



COLLECTING SOLUTION

Lyra integration for osCommerce 2.3

Document version 1.4

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1. RELEASE NOTES

To follow all the evolutions of the payment module, click on the link below and select **Version History**:

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

This information is also available from 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	
Immediate payment	✓
Deferred payment	✓
Payment in installments	✓
Payment by token*	✗
Payment by wallet*	✗

Bank card data entry	
Redirection	✓
I-frame	✗
Embedded payment (smartForm)*	✓
Web Service*	✗

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

Compatibility with osCommerce	
osCommerce 2.3	✓
osCommerce ms2.2	✗

*Functionalities subject to an option.

3. PREREQUISITES

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

- **Back Office osCommerce**
- **FTP server of your merchant website**
- **Expert Back Office**
- **Payment module file:** Lyra_osCommerce_2.3.x_v1.4.x.zip

osCommerce 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.

FTP server of your merchant website:

The FTP server will allow you to gain access to the folders and files of your web server.

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/#oscommerce>

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 uninstall its old 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. Go to **Modules > Payment** in the osCommerce Back Office.
2. Search for and click on the module **Lyra - Payment by credit card**.
3. Click **Delete this module**.
4. Perform the same operation if the **Lyra - Payment in installments by credit card** module is installed.

4.2. Installing the module

To install the payment module:

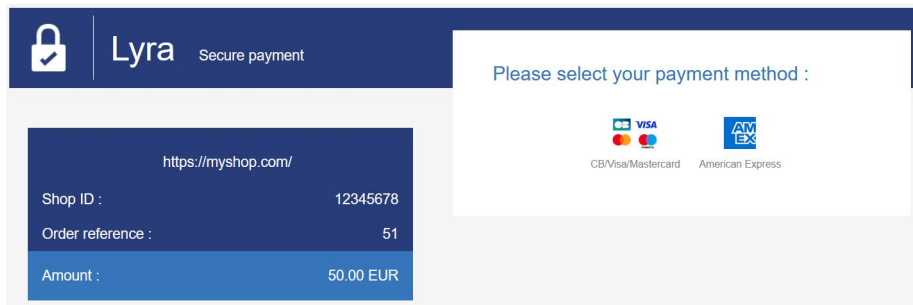
1. Open the previously downloaded payment module:
`Lyra_osCommerce_2.3.x_v1.4.x.zip`
2. Go to the **catalog** folder.
3. Copy the folders **admin**, **images**, **includes** as well as the **checkout_process_lyra.php** file.
4. Sign in to the FTP server for your merchant site.
5. Paste them at the root of your website:
 - The folders **admin**, **images**, **includes**.
 - the file **checkout_process_lyra.php**.
6. Sign in to your osCommerce Back Office.
7. Go to **System > Cache management**).
8. Empty the cache of osCommerce by clicking on each logo of the **Action** column.

5. CHOOSING THE INTEGRATION TYPE

Before configuring the payment module, choose one of the following integrations.

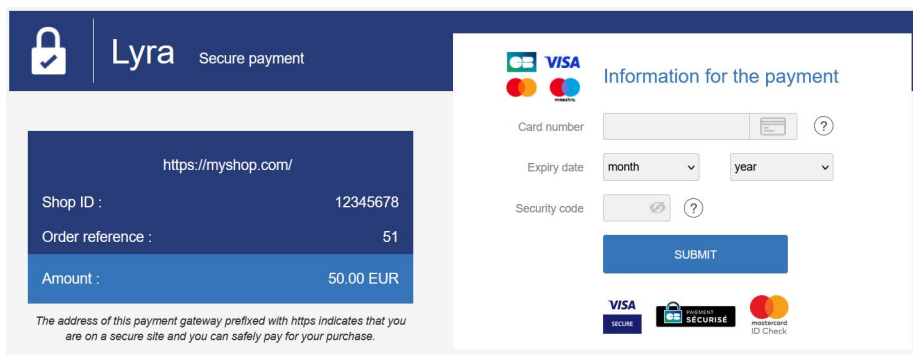
5.1. Bank data acquisition on the payment gateway

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



The screenshot shows the Lyra payment gateway interface. On the left, a dark blue header contains a lock icon and the text "Lyra Secure payment". Below this, a white box displays the URL "https://myshop.com/" and transaction details: "Shop ID : 12345678", "Order reference : 51", and "Amount : 50.00 EUR". On the right, a white box titled "Please select your payment method :" contains 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 payment gateway interface for entering bank details. On the left, the same header and transaction details box are present. Below the details box, a small note 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." On the right, a white box titled "Information for the payment" contains a "VISA" logo and input fields for "Card number", "Expiry date" (with "month" and "year" dropdowns), and "Security code". A blue "SUBMIT" button is located below the fields. At the bottom of the right box, logos for "VISA SECURE", "SECURISÉ", and "Mastercard ID Check" are displayed.


5.2. Smartform embedded on the merchant website (REST API)

This mode lists the card payment button and those of compatible payment methods.

● Payment by credit card  

Amount
€50.00


      +7


 PayPal


[Click this link](#) to see the payment methods compatible with the Smartform.


The buyer will then be prompted to enter their bank details via a pop-in:

My Shop ✕

 €50.00
51

Card Number 

MM/YY 

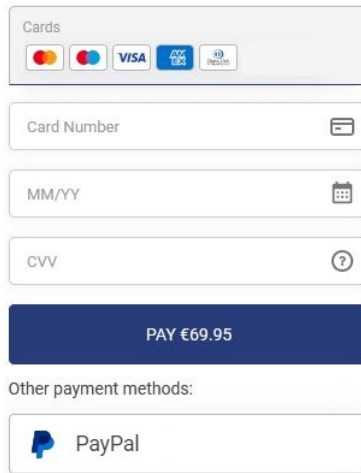
CVV 

PAY €50.00

You must sign up for the **REST API (use of REST payment API)** option to be able to use this solution.

5.3. Extended Smartform embedded on the merchant website with logos (API REST)

This mode displays embedded fields with compatible logos for card payment, and other compatible payment methods.



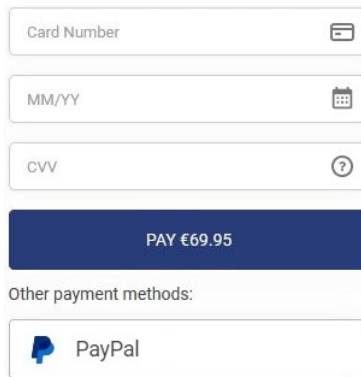
The screenshot shows a payment form titled "Cards" with logos for Mastercard, American Express, VISA, and 4D Persico. Below the logos are three input fields: "Card Number" with a card icon, "MM/YY" with a calendar icon, and "CVV" with a question mark icon. A dark blue button labeled "PAY €69.95" is positioned below the fields. Underneath, the text "Other payment methods:" is followed by a box containing the PayPal logo and the text "PayPal".

[Click this link](#) to see the payment methods compatible with the Smartform.

You must sign up for the **REST API (use of REST payment API)** option to be able to use this solution.

5.4. Extended Smartform embedded on the merchant website without logos (REST API)

This mode displays embedded fields without compatible logos for card payment, and other compatible payment methods.



The screenshot shows a payment form with three input fields: "Card Number" with a card icon, "MM/YY" with a calendar icon, and "CVV" with a question mark icon. A dark blue button labeled "PAY €69.95" is positioned below the fields. Underneath, the text "Other payment methods:" is followed by a box containing the PayPal logo and the text "PayPal".

[Click this link](#) to see the payment methods compatible with the Smartform.

You must sign up for the **REST API (use of REST payment API)** option to be able to use this solution.

6. QUICK MODULE CONFIGURATION

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

If you would like to obtain more details on module configuration, see chapter **Detailed parameters of the payment module**.

6.1. Knowing your integration

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

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

- Bank data acquisition on the payment gateway.

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

- Smartform embedded on the merchant website (REST API).
- Extended Smartform embedded on the merchant website with logos (API REST).
- Extended Smartform embedded on the merchant website without logos (REST API).

6.2. Integrating the redirection

6.2.1. Configuring the shop

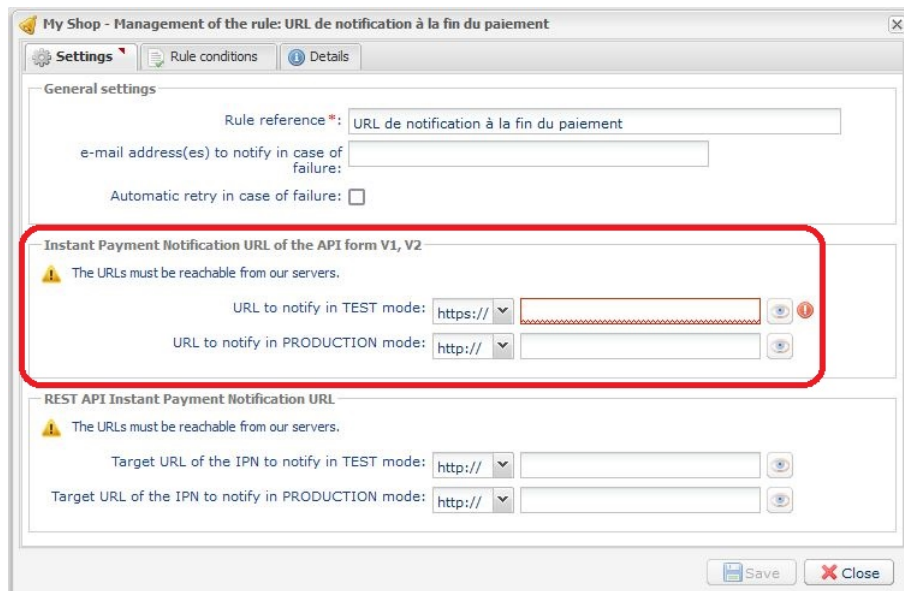
1. Sign in to your **Lyra Expert Back Office** with your identifiers:
<https://secure.lyra.com/portal/>
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Sign in to your **osCommerce Back Office**.
6. Go to **Modules > Payment**.
7. Click **Install the module**.
8. Search for and click on the module **Lyra - Payment by credit card**.
9. Click **Install the module**.
10. Click the **Edit** button.
11. Paste your **Shop ID** to the **Shop ID** parameter.
12. Return to the **Expert Back Office**.
13. Copy your **Test key**.
14. Return to the **osCommerce Back Office**.
15. Paste your **Test key** to the **Test key** parameter.
16. Return to the **Expert Back Office**.
17. Copy your **Production key**.
18. Return to the **osCommerce Back Office**.
19. Paste your **Production key** to the **Production key** parameter.
20. Click **Save**.

6.2.2. Configuring the Instant Payment Notification URL

1. Sign in to your **osCommerce Back Office**.
2. Go to **Modules > Payment**.
3. Search for and click on the module **Lyra - Payment by credit card**.
4. Click the **Edit** button.
5. Copy the URL from the **Instant Payment Notification URL** parameter.
6. Sign in to the **Expert Back Office Lyra**: <https://secure.lyra.com/portal/>.
7. Go to **Settings > Notification rules**.
8. Double click **IPN URL at the end of payment**.
9. Check the **Automatic retry in case of failure** box.
10. Search for the **Instant Payment Notification URL of the API form V1, V2** section.
11. 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/checkout_process_lyra.php



12. Click **Save**.

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 osCommerce Back Office.

6.2.4. Going into PRODUCTION

To go into PRODUCTION via the redirection :

1. Sign in via **Expert Back Office Lyra**.
2. Go to **Settings > Shop** then click on the **Keys** tab.
3. Copy the production key.
4. Sign in to your **osCommerce Back Office**.
5. Go to the **General configuration** of the Lyra payment module.
6. Replace the existing production key with the previously copied key.
7. Switch the **Mode** parameter to **PRODUCTION** and save the changes.
8. Your shop can now receive real payments.

6.3. Integrating the embedded payment

6.3.1. Configuring the shop

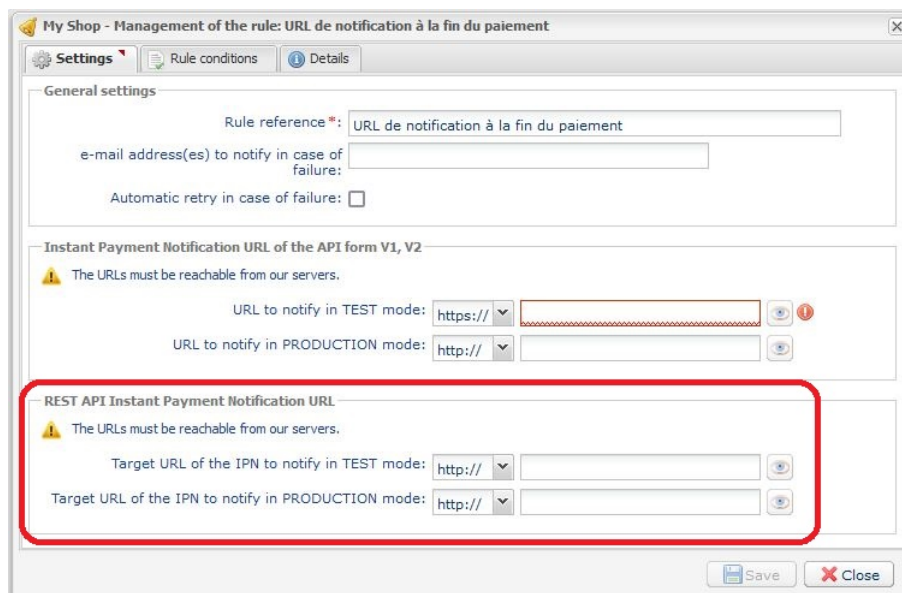
1. Sign in to your **Lyra Expert Back Office** with your identifiers:
<https://secure.lyra.com/portal/>
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Sign in to your **osCommerce Back Office**.
6. Go to **Modules > Payment**.
7. Click **Install the module**.
8. Search for and click on the module **Lyra - Payment by credit card**.
9. Click **Install the module**.
10. Click the **Edit** button.
11. Paste your **Shop ID** to the **Shop ID** parameter.
12. Return to the **Expert Back Office**.
13. Copy your **Test key**.
14. Return to the **osCommerce Back Office**.
15. Paste your **Test key** to the **Test key** parameter.
16. Return to the **Expert Back Office**.
17. Copy your **Production key**.
18. Return to the **osCommerce Back Office**.
19. Paste your **Production key** to the **Production key** parameter.
20. Search for the **Payment data entry mode** parameter.
21. Select the chosen integration type in the **Choosing the integration type** chapter.
22. Return to the **Expert Back Office**.
23. Click on **API REST Keys** tab.
24. Copy your **Test password**.
25. Return to the **osCommerce Back Office**.
26. Paste your **Test password** to the **Test password** parameter.
27. Follow the same steps for the **Public test key** and **HMAC-SHA-256 test key** parameters.
28. Follow the same steps for the **Production password**, **Public production key** and **HMAC-SHA-256 test key** parameters.
29. Click **Save**.

6.3.2. Configuring the Instant Payment Notification URL

1. Sign in to your **osCommerce Back Office**.
2. Go to **Modules > Payment**.
3. Search for and click on the module **Lyra - Payment by credit card**.
4. Click the **Edit** button.
5. Copy the URL from the **REST API Instant Payment Notification URL** parameter.
6. Sign in to the **Expert Back Office Lyra**: <https://secure.lyra.com/portal/>.
7. Go to **Settings > Notification rules**.
8. Double click **IPN URL at the end of payment**.
9. Check the **Automatic retry in case of failure** box.
10. Search for the **REST API Instant Payment Notification URL** part.
11. 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/checkout_process_lyra.php



12. Click **Save**.

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 osCommerce Back Office.

6.3.4. Going into PRODUCTION

To go into PRODUCTION via the redirection :

1. Sign in from the Lyra Expert Back Office.
2. Go to **Settings > Shop** then click on the **API REST Keys** tab.
3. Copy the **Production password** and the **HMAC-SHA-256 production key** displayed on the screen.
4. Sign in to your **osCommerce Back Office**.
5. Go to the **General configuration** of the Lyra payment module.
6. Paste the 2 parameters previously copied to the **Production password** and **HMAC-SHA-256 production key**.
7. Return to Expert Back Office and click the **Keys** tab.
8. Copy the **Production key**.
9. Return to the **osCommerce Back Office**.
10. Look for the **Access to the payment gateway** section, then paste in your Production Key.
11. Switch the **Mode** parameter to **PRODUCTION** and save the changes.
12. You shop can now receive real payments.

7. DETAILED PARAMETERS OF THE PAYMENT MODULE

In this section, you will find the details of each parameter offered by payment module.

7.1. Add installment payment

1. Sign in to your **Lyra Expert Back Office** with your identifiers:
<https://secure.lyra.com/portal/>
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Sign in to your **osCommerce Back Office**.
6. Go to **Modules > Payment**.
7. Click **Install the module**.
8. Search for and click on the module **Lyra - Payment in installments by credit card**.
9. Click **Install the module**.
10. Click the **Edit** button.
11. Paste your **Shop ID** to the **Shop ID** parameter.
12. Return to the **Expert Back Office**.
13. Copy your **Test key**.
14. Return to the **osCommerce Back Office**.
15. Paste your **Test key** to the **Test key** parameter.
16. Perform the same operation for the **Production key** parameter.
17. Click **Save**.

7.2. Description of all parameters

Access to the payment gateway	
Module status	Select Enable to enable the payment module.
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.
Payment area	Define the payment area to which this payment method will apply. The None value means that the module applies to all areas.
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.
Payment page URL	This field is pre-populated by default: https://secure.lyra.com/vads-payment/
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 .

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).
IPN URL of the REST API	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).

REST API keys	
	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.

Advanced options	
Card data entry mode	This parameter setting is described in the chapter on Choosing the integration type in the documentation.
Display in a pop-in	Select Enabled to display embedded payment fields in a pop-up window.
Theme	Choose the theme you would like to use to display the embedded payment fields.
Compact mode	If your shop offers several payment methods, we recommend that you activate this setting for better legibility. All the payment methods offered by your shop will be compacted.
Threshold for grouping payment methods	From the number entered in this parameter, payment methods will be grouped together.
Payment attempts number	Maximum number of payment retries after a failed payment, this value must be between 0 and 9. If this value is not specified, the default value will be 3.

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of osCommerce is not supported by Lyra Collect. If the language(s) used by the osCommerce is (are) implemented into Lyra Collect, the payment page will be displayed in the language of osCommerce 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. <u>Available languages:</u> 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 osCommerce.
Card types	This field allows to select the cards logo to be displayed on the payment page. Warning: The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer. It is recommended to leave this parameter empty.

Custom 3DS	
Managing 3DS	<p>Allows to request authentication without interaction (frictionless). Requires the Frictionless 3DS2 option.</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.

Restrictions	
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.
Maximum amount	This field defines the maximum amount for which you do not wish to offer this payment method.

Payment options	
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	Text describing the installment payment option as it will be offered to the buyer. Example: Pay in 3 installments with no fees
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	The Merchant ID to use with the option, in case your shop has several Merchant IDs. It is recommended to leave this field empty.
Number	Number of installments: 3 for payment in 3 installments 4 for payment in 4 installments etc.
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>

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>
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.

Return to shop	
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.
Order status	This option allows to define the status of an order successfully paid using this payment mode.

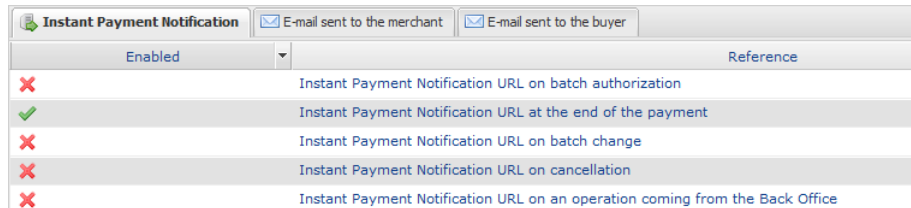
To finish the configuration, click **Save**

7.3. 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

7.3.1. 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.

7.3.2. Testing the 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 has been created in the **Orders > Orders** menu.

If the order has not been created in the osCommerce 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

8. OBTAINING HELP

Looking for help? See our FAQ:

<https://docs.lyra.com/fr/collect/faq/faq-homepage.html>

For any technical inquiries or if you need any help, contact [technical 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 top of menu.