** appears.



The dialog box is titled "Creation of a phone payment order for the [shop] shop". It contains two main sections: "Order details" and "Buyer details".

Order details:

- Reference *: [text input]
- Amount *: [text input]
- Validation *: Automatic [dropdown]
- Currency *: EUR (Euro) [dropdown]
- Capture delay *: 0 [text input] day(s)
- Exp. date *: 10/03/17 [calendar icon]
- [Time dropdown: 18:07:00]

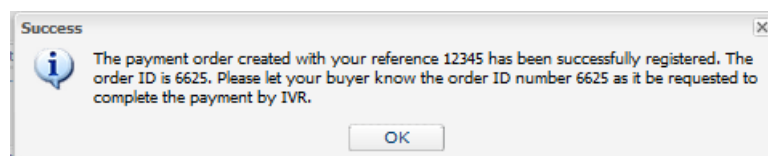
Buyer details:

If specified, the e-mail address will be used to send the payment receipt to the buyer.

E-mail: [text input]

Buttons: Create, Close

4. In the **Order details** section, enter:
 - The order **Reference**
 - The transaction **Amount**
 - The mode of transaction validation
 - The capture delay
 - The expiration date
5. In the **Buyer details** section, enter the buyer's e-mail address used for sending the payment receipt.
*Requires the activation of the **Payment confirmation e-mail sent to the buyer** notification rule.*
6. Click the **Create** button to create the payment order.
A confirmation message appears and prompts you to communicate the order identifier to the buyer. It is important to take note of this number before closing the message.



7. If you do not wish to send the order, click **Close**.

12. VIEWING PAYMENT ORDER DETAILS

12.1. View the order payment details

Two tabs present the details of a payment order. These tabs display:

- general information

The screenshot shows a window titled "Order details via e-mail" with two tabs: "Details" (selected) and "Message". The "Details" tab displays the following information:

Shop :	(64)
Creation date :	09/09/2022 15:12:11
Exp. date :	09/09/2022 23:59:59
Recipient :	
E-mail object :	
Initial user details :	
E-mail status :	in progress
Order status :	in progress
Amount update authorization :	None
Send count :	1
Amount :	EUR 100.00
Payment by data collection form :	No
3D Secure preference :	3DS1 enabled / 3DS2 No Preference
Register an alias :	No

Below the "Payment order" section is the "Transaction" section:

Status :	Waiting for payment
Validation mode :	Automatic
Capture delay :	0 day(s)

The window has a toolbar at the bottom with icons for file operations and a "Close" button.

Figure 1: Details tab

- A reminder of the message sent to the buyer

The screenshot shows the same window with the "Message" tab selected. The message content is as follows:

Message sent by %shop_name%
Dear customer,
This e-mail is a payment order of %amount% valid until %end_date%. To confirm, please click on the link below :
%url%
In case of problems, or if this message is not correctly displayed, please contact %shop_contact%.
Access to online shop: %shop_url%.

The window has a toolbar at the bottom with icons for file operations and a "Close" button.

Figure 2: Message tab

The details of a payment order by phone are also divided into 2 tabs. Instead of the **Message** tab, there is an **Associated SDAs** tab. This tab contains:

- the SDA number: the number called for making payments by phone,
- the Language: the language used to communicate,
- the Number of the call center: number to which the buyer is redirected if during the IVS he or she chooses to talk to an operator of the call center.

The details of a payment order by URL are presented in one tab that presents the status and the transmitted information.

All the authorized operations for a selected payment order are available from the shortcuts situated at the bottom of the tabs.

12.2. Viewing the created payment order

Once a payment order has been created, it can be viewed in the Expert Back Office.

Select the **Management > Payment orders** menu.

In addition to the information related to the payment order, the Expert Back Office displays:

- The payment order status

When the payment order is created, its status is **In progress**.

When the buyer has completed his/her payment, its status is **Finalized**.

If the buyer does not perform his/her payment before the order expiry date, its status is **Expired**.

- The delivery status

When the payment order is created, its status is **In progress** and **Called** for orders by phone. Orders by URL maintain the **Manual submission** status until the merchant manually changes it to **Sent**.

When the payment order is sent, its status is **Sent**.

Note:

The Expert Back Office updates statuses every 15 minutes.

- Transaction number

Order transaction number is generated when the payment order status is **Finalized**.



A finalized transaction is also displayed in the **Transactions is progress** tab via the **Management > Transactions** menu. Furthermore, in the details of this transaction, the payment source of the **Payment order by e-mail** is mentioned, for instance.

The list of displayed columns can be customized. To view and customize this list:

- a. Place the mouse pointer on a column header.
- b. Select **Columns** in the context menu.

The available columns are:

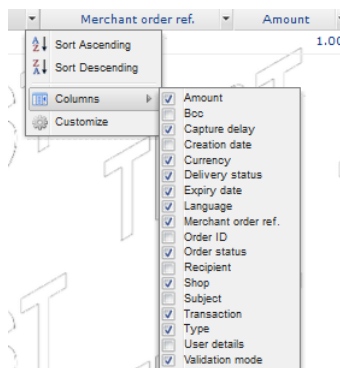


Figure 3: Column customization

- c. Check or uncheck the desired columns.



The merchant can also sort payment orders depending on the selected column by selecting **Sort ascending** or **Sort descending**.

13. MANAGING A PAYMENT ORDER

A certain number of features is available.

They are available via:

- the title
- a right click on a payment order
- a double click on a payment order

13.1. Actions available for a pending payment order

The available operations for a pending payment order (the payment has not yet occurred) are:

- **Display order details**

The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.

- **Display the sent message**

Display a preview of the message sent to the buyer.

Allows to view the call center number for the order by phone.

- **Change and resend the order**

Allows to modify the initial payment order and resend it to the buyer.

The updated payment order will be resent by clicking the **Send** button.

Operation not available for a payment order by phone.

- **Resend the order**

Allows to resend the initially created payment order to the buyer.

Operation available only for a payment order by e-mail.

- **Change the validity date of the order**

Allows to modify the expiry date of the payment order.

The payment order validity period proposed by default when modifying the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

Warning: the payment order is not automatically reissued. However, the buyer can perform the payment again from the existing order that was identified as expired.

- **Cancel the order**

A payment order can be canceled until the buyer has not accepted it and its status is **In progress**.

Once the order is canceled, its status changes from **In progress** to **Canceled**.

Once the order is canceled, the buyer can no longer proceed to the payment, a message will appear indicating that the order is expired.

- **Reactivate the order**

The merchant can re-activate a canceled order as long as its expiry date has not been reached.

Once the order is re-activated, its status changes from **Canceled** to **In progress**.

- **Create from the selected order**

Allows to create a new order based on this order. All the initial order data is included, except the reference.

Operation not available for a payment order by phone.

13.2. Actions available for a successfully completed payment order

The actions available for a successfully completed payment order (accepted payment) are:

- **Display order details**

The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.

- **Display the sent message**

Display a preview of the message sent to the buyer.

Allows to view the call center number for the order by phone.

- **Display the order details**

Allows to display the transaction details.

- **Create from the selected order**

Allows to create a new order based on this order. All the initial order data is included, except the reference.

Operation not available for a payment order by phone.

13.3. Actions available for a failed payment order

The actions available for a failed payment order (rejected payment) are:

- **Display order details**

The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.

- **Display the sent message**

Display a preview of the message sent to the buyer.

Allows to view the call center number for the order by phone.

- **Display the order details**

Allows to display the transaction details.

- **Create from the selected order**

Allows to create a new order based on this order. All the initial order data is included, except the reference.

Operation not available for a payment order by phone.

13.4. Available operations for an expired payment order

If the payment order sent to your client has expired, it is possible to allow the client to perform his/her payment again. To do so, right-click on the order and select **Change the validity date of the order** (see procedure below).

The following operations are available by right-clicking an expired payment order (payment has not been performed and expiry date has passed):

- **Display order details**

The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.

- **Display the sent message**

Display a preview of the message sent to the buyer.

Allows to view the call center number for the order by phone.

- **Change and resend the order**

Allows to modify the initial payment order and resend it to the buyer.

The updated payment order will be resent by clicking the **Send** button.

Operation not available for a payment order by phone.

- **Change the validity date of the order**

Allows to modify the expiry date of the payment order if it has already expired.

The payment order validity period proposed by default when modifying the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

Warning: the payment order is not automatically reissued. However, the buyer can perform the payment again from the existing order that was identified as expired.

- **Create from the selected order**

Allows to create a new order based on this order. All the initial order data is included, except the reference.

Operation not available for a payment order by phone.

14. OBTAINING HELP

Looking for help? Check our FAQ on our website

<https://docs.lyra.com/en/collect/faq/sitemap.html>

For any technical inquiries or if you need any help, contact [technical support](#).

To help us process your demands, you will be asked to communicate your customer code (e.g.: **CLXXXXXX**, **MKXXXXXX** or **AGXXXXXX**).

This information is available in the Merchant Back Office (top of menu).

15. APPENDIX

15.1. Creating a payment order via Web Services

REST Web Services allow to generate a payment order composed of a payment link and a message via different distribution channels:

- by e-mail
- by SMS
- via WhatsApp

If the merchant already has their own distribution solution, the generated link may simply be inserted into the message.

Other methods are available for managing your payment orders using Web Services.

For more information, see the https://lyra.com/doc/en/rest/V4.0/api/payment_order_reference.html implementation guide.