



COLLECTING SOLUTION

Integrate Lyra on OpenMage

Document version 1.2

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1. RELEASE NOTES

To follow all the developments in the payment module :

1. Download the module from our online documentation archive.
2. Open the previously downloaded payment module.
3. Open the **CHANGELOG.md** file.

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2. MODULE FEATURES

Payment types		Bank card data entry	
Immediate payment	✓	Redirection	✓
Deferred payment	✓	I-frame	✓
Payment in installments	✓	Embedded payment (classic)*	✓
Payment by token*	✓	Embedded payment (smartForm)*	✗
Payment by wallet*	✗	Web Service*	✓

Payment operations via OpenMage		Compatibility with OpenMage	
Cancellation*	✓	OpenMage 20	✓
Refund*	✓	OpenMage 19	✓
Modification*	✓	Multi-shop mode	✓
Validation*	✓	Multi-view mode	✓
Duplication*	✗		

Payment module	
Multi language	✓
Multi currency	✓
Custom submodule	✓
Automatic redirection at the end of payment	✓
Custom 3DS*	✓
Order status management	✓

*Functionalities subject to an option.

3. PREREQUISITES

Before you proceed to integrating the payment module, make sure you have access to the:

- **Back Office OpenMage**
- **Expert Back Office**
- **Payment module file:** Lyra_OpenMage_19-20_v1.2.x.zip

OpenMage Back Office:

Sign in via your website's Back Office, the URL should look like this:

<https://your-domain.com/admin/>

Reach out to your technical service if you cannot sign in.

Expert Back Office :

Reminder, your Expert Back Office is available at this address:

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

Click “**Other actions**” and sign in to your Expert Back Office.

Payment module:

Download the module using the following URL:

<https://docs.lyra.com/en/collect/plugins/#openmage>

WARNING: All our payment modules are tested with a minimal PHP version, this version can be seen in our online documentation archive.

If you have an older version, we invite you to contact the technical manager in charge of your site so that he updates the PHP version of the server. Thus, our support service will be able to assist you if you encounter a problem with our module.

4. INSTALLING THE PAYMENT MODULE

4.1. Updating the module

To update the payment module, you must first delete its previous version.

WARNING: Make sure you save the parameters of your module before you uninstall it and save the production key that is no longer visible in the Lyra Back Office.

1. Sign in to FTP server for your merchant site.
2. Go to the **/app/code/community** directory.
3. Delete the **Lyranetwork** directory.
4. See next chapter to install the module.

4.2. Installing the module

1. Copy all the **app**, **js**, **media**, **skin** directories present in the module.
2. Sign in to FTP server for your merchant site.
3. Paste these folders at the root of your website.
4. Sign in to your **OpenMage Back Office**.
5. Go to **System > Cache management**).
6. Clear OpenMage's cache.

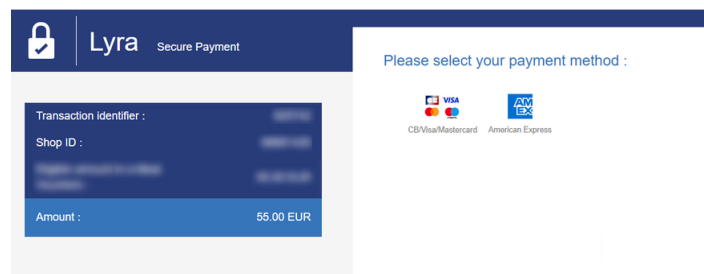
5. CHOOSING THE INTEGRATION TYPE

Via the **Back Office OpenMage**:

1. Go to **System > Configuration**.
2. Click the **Payment Methods** menu located on the left in the **Sales** section.
3. Click on **Lyra - Standard payment**.
4. Search for the **Entry mode for payment method data** parameter and select the desired integration type.
The different modes are described below.

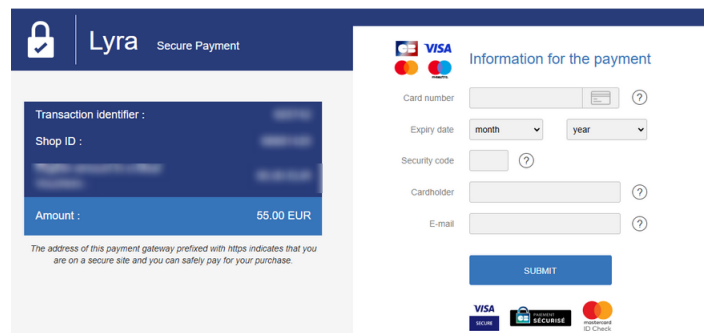
5.1. Bank data acquisition on the payment gateway

The buyer is redirected to the Lyra payment page to select their preferred payment method:



The screenshot shows the Lyra Secure Payment interface. On the left, a dark blue sidebar contains a lock icon and the text 'Lyra Secure Payment'. Below this, a white box displays transaction details: 'Transaction Identifier :', 'Shop ID :', and 'Amount : 55.00 EUR'. On the right, a white box titled 'Please select your payment method :' shows logos for 'CB Visa/Mastercard' and 'American Express'.

After choosing the payment method, the buyer is prompted to enter their bank details:



The screenshot shows the Lyra Secure Payment interface with the 'Information for the payment' section active. The left sidebar is identical to the previous screenshot. The right section, titled 'Information for the payment', features the Visa logo and input fields for 'Card number', 'Expiry date' (with 'month' and 'year' dropdowns), 'Security code', 'Cardholder', and 'E-mail'. Each input field has a question mark icon for help. A blue 'SUBMIT' button is at the bottom. Below the button are logos for 'VISA secure', 'Mastercard SECURE', and 'Mastercard ID-Check'. A small disclaimer at the bottom of the left sidebar reads: 'The address of this payment gateway prefixed with https indicates that you are on a secure site and you can safely pay for your purchase.'

5.2. Card type selection on the merchant website

The card type is selected on the merchant website:



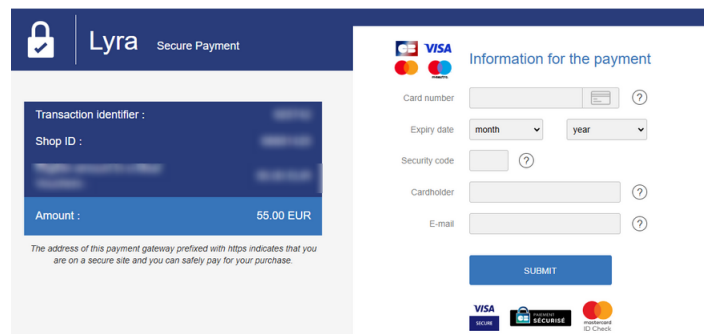
Payment by credit card

☒   ☐  ☐ 

PLACE ORDER

The list of available payment methods depends on the configuration of the **Card types** parameter (Standard payment).

The buyer will then be redirected to the Lyra payment page to enter their bank details:




Lyra Secure Payment

Transaction identifier :
Shop ID :
Amount : 55.00 EUR

The address of this payment gateway prefixed with https indicates that you are on a secure site and you can safely pay for your purchase.

Information for the payment

Card number  ?




Expiry date month year

Security code ?

Cardholder ?

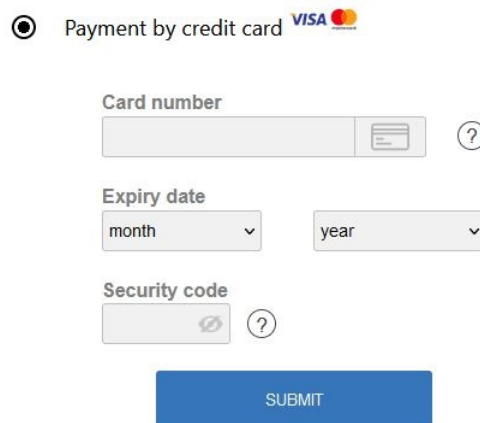
E-mail ?


SUBMIT


  

5.3. Payment page integrated into the checkout flow (iframe mode)

This feature allows the integration of the Lyra payment page via a tunnel on your merchant website:



☒ Payment by credit card 

Card number  ?

Expiry date month year

Security code ?

SUBMIT

WARNING: Some payment methods are not compatible with integration by iframe. For more information, [see this documentation](#).

5.4. Payment fields embedded on the merchant website (REST API)

WARNING: This integration type is only compatible with card payments.

This option enables the integration of embedded payment fields (card number, expiry date, cvv) on your merchant website.



The screenshot shows a payment form with three input fields stacked vertically. The first field is labeled 'Card Number' and has a card icon on the right. The second field is labeled 'MM/YY' and has a calendar icon on the right. The third field is labeled 'CVV' and has a question mark icon on the right. Above the fields, there is a radio button selected next to the text 'Payment by credit card', followed by the Visa and Mastercard logos.

You must subscribe to the **API REST option (Use of REST payment API)** option to use this solution.

5.5. Payment fields embedded in a pop-in (REST API)

WARNING: This integration type is only compatible with card payments.

This option allows to integrate the payment fields (card number, expiry date, cvv) in a pop-in on your merchant website.

You must subscribe to the **API REST option (Use of REST payment API)** option to use this solution.

6. QUICK MODULE CONFIGURATION

This chapter will help you configure and quickly make your shop go into PRODUCTION.

If you want to learn more about the module, feel free to consult the following chapters.

NOTE: An FAQ is available in our online documentation archive, it presents the most frequently asked questions and is regularly updated. The FAQ module is available via the link - below in the **CMS** section > **OpenMage 19-20**:

<https://support.lyra.com/hc/fr>

6.1. Knowing your integration

First of all, you must know the integration type you've chosen.

This information is available via the payment module configuration: **Standard payment** > **Entry mode for payment method data**.

See the **Integrating the redirection** chapter if you have chosen one of the integrations below:

- Bank data acquisition on the payment gateway.
- Card type selection on the merchant website.
- Payment page integrated into the checkout flow (iframe mode).

See the **Integrating the embedded payment** chapter if you have chosen one of the integrations below:

- Payment fields embedded on the merchant website (REST API).
- Payment fields embedded in a pop-in (REST API).

6.2. Integrating the redirection

6.2.1. Configuring the shop

1. Log in to the **Expert Back Office**, via le **Marchant Back Office Lyra** with your identifiers :
<https://secure.lyra.com/portal/>

Click **Other actions** and then click on the **Expert Back Office** button.

2. Go to **Settings** > **Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Open another tab in your browser.
6. Sign in to your **OpenMage Back Office**.
7. Go to **System** > **Configuration**.
8. Click the **Payment Methods** menu located on the left in the **Sales** section.
9. Click **Lyra - General configuration**.
10. Paste your **Shop ID** to the **Access to the payment gateway**.
11. Return to the **Expert Back Office**.
12. Copy your **Test key**.
13. Return to the **OpenMage Back Office**.

14. Paste your **Test key** to the **Access to the payment gateway**.
15. Return to the **Expert Back Office**.
16. Copy your **Production key**.
17. Return to the **OpenMage Back Office**.
18. Paste your **Production key** to the **Access to the payment gateway**.
19. Click the **save the configuration** button.

6.2.2. Configuring the Instant Payment Notification URL

1. Sign in to your **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click **Lyra - General configuration**.
5. Search for **ACCESS TO THE PAYMENT GATEWAY**.
6. Copy the URL from the **Instant Payment Notification URL** parameter.
7. Open another tab in your browser.
8. Sign in to the **Expert Back Office Lyra**: <https://secure.lyra.com/portal/>.
9. Go to **Settings > Notification rules**.
10. Double click on **Instant Payment Notification URL at the end of the payment**.
11. Check the **Automatic retry in case of failure** box.
12. Search for the **Instant Payment Notification URL of the API form V1, V2** section.
13. Paste the previously copied URL to **URL to call in TEST mode** and **URL to call in PRODUCTION mode**.

If the production URL is different from your test URL, specify it in order to not forget it later. Your URL should look like this:

<https://www.your-domain.com/index.php/lyra/payment/check/>

14. Click **Save**.
15. Double click on **Instant Payment Notification URL on cancellation**.
16. Carry out the same operation from step 11 to step 14.
17. Double click on **Instant Payment Notification URL on batch authorization**.

18. Carry out the same operation from step 11 to step 14.
19. Double click on **Instant Payment Notification URL on batch change**.
20. Carry out the same operation from step 11 to step 14.
21. Double click on **Instant Payment Notification URL on an operation coming from the Back Office**.
22. Carry out the same operation from step 11 to step 14.
23. If the configured rules are marked by a red cross, select the rule and click on the **Enable the rule** button at the bottom of the screen.

6.2.3. Testing the payment on your website

To make a test payment:

1. Make an order on your merchant website as if you were one of your buyers.
2. Select the payment method **Payment by credit card**.
3. Choose a payment method if your configuration offers it.
4. Click on one of the card numbers displayed on the screen, all the fields will be populated automatically.
5. Confirm your payment.
6. Make sure that the order is appears in the OpenMage Back Office.

6.2.4. Going into PRODUCTION

To go into PRODUCTION via the redirection :

1. Log in to the **Expert Back Office**, via le **Marchant Back Office Lyra** with your identifiers :
<https://secure.lyra.com/portal/>
Click **Other actions** and then click on the **Expert Back Office** button.
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy the production key.
5. Open another tab in your browser.
6. Sign in to your **OpenMage Back Office**.
7. Go to **System > Configuration**.
8. Click the **Payment Methods** menu located on the left in the **Sales** section.
9. Click **Lyra - General configuration**.
10. Paste your key to the **Production key** parameter.
11. Change the **Mode** parameter to **PRODUCTION**.
12. Click the **save the configuration** button.
13. You shop can now receive real payments.

6.3. Integrating the embedded payment

WARNING: SEPA Direct Debit is not compatible with the smartForm integration mode.

6.3.1. Configuring the shop

1. Log in to the **Expert Back Office**, via le **Marchant Back Office Lyra** with your identifiers :
<https://secure.lyra.com/portal/>
Click **Other actions** and then click on the **Expert Back Office** button.
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Open another tab in your browser.
6. Sign in to your **OpenMage Back Office**.
7. Go to **System > Configuration**.
8. Click the **Payment Methods** menu located on the left in the **Sales** section.
9. Click **Lyra - General configuration**.
10. Paste your **Shop ID** to the **Access to the payment gateway**.
11. Return to the **Expert Back Office**.
12. Copy your **Test key**.
13. Return to the **OpenMage Back Office**.
14. Paste your **Test key** to the **Access to the payment gateway**.
15. Return to the **Expert Back Office**.
16. Copy your **Production key**.
17. Return to the **OpenMage Back Office**.
18. Paste your **Production key** to the **Access to the payment gateway**.
19. Return to the **Expert Back Office**.
20. Click on **API REST Keys** tab.
21. Copy your **Test password**.
22. Return to the **OpenMage Back Office**.
23. Paste your **Test password** to REST API keys.
24. Follow the same steps for the **Public test key** and **HMAC-SHA-256 test key** parameters.
25. Follow the same steps for the **Production password**, **Public production key** and **HMAC-SHA-256 test key** parameters.
26. Click the **save the configuration** button.

6.3.2. Configuring the Instant Payment Notification URL

1. Sign in to your **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click **Lyra - General configuration**.
5. Search for **REST API keys** section.

6. Copy the URL from the **REST API Instant Payment Notification URL** parameter.
 7. Open another tab in your browser.
 8. Sign in to the **Expert Back Office Lyra**: <https://secure.lyra.com/portal/>.
 9. Go to **Settings > Notification rules**.
 10. Double click on **Instant Payment Notification URL** at the end of the payment.
 11. Check the **Automatic retry in case of failure** box.
 12. Search for the **REST API Instant Payment Notification URL** part.
 13. Paste the previously copied URL to **Target URL of the IPN to call in TEST mode** and **Target URL of the IPN to call in PRODUCTION mode**.
- If the production URL is different from your test URL, specify - it in order to not forget it later. Your URL should look like this:
- <https://www.your-domain.com/index.php/lyra/payment/restCheck/>

14. Click **Save**.
15. Double click on **Instant Payment Notification URL on cancellation**.
16. Carry out the same operation from step 11 to step 14.
17. Double click on **Instant Payment Notification URL on batch authorization**.
18. Carry out the same operation from step 11 to step 14.
19. Double click on **Instant Payment Notification URL on batch change**.
20. Carry out the same operation from step 11 to step 14.
21. Double click on **Instant Payment Notification URL on an operation coming from the Back Office**.
22. Carry out the same operation from step 11 to step 14.
23. If the configured rules are marked by a red cross, select the rule and click on the **Enable the rule** button at the bottom of the screen.

6.3.3. Testing the payment on your website

To make a test payment:

1. Make an order on your merchant website as if you were one of your buyers.
2. Select the payment method **Payment by credit card**.
3. Choose a payment method if your configuration offers it.

4. Click on one of the card numbers displayed on the screen, all the fields will be populated automatically.
5. Confirm your payment.
6. Make sure that the order is appears in the OpenMage Back Office.

6.3.4. Going into PRODUCTION

To go into PRODUCTION via the embedded payment :

1. Log in to the **Expert Back Office**, via le **Marchant Back Office Lyra** with your identifiers :
<https://secure.lyra.com/portal/>
Click **Other actions** and then click on the **Expert Back Office** button.
2. Go to **Settings > Shop**.
3. Click on **API REST Keys** tab.
4. Click **Generate the password and the HMAC-SHA-256 production key**, then click **Yes** to confirm.
5. Copy the value of the **Production password** displayed on the screen.
6. Open another tab in your browser.
7. Sign in to your **OpenMage Back Office**.
8. Go to **System > Configuration**.
9. Click the **Payment Methods** menu located on the left in the **Sales** section.
10. Click **Lyra - General configuration**.
11. Paste your password into the **Production password** parameter.
12. Return to the **Expert Back Office**.
13. Copy the value of the **Production Public Key** displayed on the screen.
14. Return to the **OpenMage Back Office**.
15. Paste your key to the **Production Public Key** parameter.
16. Return to the **Expert Back Office**.
17. Copy the value of the **Production HMAC-SHA-256 Key** displayed on the screen.
18. Return to the **OpenMage Back Office**.
19. Paste your key to the **Production HMAC-SHA-256 Key** parameter.
20. Return to the **Expert Back Office**.
21. Click the **Keys** tab.
22. Copy your **Production key**.
23. Return to the **OpenMage Back Office**.
24. Paste your **Production key** to the **Access to the payment gateway**.
25. Change the **Mode** parameter to **PRODUCTION**.
26. Click the **save the configuration** button.
27. You shop can now receive real payments.

7. OTHER AVAILABLE FEATURES

7.1. Add installment payment

To integrate payment in installments:

1. Sign into the **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click on **Lyra - Payment in installments** module.
5. Find the *Activation* setting and select **Enabled**.
6. Find the *PAYMENT OPTION* section and click **Add**.
7. Fill in the **Label** of the payment option.
Example: Pay in 3 installments with no fees
8. Enter a **Minimum Amount** and a **Maximum Amount** for this payment option.
9. Enter a total number of due dates in the **Number** field.
Example: 3
10. Enter the time in days between two due dates via the **Period** parameter.
Example: 30
11. Click the **save the configuration** button.

When a payment is made in installments, an authorization request is made only for the first installment. As a result, you will need to verify that the following deadlines were not denied at the time of application. The authorization will be automatically carried out one day before the capture date.

It is possible to be notified by e-mail in case one of the following installment payments is refused. All you need to do is enable and configure the **Installment payment rejection e-mail** rule. This rule can be found in the **Settings > Notification rules** menu > **E-mail sent to the merchant** tab of the Expert Back Office.

7.2. Add payment Gift card

To integrate payment by Gift card:

1. Sign into the **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click on **Lyra - Gift card payment**.
5. Find the *Activation* setting and select **Enabled**.
6. Click the **Add** button.
7. Enter the technical code provided by Lyra.
8. Enter the label of the gift card to add.
9. Click **Browse** to upload the logo of your gift card.
It will be displayed during the selection of the payment method.
10. Click the **save the configuration** button.

Once you have completed the configuration, click **Save config**.

7.3. Add Oney

Before activating the module on OpenMage, you must:

1. Sign a acceptance contract with **Oney**.
2. Enable the **Oney** payment option via the Lyra client service.

To integrate Oney on OpenMage:

1. Sign into the **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click on **Lyra - Oney payment**.
5. Find the *Activation* setting and select **Enabled**.
6. In the *RESTRICTIONS* section, enter a **Minimum Amount** and a **Maximum Amount**.
This amount was provided to you by Oney when you subscribed to your contract.
7. Find the *PAYMENT OPTION* section and click **Add**.
8. Fill in the **Label** of the payment option.
Example: Pay in 3 installments with no fees
9. Enter a **Minimum Amount** and a **Maximum Amount** for this payment option.
These amounts were provided to you by Oney when you subscribed to your contract.
10. Fill in the **Code** corresponds the payment option.
This code was provided to you by Oney when you subscribed to your contract.
11. Select the **Payment method**.
Example: Payment in 3 or 4 installments with Oney.
12. Enter a total number of due dates in the **Number** field.
Example: 3
13. Enter the **Rate** for this payment option.
This rate provided to you by Oney when you subscribed to your contract.
14. Click the **save the configuration** button.

7.4. Add Full CB

Before activating the module on OpenMage, you must:

- Send a request to **BNPP PF**.
- Get your agreement number **Full CB**.
- Have an authorized payment type. Depending on the contract, the merchant is allowed to offer:
 - Either payment in 3 installments,
 - Or payment in 3 installments and payment in 4 installments,The payment **Full CB** is offered to the buyer only if the order amount is within the limits defined by **BNPP PF**. Minimum and maximum amounts are defined by the merchant and are between 100 and 1 500 euros.

To integrate Full CB from OpenMage:

1. Sign into the **OpenMage Back Office**.
2. Go to **System > Configuration**.

3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click on **Lyra - Full CB payment**.
5. Find the *Activation* setting and select **Enabled**.
6. Click the **save the configuration** button.

7.5. Add SEPA

Before activating the module on OpenMage, you must:

1. Select the *Payment by SEPA Direct Debit* option via the gateway.
2. Communicate your Creditor ID (*ICS*) to Lyra.

To integrate SEPA payments with OpenMage:

1. Sign into the **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click on **Lyra - SEPA payment**.
5. Find the *Activation* setting and select **Enabled**.
6. Click the **save the configuration** button.

7.6. Adding another payment method

Before adding another payment method, make sure the contract has been added by Lyra. To verify, refer to the article **Search for a contract in the Expert Back Office** in our FAQ.

To add a payment method from the module:

1. Sign into the **OpenMage Back Office**.
2. Go to **System > Configuration**.
3. Click the **Payment Methods** menu located on the left in the **Sales** section.
4. Click on **Lyra - Other payment methods**.
5. Search for the **Payment methods** parameter.
6. Enter the label that will appear to the buyer.
7. Select the payment method from the list.

If this is not present, please refer to the [Payment method missing from the list](#) at the bottom of this page.

8. Click **Save**.

Payment method missing from the list:

1. Click the **Add** button.
2. Enter the technical code provided by Lyra. This code must be exactly the same as the one present in the [data dictionary](#) in the **Card types (vads_payment_cards)** column.

If your payment method is not on the list, it is not available in Lyra

3. Enter the **name** of the payment method to be added.
4. Save your changes.
5. The payment method is now be available in the drop-down list.

7.7. Creating a payment via the OpenMage Back Office

The merchant must:

- Opt for an offer that includes a VAD contract for manual payments,
- Opt for an offer that includes the “Payment by another channel” option.

To create a payment via the OpenMage Back Office:

1. Go to **Sales > Orders** then click the “**Create a new order**” button.
2. Select a user account or create a new one.
3. If the OpenMage module has several shops, select the shop where you wish to create the order.
4. Fill the cart.
5. Select the payment method.
6. Select the delivery mode.
7. Validate the order.
8. The browser is redirected to the payment page. Proceed to payment by filling in the card details transmitted by the buyer. For this payment mode, the 3D Secure authentication is not required.
9. The browser is redirected to the order detail page.

7.8. Perform a full or partial refund via OpenMage

The payment module also allows to partially or fully refund an order.

Orders paid by a gift card or in installments must be refunded directly via the Lyra Back Office.

Orders paid in installments must be refunded directly via the Lyra Back Office.

Prerequisites:

- This feature requires opting for a Lyra Collect offer including the use of **Web Services**.
- The REST API keys **must** be configured via the module configuration (**General configuration > REST API keys**).

Making a refund:

1. Sign in to the **OpenMage Back Office**.
2. Go to the **Sales > Invoices** menu.
3. Search for the order to be refunded, then click **View**.
4. Then click the **Refund** button.
5. Enter the number of items and the amount for the refund, and click the **Refund** button.
6. **WARNING:** If you click **Refund Offline**, the refund will not be taken into account by the **Lyra**. You must then perform the refund manually via the **Lyra Back Office**.

7.9. Validating a payment via OpenMage

The payment module allows you to validate an order via the **OpenMage Back Office**.

Prerequisites:

- This feature requires opting for the Lyra offer including the use of **Web Services**.

- The REST API keys **must** be configured via the module configuration (**General configuration > REST API keys**).

Validating an order:

1. Sign in to the **OpenMage Back Office**.
2. Go to **Sales > Invoices**.
3. Search for the order to validate, it must have the **To validate payment** status.
4. Click **View**.
5. Then click the **Validate payment** button.
6. Click the **OK** button to confirm.
7. If your shop does not have **Web Services** or if the **REST API keys** are not configured, the validation will not be taken into account by **Lyra**. You must then perform validation manually via the **Lyra Back Office**.

7.10. Using risk assessment

Prerequisites:

To use risk assessment with OpenMage, you must:

- Sign up for the Lyra offer that includes the **risk assessment** option.
- Configure an **informational control** according to one of the criteria available in the Expert Back Office.

To avoid alerting the buyers, the order status displayed on the OpenMage side will be "**Processing**".

1. Sign in to the **OpenMage Back Office**.
2. Go to the **Sales > Orders** menu.
3. When a transaction triggers informational control, the order status changes to **Suspected Fraud**.
4. Search for the order and click **View**.
5. Two buttons will appear: **Accept Payment** and **Deny Payment**.

Accept the payment

Clicking the **Accept Payment** button changes the order status to **Processing** or **Payment Review**.

Refuse the payment

Clicking the **Deny Payment** button changes the order status to **Canceled**.

If your shop has an offer including Web Services, the order will be automatically canceled. Otherwise, a cancellation must be also performed via the **Lyra Back Office**.

7.11. Using the advanced risk assessment for manual validation

To use this feature, the merchant must:

- Opt for the Lyra offer that includes the **Advanced risk assessment** option.
- Enable a rule whose action modifies the transaction validation mode.

1. Sign in to the **OpenMage Back Office**.
2. Go to the **Sales > Orders** menu.
3. When the risk module applies the rule for a transaction, the order status is set to **To validate Payment**.

4. Search for the order and click **View**.
5. Two buttons will appear: **Validate Payment** and **Deny Payment**.

In the order details view, you can cancel or validate the payment:

Validate the payment

Click **Validate Payment**:

- If you have opted for the Lyra offer with the Web Services option, the transaction status changes to **Waiting for capture**.
- If you have opted for the Lyra offer without the Web Services option, a message will inform you that the payment must be validated via the **Lyra Back Office**.
- The order status on **OpenMage** becomes **Processing** or **Payment Review**.
- The paid amount is updated.

Refuse the payment

Click **Deny Payment**:

- If you have opted for the Lyra offer with the Web Services option, the transaction status changes to **Canceled**.
- If you have opted for the Lyra offer without the Web Services option, a message will inform you that the payment must be performed via the **Lyra Back Office**.
- The order status changes to **Canceled**.

Here is a tip if you have opted for the Lyra offer without the Web Services option

If you enable the **Instant Payment Notification URL on an operation coming from the Back Office**, canceling or validating a payment in the **Lyra Back Office** will automatically update the order status in OpenMage.

7.12. Adding the shop code to the URL

If you have enabled the **Add store code to URLs** option in the default configuration, the module will modify the return to shop URL and add the shop code and the shop view code.



The screenshot shows a configuration window titled "Url Options". It contains two settings:

- Add Store Code to Urls**: Set to "Yes". A warning message states: "Warning! When using Store Code in URLs, in some cases system may not work properly if URLs without Store Codes are specified in the third party services (e.g. PayPal etc.).". The scope is "[GLOBAL]".
- Auto-redirect to Base URL**: Set to "Yes (302 Found)". An example shows a redirect from "http://example.com/store/" to "http://www.example.com/store/". The scope is "[GLOBAL]".

Warning:

If you enable this option **after** having installed the payment module, you will have to **reinitialize** the module configuration so that it gives you the **new notification URL** to be configured in the Expert Back Office.

E.g.: `https://www.your-domain.com/index.php/lyra/payment/check/`

Would become:

`http://www.your-domain.com/index.php/fr/lyra/payment/check/`

8. ADDITIONAL INFORMATION ABOUT THE MODULE

NOTE: An FAQ is available in our online documentation archive, it presents the most frequently asked questions and is regularly updated. The FAQ module is available via the link - below in the **CMS** section > **OpenMage 19-20**:

<https://support.lyra.com/hc/fr>

8.1. Description of all parameters

Basic settings	
Logs	Allows to enable or disable module logs. The logs will be available in the /var/log directory on the server. This parameter is enabled by default.
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.
Signature algorithm	Algorithm used to compute the signature of the payment form. The algorithm must be the same as the one configured in the Expert Back Office (Settings > Shop > Keys). If the algorithm is different, the parameter will have to be modified via the Expert Back Office.
Instant Payment Notification URL	URL to copy in your Expert Back Office (Settings > Notification rules > Instant Payment Notification URL at the end of the payment > Instant Payment Notification URL of the API form V1, V2 menu). For more information, see the chapter and the sub-chapters on Configuring the notification URL .
Payment page URL	This field is pre-populated by default: https://secure.lyra.com/vads-payment/
REST API keys	
Test password	Password allowing to use Web Services or embedded payment fields in test mode. The password is available in your Expert Back Office (Menu: Settings > Shops > REST API keys).
Production password	Password allowing to use Web Services or embedded form in production mode. The password is available in your Expert Back Office (Menu: Settings > Shops > REST API keys).

REST API keys	
REST API server URL	This field is pre-populated by default: https://api.lyra.com/api-payment/ It is recommended to leave the default value.
Public test key	The test public key must be filled in if you use the embedded payment fields, such as Card data entry mode . The public key is available via your Expert Back Office (Menu: Settings > Shops > REST API keys).
Public production key	The production public key must be filled in if you use the embedded payment fields, such as Card data entry mode . The public key is available via your Expert Back Office (Menu: Settings > Shops > REST API keys).
HMAC-SHA-256 test key	The test HMAC-SHA-256 key must be filled in if you use the embedded payment fields, such as the Card data entry mode . The HMAC-SHA-256 key is available from your Expert Back Office (Menu: Settings > Shops > REST API keys).
HMAC-SHA-256 production key	The production HMAC-SHA-256 key must be filled in if you use the embedded payment fields, such as the Card data entry mode . The HMAC-SHA-256 key is available from your Expert Back Office (Menu: Settings > Shops > REST API keys).
REST API Instant Payment Notification URL	URL to copy in your Expert Back Office (Settings > Notification rules > Instant Payment Notification URL at the end of the payment > REST API Instant Payment Notification URL menu). For more information, see the chapter and the sub-chapters on Configuring the notification URL .
JavaScript client URL	This field is pre-populated by default: https://static.lyra.com/static/ It is recommended to leave the default value.

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of OpenMage is not supported by Lyra Collect. If the language(s) used by the OpenMage is (are) implemented into Lyra Collect, the payment page will be displayed in the language of OpenMage 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.

Payment page	
	<p>Allows to use the configuration defined in the Expert Back Office (Menu: Settings > Shop > Configuration section: validation mode).</p> <p><u>Automatic:</u> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p><u>Manual:</u> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office.</p> <p><u>Warning:</u> 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.</p> <p>Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in OpenMage.</p>

Customizing the payment page	
Theme configuration	<p>Allows to customize the payment page by using specific keywords. If you have created several models in the Expert Back Office, enter for example: RESPONSIVE_MODEL=Model_2 if you want to use the design of your "Model_2".</p> <p>Warning: Some keywords can only be used if the "Advanced customization" option has been enabled.</p>
Shop name	<p>You can define the name of your shop that will appear in order confirmation e-mails.</p> <p>If the field is empty, the shop name that was registered in the Expert Back Office will be the one to appear in the e-mail.</p>
Shop URL	<p>You can define the shop URL that will appear on the payment page and in the order confirmation e-mail.</p> <p>If the field is empty, the shop URL that was registered in the Expert Back Office will be the one to appear on the payment page and in the e-mail.</p>

Custom 3DS	
Configure 3DS by client group	<p>Allows to request authentication without interaction (frictionless). Requires the option Frictionless3DS2</p> <ul style="list-style-type: none"> 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. 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. <p>This parameter can be configured by user group.</p>

Return to shop	
Automatic redirection	<p>This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings.</p> <p>This option is disabled by default.</p>

Return to shop	
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".
Return mode	During the redirection to the shop, these parameters are returned to the shop in POST or GET modes. The POST mode is set by default.
Status of recorded orders	Select the status of successfully paid orders. <ul style="list-style-type: none"> • Pending • Processing It is recommended to select "Processing". If the payment is rejected, the order will be canceled.
Creating an invoice	Select Yes if you wish to automatically create an invoice when the payment is successful and the order has the "Processing" status.

Additional options	
Send shopping cart details	Select Yes if you wish to send the shopping cart details to the payment gateway. For some payment methods, such as Oney 3x 4x and PayPal, the shopping cart details are required.
Category association	Associate a type with each category in your catalog. This information is required for Oney 3x 4x payment as well as for risk assessment (the corresponding option must be enabled). You can: <ul style="list-style-type: none"> • Quickly associate a category with all the products in your catalog • Associate a type with each category in your catalog The categories are: Food and grocery Cars Entertainment Home and gardening Household appliances Auctions and group purchasing Flowers and presents Computers and software Health and beauty Services for individuals Services for companies Sports Clothes and accessories Travel Home audio, photo, video Telephony
Type	Allows to choose the type of transporter from the following options: Delivery company: Transporters (La Poste, Colissimo, UPS, DHL, etc.) Store pick-up: Item pickup directly from the merchant.

Additional options	
	Relay point: Use of a network of delivery points (Kiala, Alveol, etc.) Pick-up at a station: Item pickup at an airport, a train station or a travel agency.
Speed	Shipping speed: Express (less than 24h) or standard. Standard Priority (reserved to Click & Collect)
Delay	In case of picking up the item at the shop (Click & Collect) with priority delivery, select the delivery delay from the following options: ≤ 1 hour > 1 hour Immediate 24/7

Module option	
Activation	In order to enable the payment method, select Yes .
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a drop-down list will appear to the right of the method title. Changing the language allows you to enter a different title in each language.
Order	If you offer several payment methods, enter a number in the Sort order field to determine the position of this payment method. The payment methods appear in ascending order according to the Sort order value.
Logo	Click the Browse button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this logo when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount for which you do not wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment page	
Capture delay	<p>Delay (in days) before the capture for this payment method.</p> <p>If you leave this field empty, the value configured in the General configuration section will be applied.</p> <p>If the Capture delay field of the General configuration is also empty, the value configured in the Expert Back Office will be applied.</p>
Validation mode	<p>Validation mode for this payment method.</p> <p><u>General configuration of the module:</u> Recommended value.</p> <p>Allows to apply the configuration defined in the General configuration section.</p> <p><u>Back Office configuration:</u></p> <p>Allows to use the configuration defined in the Expert Back Office (menu: Settings > Shop > Configuration – section: validation mode)</p> <p><u>Automatic:</u></p> <p>This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p><u>Manual:</u></p> <p>This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office.</p> <p><u>Warning:</u> if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.</p> <p>Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in OpenMage.</p>
Card types	<p>This field allows to indicate the images used for cards that will be displayed on the payment page or on the merchant website (see “Card data entry”).</p> <p>Warning:</p> <p>The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer.</p> <p>It is recommended to select the ALL value.</p>

Advanced options	
Card data entry mode	<p>This parameter setting is described in the chapter on Choosing the integration type in the documentation.</p>
Theme	<p>Choose the theme you would like to use to display the embedded payment fields.</p>
Custom fields placeholders	<p>This option will allow you to define the label that will get displayed by default in the embedded payment fields.</p> <p>If your shop supports several languages, you can also define the title of the payment method for each language.</p>
Payment attempts number	<p>Maximum number of payment retries after a failed payment, this value must be between 0 and 9.</p> <p>If this value is not specified, the default value will be 3.</p>
Payment by token	<p>The payment by token allows to pay for the order without having to enter the card details upon each payment.</p> <p>During the payment, the buyer decides whether he/she wishes to register his/her card details by ticking the corresponding box available in the payment page.</p> <p>The box will be displayed only if the buyer is connected to the merchant website.</p> <p>This option is disabled by default.</p> <p>WARNING:</p>

Advanced options	
	The 'payment by token' option must be enabled in your Lyra shop.
Text of the 1-Click button	<p>The text will appear on the 1-Click payment button.</p> <p>If your shop supports several languages, you can also define the label of the payment method for each language.</p> <p>This option is not available with embedded payment fields.</p>
Position of the 1-Click button	<p>Choose the position of the button for express payment, 3 modes are available:</p> <ul style="list-style-type: none"> • Product page. • Shopping cart page. • Shopping cart and product page. <p>This option is not available with embedded payment fields.</p>

Multi payment option	
Payment option	<p>This module allows you to create as many credit card installment payment options as you like.</p> <p>Each payment option will have a different code that will be displayed in the order table.</p> <p>To add a payment option, click on Add.</p> <p>When you are done, remember to save your changes.</p>
Label	<p>Text describing the installment payment option as it will be offered to the buyer.</p> <p>Example: Pay in 3 installments with no fees</p>
Minimum amount	Allows to define the minimum amount required to make the payment option available.
Maximum amount	Allows to define the maximum amount required to make the payment option available.
Merchant ID	<p>The Merchant ID to use with the option, in case your shop has several Merchant IDs.</p> <p>It is recommended to leave this field empty.</p>
Number	<p>Number of installments:</p> <p>3 for payment in 3 installments</p> <p>4 for payment in 4 installments</p> <p>etc.</p>
Period	Period (in days) between each installment.
First installment	<p>Amount of the first installment, expressed as a percentage of the total amount.</p> <p>Example:</p> <p>For an amount of EUR 100 in 3 installments, you can set the percentage of the first payment at 50% of the amount. This means that the amount of the first installment will be EUR 50 and that the two others will be of EUR 25.</p> <p>For 50% enter 50.</p> <p>If you want the amount of every installment to be the same, leave this field empty.</p>

Gift card payment	
Gift card types	<p>Select the images for gift cards that will be used on the payment page or on the merchant website.</p> <p>The payment types offered to the buyer on the payment page depend on the contracts and options associated with your offer Lyra Collect</p>
Add cards	<p>If you have requested Lyra Collect to create a gift card for your company and it does not appear on the list above, you can add it manually in the payment module:</p> <ol style="list-style-type: none"> 1. Click the Add button. 2. Enter the technical code provided by Lyra. 3. Enter the label of the gift card to add. 4. Click Upload to upload the logo of your gift card. It will be displayed during the selection of the payment method.

Oney payment options	
Add	<p>Click the Add button to configure payment options.</p> <p>This configuration is required for the Oney payment method to work.</p>
Label	Enter the label of the option that will be displayed during checkout.
Code	Enter the technical code provided by Oney(example: PNF3P).
Minimum amount	Enter the minimum amount for which this option can be used.
Maximum amount	Enter the maximum amount for which this option can be used.
Number	Enter the number of installments (3 for a payment in 3 installments, etc.).
Interest rate	Indicate the interest rate applied to the payments. The indicated value is used only for option label customization.

Full CB payment options	
Enable option selection	<p>Select Yes if you wish to force the use of a payment option available with your contract Full CB.</p> <p>This option is set to No by default.</p>
Label	<p>Enter the label of the option that will be displayed during checkout.</p> <p>The default values are:</p> <ul style="list-style-type: none"> • Payment in 3 installments • Payment in 4 installments
Minimum amount	Enter the minimum amount for each option.
Maximum amount	Fill the maximum amount for each option.
Interest rate	<p>Indicate the interest rate applied to the payments.</p> <p>The default values are:</p> <ul style="list-style-type: none"> • 1.4 for payment in 3 installments. • 2.1 for payment in 4 installments.
Fee cap	<p>Indicate the payment option fee limit.</p> <p>Default values:</p> <ul style="list-style-type: none"> • 9 for payment in 3 installments.

Full CB payment options	
	<ul style="list-style-type: none"> • 12 for payment in 4 installments.

SEPA payment options	
SEPA direct debit mode	<p>Select the SEPA direct debit mode:</p> <ul style="list-style-type: none"> • One-off SEPA direct debit: The signed mandate applies to a single direct debit. • Register a recurring SEPA mandate with direct debit: The signed mandate allows for a series of direct debits, a payment is created when the mandate is registered. • Register a recurring SEPA mandate without direct debit: The signed mandate allows for a series of direct debits, no payments are created when the mandate is registered. <p>This mode is set to One-Off SEPA direct debit by default. The Payment by identifier option must be enabled for your shop if you want to use the second and third cases.</p>

Payment options for Other payment methods	
Group payment methods	<p>By enabling this option, all the payment methods added in this section will be displayed within the same payment submodule. Otherwise, each payment method will be represented in a different submodule. This parameter is set to Disabled by default.</p>
Label	<p>Text describing the payment option as it will be offered to the buyer. The label will be displayed only if the Group payment methods option is disabled. Example: Pay via Bancontact If your shop supports several languages, you can also define the label of the payment method for each language.</p>
Payment method	<p>Choose the payment method you would like to offer.</p>
Authorized countries	<p>Select the country that you would like to authorize for the selected payment method. If no countries are selected from the list, all countries will be authorized. Hold down the Ctrl key to select or deselect several countries.</p>
Minimum amount	<p>This field defines the minimum amount for which you wish to offer this payment method.</p>
Maximum amount	<p>This field defines the maximum amount for which you do not wish to offer this payment method.</p>
Capture delay	<p>Delay (in days) before the capture for this payment method. If you leave this field empty, the value configured in the General configuration section will be applied. If the Capture delay field of the General configuration is also empty, the value configured in the Expert Back Office will be applied.</p>
Validation mode	<p>Validation mode for this payment method. General configuration of the module: Recommended value. Allows to apply the configuration defined in the General configuration section. Back Office configuration: Allows to use the configuration defined in the Expert Back Office (menu: Settings > Shop > Configuration – section: validation mode)</p>

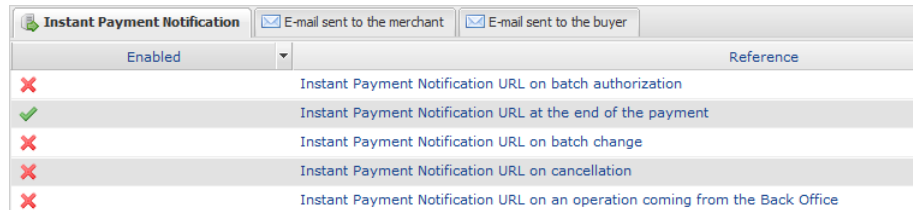
Payment options for Other payment methods	
	<p><u>Automatic:</u> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p><u>Manual:</u> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office.</p> <p><u>Warning:</u> if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.</p> <p>Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in OpenMage.</p>
Shopping cart data	<p>Select Yes from the drop-down list if you wish to send the cart details on the payment gateway.</p> <p>For some payment methods, such as Oney 3x 4x and PayPal, the shopping cart details are required.</p>
Add payment methods	<p>If you want to create payment methods that are not present in the Payment methods list, you can add them manually in the payment module:</p> <ol style="list-style-type: none"> 1. Click the Add button. 2. Enter the technical code provided by Lyra. This code must be exactly the same as the one present in the data dictionary in the Card types (vads_payment_cards) column. If your payment method is not on the list, it is not available in Lyra 3. Enter the name of the payment method to be added. 4. Save your changes. 5. Once the payment method created, you will have to add and configure it from the Payment methods section (previous parameter). The new payment method will be displayed at the end of the Payment methods list.

8.2. 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	
<input checked="" type="checkbox"/> E-mail sent to the merchant	<input checked="" type="checkbox"/> 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
- Instant Payment Notification URL on batch authorization
- Instant Payment Notification URL on batch change

8.2.1. Notification URL definitions

Instant Payment Notification URL at the end of the payment :

This notification is **required** for communicating the result of the 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.

Instant Payment Notification URL on cancellation :

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.

This customization is **mandatory** if you are using the **Oney** payment method.

Instant Payment Notification URL on batch authorization :

These settings are required for communicating the result of a deferred payment:

- If the payment has been accepted,
- If the payment has been refused.

Example:

For a deferred payment with a capture delay of 60 days, the authorization request is not made at the moment of the payment. The merchant website will be contacted at the moment of the authorization request by the **Instant Payment Notification URL on batch authorization** rule.

Instant Payment Notification URL on batch change :

It is recommended to enable this notification for **PayPal** transactions in order to manage the **UNDER_VERIFICATION** status. The merchant website will be notified about the acceptance or refusal by PayPal.

In case you have enabled the **Oney** payment method, **you must enable this rule** for your merchant website to be notified when orders are accepted or rejected by Oney.

If you propose the **SEPA** payment method, **you must activate this rule** so that your merchant site is notified of the transaction's final status.

If **manual validation** payment has been configured, **you must enable this rule** for your merchant website to be notified when a transaction expires.

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

By setting this URL, the payment gateway can systematically notify the merchant website if the following operations are performed via the Expert Back Office:

- Cancel
- Refund
- Validate
- Modify

8.2.2. Testing the Instant Payment Notification URL

In order to make sure that the Instant Payment Notification functions correctly, follow these steps:

1. Make sure that your URL is available online: your shop must neither be **in maintenance mode** nor be protected by an .htaccess file.
2. Make sure that your notification URL is available without any redirection.
 - 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.
7. Make sure that the order status is **Processing** or **Pending** in the Magento Back Office.

If the order status is still **Pending** (pending_payment), 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

9. OBTAINING HELP

Looking for help? See [our FAQ](#).

For any questions, contact [the tech support](#).

To help us process your demands, please have your customer code ready (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

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