



COLLECTING SOLUTION

**Payment module integration
for OXID eShop 4.9-6.x**

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1. RELEASE NOTES

Version	Date	Comments
2.1	1/13/2021	Initial version

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2. MODULE FEATURES

The payment module offers the following functionalities:

- Immediate payment
- Compatibility with OXID_eShop_CE (Community Edition), version 4.9-6.x
- Multi-language compatibility
- Multi-currency compatibility
- Selective 3D Secure depending on the order amount
- Automatic redirection to the shop once the payment is made
- Definition of a minimum/maximum amount for each payment type
- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL)

3. READ CAREFULLY BEFORE GOING ANY FURTHER

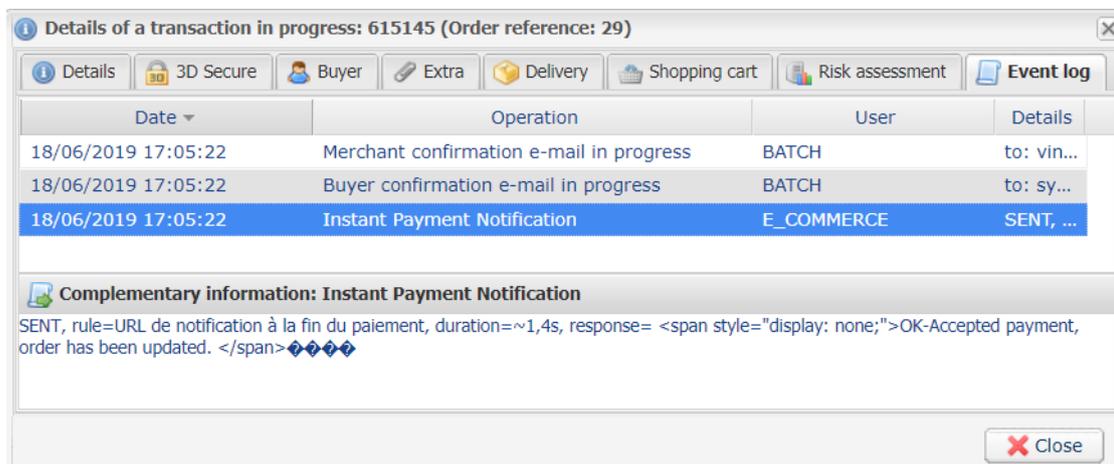
The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Lyra Collect gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected. It is essential to understand the difference between the Instant Payment Notification URL and the return URL which is called only if the buyer clicks on “Return to shop”.

Frequent errors:

- **Your OXID_eShop_CE shop is in maintenance mode**
- **Your Instant Payment Notification URL is protected by an .htaccess file**
- **You have blocked the IP addresses of the payment gateway**
- **You have not encoded the notification URL in the Expert Back Office**

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

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



The screenshot shows a window titled "Details of a transaction in progress: 615145 (Order reference: 29)". The window has several tabs: Details, 3D Secure, Buyer, Extra, Delivery, Shopping cart, Risk assessment, and Event log. The Event log tab is active, displaying a table with the following data:

Date	Operation	User	Details
18/06/2019 17:05:22	Merchant confirmation e-mail in progress	BATCH	to: vin...
18/06/2019 17:05:22	Buyer confirmation e-mail in progress	BATCH	to: sy...
18/06/2019 17:05:22	Instant Payment Notification	E_COMMERCE	SENT, ...

Below the table, there is a section titled "Complementary information: Instant Payment Notification" with the following text: "SENT, rule=URL de notification à la fin du paiement, duration=~1,4s, response= OK-Accepted payment, order has been updated. ".

4. PREREQUISITES

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

- **Payment module file:** Lyra_OXID_eShop_CE_4.9-6.x_v2.1.x.zip
- **Your shop ID**
- **Test or production key**

The Shop ID and the keys are available in the Expert Back Office (menu: **Settings > Shop > Keys**)



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

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

Click “Other actions” and sign into your Expert Back Office.

WARNING: All our payment modules are tested, starting from PHP version 5.3.

Therefore, all the previous PHP versions are no longer supported by our modules. If you have an earlier version, you must ask your hosting provider to install a more recent version on your server prior to contacting us.

Please note that the 5.3 version is already no longer supported by PHP: <http://php.net/supported-versions.php>

5. INSTALLING AND CONFIGURING THE PAYMENT MODULE

5.1. Updating the module

1. Via your OXID_eShop_CE Back Office, go to **Extensions > Modules** and click on the **Lyra Collect** module.
2. Using the **Settings** tab, save your shop ID as well as the keys present in the administration interface of the module.
3. In the **Overview** tab, disable the module by clicking the **Deactivate** button.
4. See next chapter for module installation.

5.2. Adding the payment module

1. Copy the **modules** folder from **copy_this** of the Lyra Collect_OXID_eShop_CE_4.9-6.x_v2.1.x.zip file.
2. Paste it at the root of the website and merge it with the existing folder.
3. Via your OXID_eShop_CE Back Office, go to **Extensions > Modules** and click on the **Lyra Collect** module.
4. In the **Overview** tab, enable the module by clicking the **Activate** button.

5.3. Configuring the payment module

1. In the Admin menu, click **Extensions > Modules**.
2. Click Lyra.
3. Click the **Settings** tab to access the settings.
4. Expand **ACCESS TO THE PAYMENT GATEWAY** and enter the values described in the table below.

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.

Access to the payment gateway	
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).
Payment page URL	This field is pre-populated by default: https://secure.lyra.com/vads-payment/

5. Click **PAYMENT PAGE** and enter the values described in the table below

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of OXID_eShop_CE is not supported by Lyra Collect. If the language(s) used by the OXID_eShop_CE is (are) implemented into Lyra Collect, the payment page will be displayed in the language of OXID_eShop_CE when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. The buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all languages will be displayed on the payment page. To select a language, press and hold the "Ctrl" key and click on the desired languages. Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Expert Back Office. (Menu: Settings > Shop > Configuration - section: Capture delay) It is recommended to not populate this parameter.
Validation mode	Back Office configuration: Recommended value. Allows to use the configuration defined in the Expert Back Office. (Menu: Settings > Shop > Configuration section: validation mode) Automatic: This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. Manual: This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not 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 OXID_eShop_CE.
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.

6. Click **SELECTIVE 3DS** and enter the values described in the table below

Selective 3DS	
Disable 3DS	Amount below which 3DS will be disabled. Below this amount, 3DS risk assessment rules will not be applied. Leave empty to use the payment gateway configuration. WARNING: The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your Lyra Collect shop. This option can only be enabled upon agreement of your bank. Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.

7. Click **RETURN TO THE SHOP** and enter the values described in the table below

Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings. This option is disabled by default.
Time before redirection (success)	If the automatic redirection option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	If the automatic redirection option is enabled, you can define the message that will appear on the gateway 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 gateway 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 GET or POST modes. The GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.

8. Click **Save** to confirm the module configuration.

5.4. Configuring the payment method

The payment method can be configured from the menu: **Shop Settings > Payment Methods > Lyra**

Configuring the main menu

In the **Main** tab, you must assign a user group and one or several countries to display the payment method.

1. Click **Assign User Group**, to assign the payment method to user groups.
 - a. Select user group(s) from the **Not available in User Groups** column.
 - b. Drag and drop them to the **Available in User Groups** column and close the window.
2. Fill in the other parameters, if necessary.
 - **Active:** enable or disable the payment method.
 - **Name:** Change the name of the payment method.
 - **Price Surcharge/Reduction:** Price increase or decrease for this payment method. This value is expressed as an absolute value or as a percentage.
 - **min. Credit Rating:** Allows to offer this method only to certain clients (with a certain credit score)
 - **Purchase Price:** Minimum and maximum amounts for which the payment method will be offered.
 - **Sorting:** Allows to define the display order of the payment method. 0 is the first value.
3. Click **Save** to save the configuration.

Configuring the Country menu

It is mandatory to assign at least one country to the payment method for it to be displayed in the available payment methods.

The **Country** tab allows you to assign one or several countries to the payment method, the country corresponds to the country of the client.

1. Click **Assign Countries**.

The country selection window appears.
2. Select the country(ies) from the **All Countries** column.
3. Drag and drop your selection into the **Assigned Countries** column.
4. Close the window.

5.5. Configuring the Shipping Method

The payment method is linked to a Shipping Method containing the Cost Rules.

It is important to correctly define the countries for each setting in order to display the Payment Method.

Configuring the Shipping Method

1. Click on **Shop Settings > Shipping Cost Rules** in the administration panel.
2. Select the shipping cost rule:
 - To create a new rule, enter the name in the **Name** field then click **Save**.
 - Otherwise, select an existing rule in the list.
3. Click on **Assign Countries** and assign one or several countries.
4. Click on the **Products** tab and assign categories and/or products.
5. Click on the **Users** tab and assign groups and/or users.

Configuring the shipping mode

To display the payment method, it is necessary to configure and assign a shipping mode to the payment method.

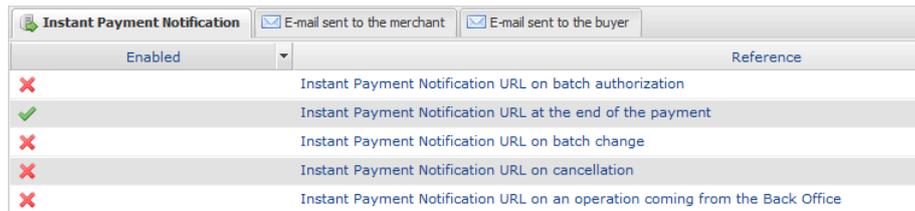
1. In order to associate a shipping mode with the payment method, select Admin in **Shop Settings > Shipping Methods**.
2. Select or create a shipping mode.
3. Assign a shipping cost rule by clicking **Assign Shipping Cost Rules**.
4. Assign a country where this shipping mode will be applied by clicking **Assign Countries**.
5. Click the **Payment** tab and then **Assign Payment Methods** and assign one or more payment methods.
6. Finally, click on the **Users** tab and assign a user group to this shipping mode.

6. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

Several types of notifications are provided in the Expert Back Office. 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

6.1. Setting up the Instant Payment Notification

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

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

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

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of the payment**.
2. Select **Enable the rule**.
3. Right-click **Instant Payment Notification URL at the end of the payment** once again.
4. Select **Manage the rule**.
5. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode (Notification URL of the Hosted payment page V1, V2 section)**:

http://www.your-domain.com/payment_lyra/process

Replace **your-domain.com** with the domain name of your website.

6. Enter the **E-mail address(es) to notify in case of failure**.
7. To specify several e-mail addresses, separate them with a semi-colon.
8. Set up the parameters for **Automatic retry in case of failure**.

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

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

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

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

9. Save the changes.

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

The payment gateway can systematically notify the merchant website:

- When the buyer abandons/cancels a payment - via the **Cancel and return to shop** button.
- When the buyer has not completed the payment and the payment session has expired.

The maximum length of a payment session is 10 minutes.

To set up this notification:

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

2. Select **Manage the rule**.

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

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

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

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

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

http://www.your-domain.com/payment_lyra/process

Replace **your-domain.com** with the domain name of your website.

7. Save the changes.

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

9. Select **Enable the rule**.

6.3. 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 status of your order is **OK** in the **OXID eShop > Administer Orders > Orders** menu.

If the order status remains **NOT_FINISHED**, the call has failed.

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

It contains:

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

7. PROCEEDING TO TEST PHASE

Once the payment module is configured and you have set up the notification URLs, it is possible to test the payment module.

The test phase is not mandatory, however, we recommend to make some tests to make sure that the payment solution has been correctly integrated.

Different cases of payments can be simulated by using test card numbers specified on the payment page. The Merchant will be able to test all 3D Secure authentication results (if the Merchant is enrolled and 3DS is not disabled).

To perform the test phase:

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. Once you have been redirected to the payment page, select the card type of your choice.
4. Click on one of the card numbers on the payment page.

8. SHIFTING THE SHOP TO PRODUCTION MODE

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

- Retrieve the shop ID and the production key available in the Expert Back Office (**Settings > Shop > Keys**).
- In the module configuration parameters:
 - Replace the **Production key** field.
 - Select the PRODUCTION mode.
 - Save the changes.
- Make sure that you have specified the Instant Payment Notification URL in production mode, as described in the chapter **Setting up the Instant Payment Notification URL**.

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

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

Note on the production key:

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

9. OBTAINING HELP

Looking for help? Check our FAQ on our website

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

If you have any technical questions or need assistance, our tech support is available from Monday to Friday from 9 a.m. to 6 p.m.

by phone at:

0811900475

Service fee 0.06 € / min
+ call charge

by e-mail :

support-ecommerce@lyra-collect.com

and via your Expert Back Office, **Help > Contact support**

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number).