



COLLECTING SOLUTION

Payment module integration for Shopify

Document version 2.0

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1. RELEASE NOTES

Version	Date	Comment
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2. MODULE FEATURES

- Immediate payment
- Multi-language compatibility
- Multi-currency compatibility
- Automatic redirection to the shop at the end of payment: 0 seconds in case of an accepted payment (this value cannot be edited)
- Automatic redirection to the shop at the end of payment: 5 seconds in case of refused payment. (this value cannot be edited)
- Full or partial payment refund via your CMS
- Canceling your payment via your CMS
- Editing the payment amount via your CMS
- Validating a payment via your CMS
- 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 Instant Payment Notification URL is the only way the Lyra Collect gateway can notify your website at the end of a payment. Therefore, read the **Setting up the Instant Payment Notification URL** chapter carefully.

Frequent errors:

- **Your shop is in maintenance mode**
- **You have blocked the IP addresses of the payment gateway**
- **You have not specified the Instant Payment 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.

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, ...

Complementary information: Instant Payment Notification
SENT, rule=URL de notification à la fin du paiement, duration=~1,4s, response= OK-Accepted payment, order has been updated. ◆◆◆◆

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 > **Shopify** :

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

4. PREREQUISITES

WARNING: An installation or migration results in contractual and optional changes. For these reasons, it is mandatory to contact us before starting.

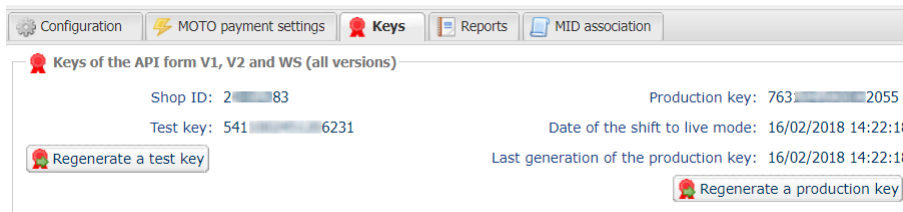
You can contact us via the following form:

<https://www.lyra.com/fr/shopify-contact/>

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

- **Your shop ID**
- **Test or production key**

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



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

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

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

5. INSTALLATION AND CONFIGURATION OF THE PAYMENT MODULE

5.1. Standard payment implementation

5.1.1. Adding the payment module

To add the payment module:

1. Click on the following link: <https://apps.shopify.com/lyra-collect-payment>
2. If you are not connected to your store, enter your login and password Shopify.
3. Click on **Add Application**.
4. Choose the shop on which you want to install the module.
5. Click the **Install payment provider** button to add the Lyra Collect payment module.
6. Go directly to **step 5** of the next chapter.

5.1.2. Configuring the payment module

To configure the payment module:

1. Sign into the Shopify Back Office and click on **Settings**.
2. Click the **Payment methods** menu.
3. Search for the payment module **Lyra payment** in **Supported payment methods** and click on **Manage**.
4. In **Account status**, click **Manage**.

5.

Access to the payment gateway	
Shop ID	Indicate the 8-digit shop ID, available in your Expert Back Office (Menu: Settings > Shop > Keys).
Clé de signature	Enter the key available in your Back Office (Menu: Settings > Shop > Keys > Production key).

6. Once you have completed the configuration, click **Accessing**.
7. Select the logo(s) you want the buyer to see on the payment method selection page.
8. In the **Test mode** section, check the box **Enable the test mode** to be able to make payments in TEST mode. If this box is not checked your payments will be in PRODUCTION mode.
9. Click the **Record** button to save the changes.

6. SHOPIFY BACK OFFICE FEATURES

6.1. Enabling manual validation

With manual validation, transactions will require validation by the merchant via the Expert Back Office.

WARNING: Without validated by the merchant before the expiration date of the authorization request, it will never be captured in the bank.

To enable manual validation from Shopify:

1. Sign in to the Shopify Back Office and click **Settings**.
2. Click the **Payment methods** menu.
3. In the **Payment entry** section, click **Add**.
4. Select **Edit payments manually for each order**.

To reset the automatic validation mode, perform the same operation by selecting **Edit payments automatically for each order**.

6.2. Validating a payment

WARNING: Your shop must have the REST Web Services option activated to be allowed to use this feature.

If you do not have this option, you will have to perform the operation from the Merchant Back Office.

In the Shopify Back Office, go to **Orders** and click on the desired order **validate**:

1. Click **Capture Payment**.
2. Enter the amount, then click **Accept**.

If you enter a lower amount, an **update** will also be made for this transaction.

6.3. Refunding an order

WARNING: Your shop must have the REST Web Services option activated to be allowed to use this feature.

If you do not have this option, you will have to perform the operation from the Merchant Back Office.

In the Shopify Back Office, go to **Orders** and click on the desired order **refund**:

1. Click **Refund**.
2. Enter the amount of the refund, then click **Refund**.

Lyra side:

- If the payment has already been captured in the bank, we will proceed to a **refund**.
- If the payment has not been captured in the bank and you wish to partly refund a payment, we will proceed to **update** the amount.
- If the payment has not been captured in the bank and you wish to refund the entire amount, we will proceed to **cancel** and the payment will never be captured in the bank.

6.4. Canceling an order

WARNING: Your shop must have the REST Web Services option activated to be allowed to use this feature.

If you do not have this option, you will have to perform the operation from the Merchant Back Office.

In the Shopify Back Office, go to **Orders** and click on the desired order cancel:

1. Click **Other actions** > **Cancel the order**.
2. Select **Refund € XX**.
3. Click the **Cancel the order** button.

Lyra side:

- If the payment has already been captured in the bank, we will proceed to a **refund**.
- If the payment has not been captured in the bank and you wish to partly refund a payment, we will proceed to **update** the amount.
- If the payment has not been captured in the bank and you wish to refund the entire amount, we will proceed to **cancel** and the payment will never be captured in the bank.

7. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

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

To access notification rule management:

1. Sign in to: <https://secure.lyra.com/portal/>.
2. Click **Other actions** and sign into your Expert Back Office
3. Go to the following menu: **Settings > Notification rules.**

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 batch authorization
- Instant Payment Notification URL on batch change

7.1. Setting up the Instant Payment Notification URL

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

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

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

To set up this notification:

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

`https://secure.lyra.com/vads-cms/shopify/callback`

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

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

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

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

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

9. Save the changes.

7.2. Setting up a notification 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 via the **Instant Payment Notification URL on batch authorization** rule.

To set up this notification:

1. Right-click on **Instant Payment Notification URL on batch authorization**.
2. Select **Manage the rule**.
3. Enter the **E-mail address(es) to notify in case of failure**.
4. To specify several e-mail addresses, separate them with a semi-colon.
5. Set up the parameters for **Automatic retry in case of failure**.
This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).
6. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode (Notification URL of the Hosted payment page V1, V2 section)**:
<https://secure.lyra.com/vads-cms/shopify/callback>
7. Save the changes.
8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch authorization** and select **Enable the rule**.

7.3. Setting up a notification on batch change

It is strongly recommended to activate this rule to manage payments that generate an intermediate status.

This rule is **disabled by default**.

To set up this notification:

1. Right-click **Instant Payment Notification URL on batch change**.
2. Select **Manage the rule**.
3. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):
`https://secure.lyra.com/vads-cms/shopify/callback`
4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.
6. 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).
7. Save the changes.
8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch change** and select **Enable the rule**.

8. 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 run 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.

9. 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:

- In the module configuration parameters:
 - Uncheck the box **Enable test 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.

10. OBTAINING HELP

Looking for help? See our FAQ:

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

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.