COLLECTING SOLUTION

Payment module integration for Ecwid

Document version 1.2.0

Contents

1. RELEASE NOTES

Version	Date	Comments
1.2.0	12/7/2022	New features • Modification the Instant Payment Notification URL. • Migration of the module to a new server.
1.1.0	5/6/2019	Creation of the document

2. MODULE FEATURES

- Immediate payment

- Compatibility with Ecwid

- Compatible with the Wix Ecwid app.

- Multi-language compatibility

- Multi-currency compatibility

- Custom 3D Secure depending on the order amount

- Automatic redirection to the shop once the payment is made

- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL)

3. READ CAREFULLY BEFORE GOING ANY FURTHER
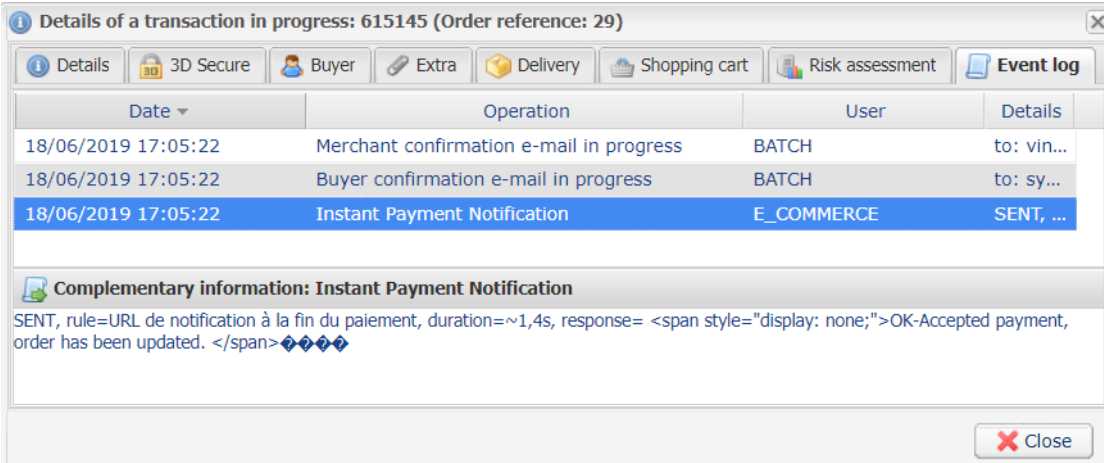
The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Lyra Collect gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected.

Frequent errors:

• **Your Ecwid shop is in maintenance mode**

• **You have blocked the IP addresses of the payment gateway**

• **You have not encoded the notification URL in the Expert Back Office**

How to check that the Instant Payment Notification URL has been called:

Via the Expert Back Office, display the payment details (double click), then go to the "**Event log**" tab.

4. PREREQUISITES

Before integrating the payment module, please make sure that you are in possession of the following elements:

- **Your shop ID**

- **Test or production key**

The Shop ID and the keys are available in the Expert Back Office (menu: **Settings** > **Shop** > **Keys**)
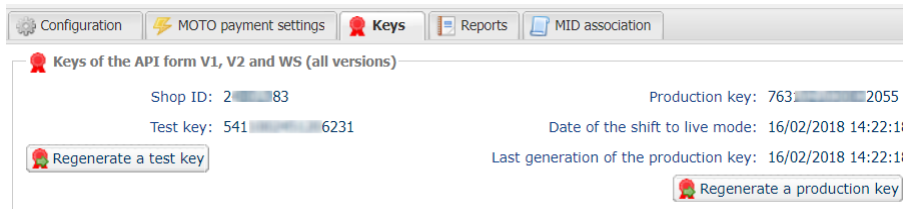
Reminder, your Expert Back Office is available at this address:

https://secure.lyra.com/portal/

Click "**Other actions**" and sign into your Expert Back Office.

5. INSTALLING AND CONFIGURING THE PAYMENT MODULE

5.1. Adding payment modules

1. To add the Lyra Collect payment module click the following link :

   https://my.ecwid.com/cp/#apps:view=app&name=lyra-collect

2. Click on **Install the module**.

3. You are then automatically redirected to the configuration section of the module.

5.2. Customization of the module

The labels and descriptions that appear on the merchant website are customizable from Ecwid.

In the Ecwid **Payment** menu, search for **Debit/Credit Card with Lyra Collect** then click on **Action** > **Edit**.

Edit the label	
The payment method label	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method.
Describe the payment method	Description of the payment method, this information will appear below the title. By default this field is not filled.
Title of instructions	It is possible to add an instruction when the payment method is selected by the buyer. This option allows you to set the title of the instruction. By default this field is not filled.
Inform your customers about the payment process management	It is possible to add an instruction when the payment method is selected by the buyer. This option allows you to define a description of the instruction. By default this field is not filled.

5.3. Configuring the payment module

Select **Lyra Collect** in the **Paiement** menu of Ecwid.

Access to the payment gateway	
Shop ID	Indicate the 8-digit shop ID, available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Test key	Specify the test key available via your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Production key	Specify the production key available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Mode	Allows to indicate the operating mode of the module (**TEST** or **PRODUCTION**). The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of Ecwid is not supported by Lyra Collect. If the language(s) used by the Ecwid is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Ecwid when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. The buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all languages will be displayed on the payment page. To select a language, press and hold the "Ctrl" key and click on the desired languages. Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Expert Back Office (menu: **Settings** > **Shop** > **Configuration** - section: Capture delay). It is recommended to not populate this parameter.
Validation mode	*Back Office configuration:* Recommended value. Allows to use the configuration defined in the Expert Back Office (menu: Settings > Shop > Configuration section: validation mode). *Automatic:* This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. *Manual:* This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. Warning: if the transaction is not validated by the merchant before the expiration date of the authorization request, it will never be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Ecwid.

Custom 3DS	
Managing 3DS	• **In 3DS1: Disables** the 3DS1 process during an e-commerce payment. Requires the option**Selective 3DS1**. • **In 3DS2:** Allows to request authentication without interaction (frictionless). Requires the option**Frictionless**3DS2 • For payments made in euro, if the amount is lower than €30, a request for frictionless is transmitted to the DS. **If the request for frictionless is accepted by the issuer, the merchant loses the payment guarantee.**

Custom 3DS	
	• For payments made in euros, if the amount is greater than €30, the value transmitted by the merchant is ignored and the management of cardholder authentication is delegated to the gateway. • For payments made in a currency other than euro, a request for frictionless is transmitted to the DS.

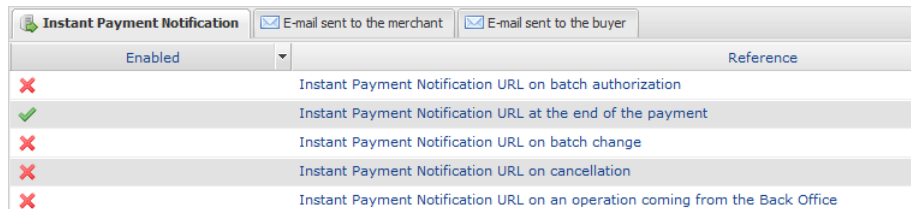| Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings. This option is disabled by default.
Time before redirection (success)	If the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	If the **automatic redirection** option is enabled, you can define the message that will appear on the screen following a successful payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
Time before redirection (failure)	If the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
Message before redirection (failure)	If the **automatic redirection** option is enabled, you can define the message that will appear on the screen following a failed payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".

Once you have completed the configuration, click **Update**.

6. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

The Expert Back Office provides several types of notifications. They allow to manage the events that will generate a call to the merchant website and to configure the URL of the contact page.

To access notification rule management:

1. Sign in to: *https://secure.lyra.com/portal/*.

2. Click **Other actions** and sign into your Expert Back Office

3. Go to the following menu: **Settings** > **Notification rules**.

Instant Payment Notification	E-mail sent to the merchant	E-mail sent to the buyer
Enabled ▼		**Reference**
✖	Instant Payment Notification URL on batch authorization	
✔	Instant Payment Notification URL at the end of the payment	
✖	Instant Payment Notification URL on batch change	
✖	Instant Payment Notification URL on cancellation	
✖	Instant Payment Notification URL on an operation coming from the Back Office	

Figure 1: Notification rules

Right click > **Enable the rule** if a red cross appears in the **Enabled** column of the following rules:

• Instant Payment Notification URL at the end of the payment

• Instant Payment Notification URL on cancellation

• Instant Payment Notification URL on an operation coming from the Back Office

6.1. Setting up the Instant Payment Notification URL

This notification is required to communicate the result of a payment request.

In your Expert Back Office, you must set up a URL that will be systematically called after a payment. It will inform the merchant website of the payment result even if your client has not clicked on return to the shop.

This parameter is called Instant Payment Notification URL at the end of the payment.

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of the payment**.

2. Select **Enable the rule**.

3. Right-click **Instant Payment Notification URL at the end of the payment** once again.

4. Select **Manage the rule**.

5. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):

   https://secure.lyra.com/vads-cms/ecwid/callback?app-name=lyra-collect

6. Enter the **E-mail address(es) to notify in case of failure**.

7. To specify several e-mail addresses, separate them with a semi-colon.

8. Set up the parameters for **Automatic retry in case of failure**.

   This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).

   A notification will be considered as failed if the HTTP code returned by the merchant server is not in the following list: **200**, **201**, **202**, **203**, **204**, **205**, **206**, **301**, **302**, **303**, **307**, **308**.

   Automatic retry does not apply to notifications manually triggered via the Expert Back Office.

   Call attempts are scheduled at fixed intervals every 15 minutes (00, 15, 30, 45). After each failed attempt, a notification e-mail is sent to the e-mail address specified earlier.

9. Save the changes.

6.2. Setting up notifications in case of abandoned or canceled payments

The payment gateway can systematically notify the merchant website:

• When the buyer abandons/cancels a payment - via the **Cancel and return to shop** button.

• When the buyer has not completed the payment and the payment session has expired.

  The maximum length of a payment session is 10 minutes.

To set up this notification:

1. Right-click **Instant Payment Notification URL on cancellation**.

2. Select **Manage the rule**.

3. Enter the **E-mail address(es) to notify in case of failure**.

4. To specify several e-mail addresses, separate them with a semi-colon.

5. Set up the parameters for **Automatic retry in case of failure**.

   This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).

6. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):

   https://secure.lyra.com/vads-cms/ecwid/callback?app-name=lyra-collect

7. Save the changes.

8. Once again, right-click **Instant Payment Notification URL on cancellation**.

9. Select **Enable the rule**.

6.3. Instant Payment Notification URL on an operation coming from the Back Office

In your Expert Back Office, you must configure a URL that will be systematically called after an operation made via the Expert Back Office. The payment gateway can systematically notify the merchant website if the following operations are performed via the Expert Back Office:

- Cancel

To set up this notification:

1. Right-click on **Instant Payment Notification URL on an operation coming from the Back Office**.

2. Select **Manage the rule**.

3. Enter the **E-mail address(es) to notify in case of failure**.

4. To specify several e-mail addresses, separate them with a semi-colon.

5. Set up the parameters for **Automatic retry in case of failure**.

   This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).

6. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):

   https://secure.lyra.com/vads-cms/ecwid/callback?app-name=lyra-collect

7. Save the changes.

8. Enable the rule by right-clicking on **Instant Payment Notification URL on an operation coming from the Back Office** and select **Enable the rule**.

6.4. Testing the Instant Payment Notification URL

1. Make sure that your URL is available online: your shop must not be **in maintenance mode**.

2. Make sure that your notification URL is available <u>without any redirection</u>.

   a. To do this, paste your notification URL to the address bar of your browser and launch the search.

   b. Make sure your URL did not change.

      If your URL has changed, for example from "*http*" to "*https*" or "*http://abc.net*" to "*http://**www**.abc.net*", it means a redirection is active on your website. Then, copy the URL from the address bar and modify the URL filled in the configuration of all notification rules.

3. Make sure that the "Automatic redirection" option is disabled in the payment module settings.

4. Check that the **Instant Payment Notification URL at the end of payment** is populated in the Expert Back Office (see above).

5. Make an order on your website and proceed to payment.

6. **Do not click on** "Return to shop" at the end of payment and close the current tab of your browser.

If the order has not been created in the Ecwid Back Office, this means that the call has failed.

If the payment gateway is unable to access the URL of your page, an e-mail will be sent to the shop administrator.

It contains:

- The HTTP code of the encountered error
- Parts of error analysis
- Its consequences
- Instructions to resend, from the Expert Back Office, the notification to the URL already specified above

7. SHIFTING THE SHOP TO PRODUCTION MODE

After you receive a confirmation e-mail informing you that your shop has been created in the production environment, you can configure the payment method by following the steps below:

- Retrieve the shop ID and the production key available in the Expert Back Office (**Settings** > **Shop**> **Keys**).

- In the module configuration parameters:
  - Replace the **Production key** field.
  - Select the PRODUCTION mode.
  - Save the changes.

- Make sure that you have specified the Instant Payment Notification URL in production mode, as described in the chapter **Setting up the Instant Payment Notification URL**.

Once the production settings have been configured, we recommend to make a first real payment.

You will then be able to cancel the payment via the Expert Back Office. This transaction will not be captured in the bank.

Note on the production key:

For security reasons, this key will no longer be visible as soon as the first transaction in production mode is made in your shop.

8. 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.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

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