



**COLLECTING SOLUTION**

# **Payment orders**

## **Back Office user manual**

Document version 3.3

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# 1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.3	Lyra Collect	2/15/2021	<ul style="list-style-type: none"><li>• Addition of the SMS gateway configuration.</li><li>• Addition of the QR Code upon payment URL generation.</li></ul>
3.2	Lyra Collect	10/26/2020	<ul style="list-style-type: none"><li>• In all relevant sections, addition of a note concerning the need to enable the <i>Payment confirmation e-mail sent to the buyer</i> notification rule to have the payment receipt sent to the buyer.</li></ul>
3.1	Lyra Collect	10/8/2020	<ul style="list-style-type: none"><li>• Addition of the <i>Lifecycle of a payment order</i> chapter.</li><li>• Update of the <i>Creating a payment order by Web Services</i> chapter.</li></ul>
3.0	Lyra Collect	9/1/2020	<ul style="list-style-type: none"><li>• Addition of clarifications in the payment order creation chapters.</li><li>• Addition of the <i>Actions available for an expired payment order</i>.</li></ul>
2.9	Lyra Collect	7/1/2020	<ul style="list-style-type: none"><li>• Addition of the token creation in the following payment order types:<ul style="list-style-type: none"><li>• e-mail</li><li>• Payment URL</li><li>• SMS</li></ul></li><li>• Screenshots update</li></ul>
2.8.1	Lyra Collect	6/22/2020	<ul style="list-style-type: none"><li>• Update of the <b>Creating a payment order by Web Services</b> chapter.</li><li>• Addition of a precision related to the Lyra SMS account.</li></ul>
2.8	Lyra Collect	9/3/2019	<ul style="list-style-type: none"><li>• Clarification on multiple recipients added to the creation process of a payment by e-mail.</li><li>• Addition of two new actions to the “pending” orders:<ul style="list-style-type: none"><li>• <b>Cancel the order</b></li><li>• <b>Reactivate the order</b></li></ul></li></ul>
2.7	Lyra Collect	8/30/2019	Addition of information concerning order purging in the <b>Description</b> chapter.
2.6	Lyra Collect	6/17/2019	Update of screenshots: introduction of shortened URLs
2.4	Lyra Collect	10/1/2018	Initial version

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## 2. OBTAINING HELP

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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](mailto: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).

## 3. DESCRIPTION

---

The **Payment orders** service allows **to create and send buyers information that must contain a payment proposal**.

There are several ways of sending a payment order:

- by e-mail
- by SMS
- by phone via an interactive voice server
- manually via a URL

The access to these features depends on your offer. For more information, please contact the Middle Office.

A payment order is always made up of two distinct parts:

- generation of a payment proposal,
- payment transaction.

Similarly to transactions, the payment orders that are no longer associated with a transaction that expired over 15 months earlier are automatically purged.

### 3.1. The “payment order by e-mail” service

---

The **payment order by e-mail** service allows:

- to create a payment order,
- to create a customizable e-mail, containing the link to the payment page,
- to send the e-mail to the buyer.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress**: no payment attempt detected.
- **Finalized**: a payment attempt has occurred
  - in **green**: *the payment is accepted*
  - in **red**: *the payment is refused*
- **Expired**: the order expiry date is reached. The order has not been paid.
- **Delivery status** which determines whether the order has been correctly transmitted to its recipient.

Possible values:

- **In progress**: the order is being sent.
- **Sent**: the order has been successfully sent.
- **Failed**: the order could not be delivered.

For more information, see chapter [Lifecycle of a payment order](#) on page 11.

## 3.2. The “manual submission of a payment URL” service

---

The **payment URL** service allows:

- to create a payment order,
- to generate a payment URL, included or not in a customizable message, or in the form of a QR Code.

**The merchant is responsible for sending the message or the payment URL.**

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress:** no payment attempt detected.
- **Finalized:** a payment attempt has occurred
  - in **green:** *the payment is accepted*
  - in **red:** *the payment is refused*
- **Expired:** the order expiry date is reached. The order has not been paid.
- **Delivery status** which determines whether the order has been correctly transmitted to its recipient.

Possible values:

- **Manual submission:** Order initial status. The merchant must update it manually after sending the order.
- **Sent:** The merchant has successfully transmitted the payment order and updated the status manually.

## 3.3. The “payment order by SMS” service

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This functionality requires a Lyra SMS account. For more information, please consult the FAQ.

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

The **payment order by SMS** service allows:

- to create a payment order,
- to create a customizable SMS, containing the link to the payment page,
- to send the SMS to the buyer.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress:** no payment attempt detected.
- **Finalized:** a payment attempt has occurred
  - in **green:** *the payment is accepted*
  - in **red:** *the payment is refused*
- **Expired:** the order expiry date is reached. The order has not been paid.
- **Delivery status** which determines whether the order has been correctly transmitted to its recipient.

Possible values:

- **In progress:** the order is being sent.
- **Sent:** the order has been successfully sent.
- **Failed:** the order could not be delivered.

### **Configuring the SMS gateway**

From the Expert Back Office:

1. Open the **Settings > Company > SMS Account Management** tab.

The tab is only visible if you have opted for the “Payment order by SMS” or “SMS Notification” service.

To use this service, please contact the the Middle Office to enable the necessary functions within your offer.

2. Enter your Lyra SMS login and password.

I.e. the login and password you chose when you signed up for Lyra SMS.

3. Enter the default phone number to be notified.

This number will be used to pre-populate any notification rules you may create in the future. If notification rules have already been configured for your shop, the number will not be filled in automatically.

4. Click **Save** to save the changes.

## **3.4. The “payment by phone” service**

---

The **payment by phone** service consists in:

- creating a payment order,
- submitting the order ID to your buyer,
- calling the buyer for finalizing the purchase.

It is the identifier that serves as a key to retrieve the payment order to allow the buyer to make the corresponding payment. The duration of its validity period is limited in time.

Two statuses allow you to follow the payment order lifecycle:

- **Order status** which defines if the order has been paid.

Possible values:

- **In progress:** no payment attempt detected.
- **Finalized:** a payment attempt has occurred
  - in **green**: *the payment is accepted*
  - in **red**: *the payment is refused*
- **Expired:** the order expiry date is reached. The order has not been paid.
- **Delivery status** which determines whether the order has been correctly transmitted to its recipient.

Possible values:

- Waiting for call
- Called



- Failed

### 3.5. The "payment transaction" service

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In case of payment order, the **payment transaction** service starts with payment validation by the buyer on the payment page.

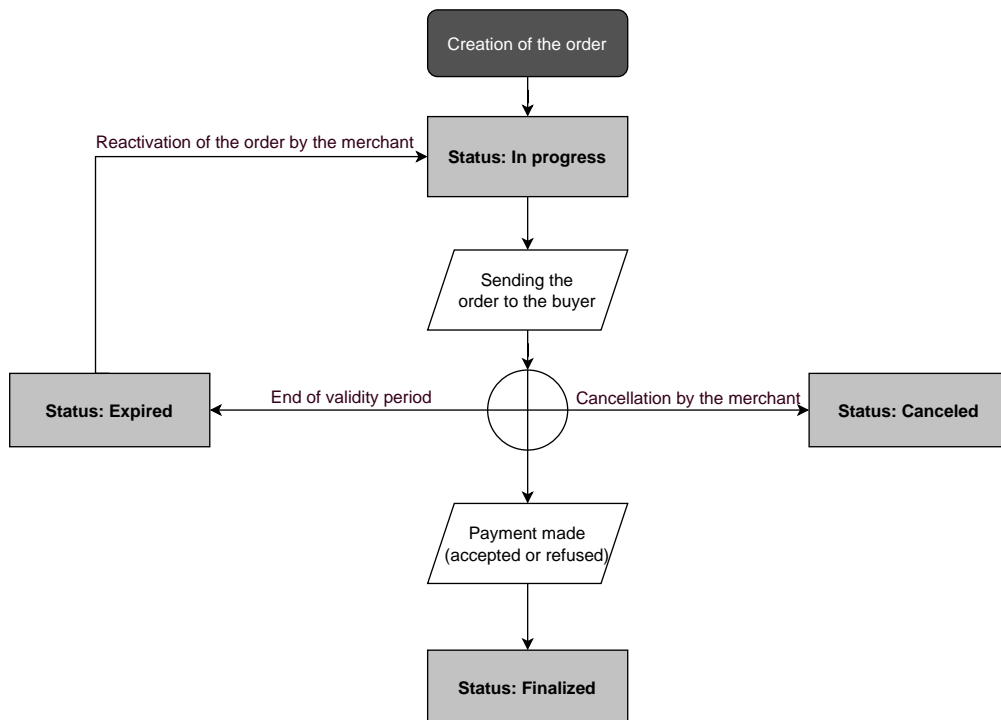
In case of payment order by phone, the **payment transaction** service starts with payment validation by the buyer on the IVS (Interactive Vocal Server) of the payment.

The transaction is then visible in the Expert Back Office.

A **payment transaction** can have several statuses:

- To be validated
- Waiting for capture
- Captured
- Refused

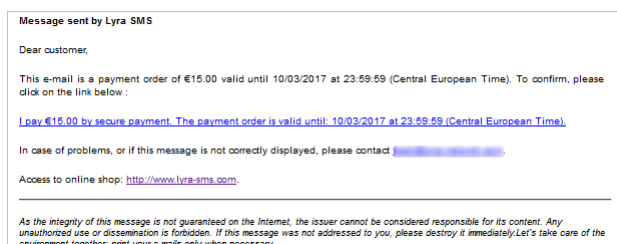
## 4. LIFECYCLE OF A PAYMENT ORDER



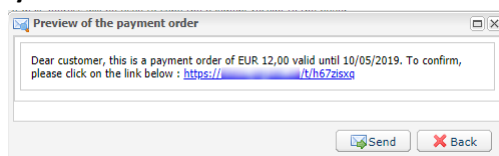
## 5. VIEWING THE PROCESS OF PAYMENT VIA A PAYMENT ORDER

1. The buyer receives a payment order from the merchant.

### Preview of a payment order by e-mail

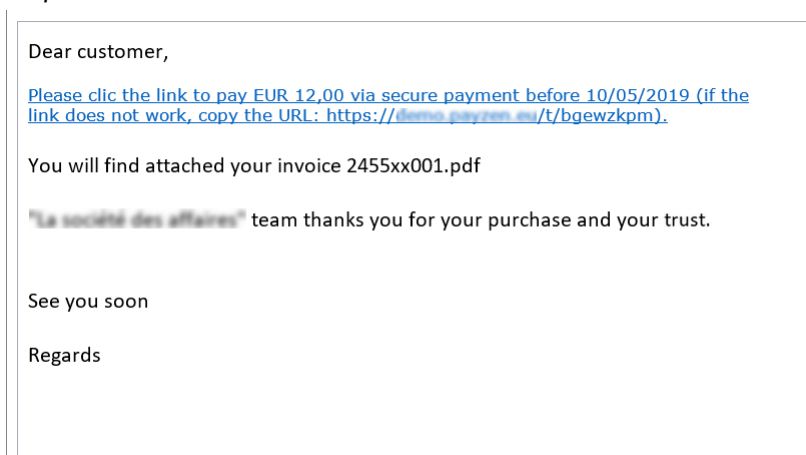


### Preview of a payment order by SMS



### Preview of a payment order received via a URL

Usually, the buyer receives the payment URL in an e-mail. The merchant selects this payment method as it presents the advantage of being able to copy and paste the payment URL into the e-mail and attach an invoice, for example.

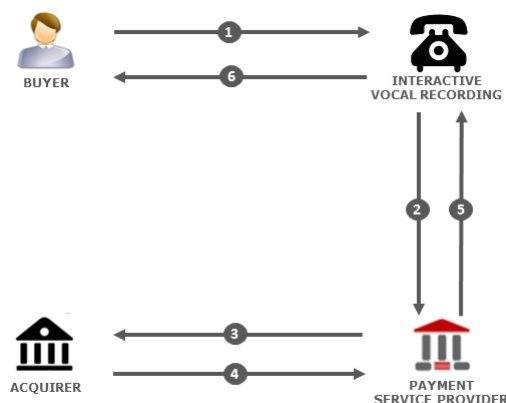


2. The buyer clicks on the URL inviting him/her to proceed to the payment.
3. The payment page appears.
4. The buyer selects his/her payment method.
5. The buyer enters his/her bank data.
6. The payment gateway displays the payment result.
7. The payment gateway sends an e-mail (notification), both to the buyer and the merchant, to inform them about the payment.

## 6. VIEWING THE PROCESS OF PAYMENT BY PHONE VIA IVS

### **Note**

*If they wish, merchants may speak to the buyer on the phone.*



1. The buyer receives a payment order from the merchant.

This order is accompanied by a **payment order identifier**. The merchant communicates the identifier via e-mail, by phone, SMS, or another means of their choice.

The buyer calls the interactive voice server (IVS). The buyer enters the order identifier, confirms the amount, and enters the bank details.

2. The voice server transmits the details of the payment card to the payment gateway.

3. The payment gateway requests an authorization from the acquirer.

4. The acquirer returns a response.

5. The payment gateway creates the transaction and sends the payment result to the IVS.

6. The payment gateway communicates the payment result.

In case of success, the voice server communicates the transaction number to the buyer.

In case of failure, the buyer is informed about the rejection of the payment request.

A **payment ticket** may be sent by **SMS** (if the buyer's phone number has been provided and the corresponding notification rule has been configured) and/or via **e-mail** (if the buyer's e-mail address has been provided and the corresponding notification rule has been configured).

## 7. CREATING A PAYMENT ORDER VIA THE EXPERT BACK OFFICE

---

Creating a payment order is performed in three steps:

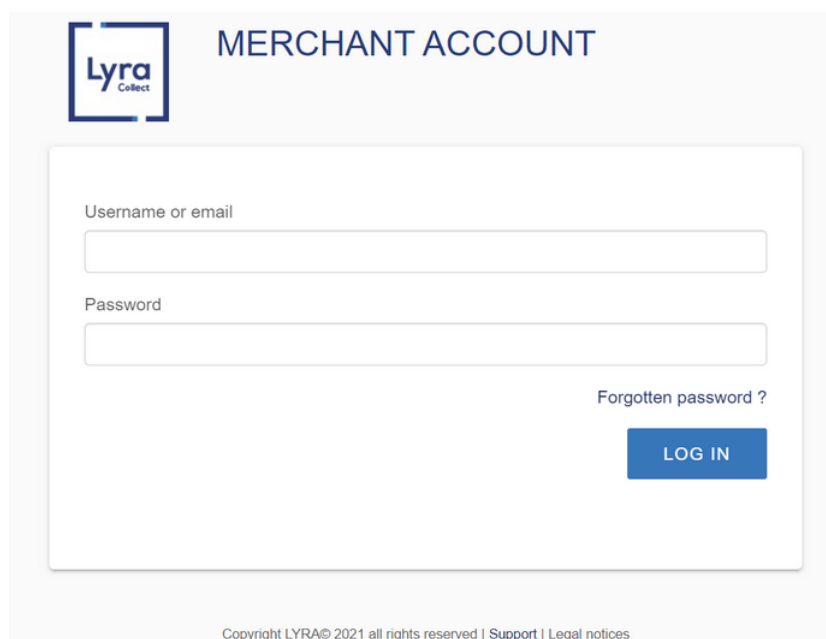
- Accessing the **Payment order** service
- Creating a payment order
- Customizing a payment order

### 7.1. Signing in to Expert Back Office

---

Sign in the Back Office:

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



The screenshot shows the 'MERCHANT ACCOUNT' login page for Lyra Collect. It features the Lyra Collect logo in the top left corner. The main content area contains a login form with two input fields: 'Username or email' and 'Password'. To the right of the password field is a link labeled 'Forgotten password?'. Below the input fields is a blue 'LOG IN' button. At the bottom of the page, there is a footer with the text 'Copyright LYRA© 2021 all rights reserved | Support | Legal notices'.

1. Enter your login.

2. Enter your password.

3. Click **Login**.

In case of an entry error of the login and/or password, the error message *“Invalid username or password”* will appear.

You can correct your entry or click on the link **Forgotten password or locked account**.


4. Click **Other actions**.

The following window appears:

You will be redirected to an expert Back Office that allows you to:

- Configure your PayZen integration
- Make manual, URL and SMS payments

To return to your gateway, click the logout button



Do not display this message anymore

[CANCEL](#) [DOCUMENTATION](#) [EXPERT BACK OFFICE](#)

5. Click on **Expert Back Office** to access your Expert Back Office.

## 7.2. Accessing the "payment order" service

---

To access the **Payment order** service:

Select the **Management > Payment orders** menu via your Expert Back Office.

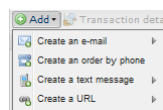
**Note:**

*Depending on the user's profile, it is possible to perform test payment orders.*

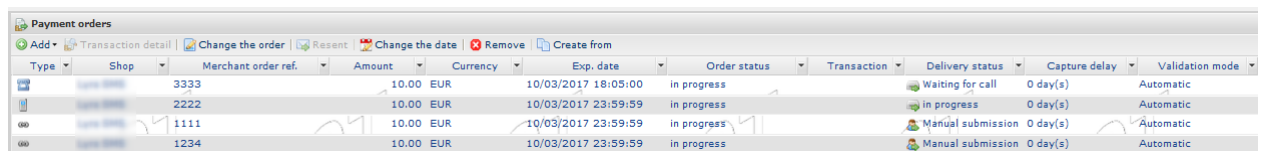
*To perform test payment orders, select **TEST payment orders** via the **Management** menu.*

User interface is made up of 2 parts:

- Search tool  
Allows to search for existing payment orders.
- The payment order details view  
Allows to:
  - Create a new payment order



- View the created payment orders

A screenshot of a web application interface showing a table of payment orders. The table has columns for Type, Shop, Merchant order ref., Amount, Currency, Exp. date, Order status, Transaction, Delivery status, Capture delay, and Validation mode. There are four rows of data, all with an amount of 10.00 EUR and an expiration date of 10/03/2017. The first row is in progress and waiting for call. The second row is in progress. The third and fourth rows are in progress and have a manual submission status.

Type	Shop	Merchant order ref.	Amount	Currency	Exp. date	Order status	Transaction	Delivery status	Capture delay	Validation mode
		3333	10.00	EUR	10/03/2017 18:05:00	in progress		Waiting for call	0 day(s)	Automatic
		2222	10.00	EUR	10/03/2017 23:59:59	in progress		in progress	0 day(s)	Automatic
		1111	10.00	EUR	10/03/2017 23:59:59	in progress		Manual submission	0 day(s)	Automatic
		1234	10.00	EUR	10/03/2017 23:59:59	in progress		Manual submission	0 day(s)	Automatic

- View the payment orders that match the search criteria entered via the search tool
- View the order payment details
- Modify / Resend / Remove a payment order



## 7.3. Creating a payment order by e-mail

Via the payment order details view:

1. Click **Add**.

2. Select **Create an order via e-mail**.

3. Select a shop (this step appears if you have several shops).

If the company has only one shop, payment orders can be created directly.

The **Creation of an e-mail payment order** dialog box appears.

Creation of an e-mail payment order for the shop

Order details

Reference:

Amount:

Validation: Automatic

Currency: EUR (Euro)

Capture delay: 0 day(s)

Language: English (United Kin)

Exp. date: 03/07/20

Template: Default English

Use the payment by data collection form

Deactivate 3D Secure

Creation of an alias during payment

Do not create an alias  Offer the buyer to create an alias  Automatically create an alias

Message to be sent

To:

Bcc:

Object: Your payment order

Tahoma

**Message sent by %shop\_name%**

Dear customer,

This e-mail is a payment order of %amount% valid until %end\_date%. To confirm, please click on the link below :

Preview Send Close

4. In the **Order details** view, enter (or enable):

- the order **Reference**

Order reference transmitted by the sender.

**Note:**

*During the call to the IPN, this reference will be transmitted in the order number if the merchant has sent the request to the IPN to receive the payment notification.*

- the type of **Validation** of the payment transaction

Two possible values:

- Automatic:** no action is required, payments are captured once the payment capture delay has been reached.
- Manual:** the merchant must validate each payment via the Expert Back Office so that it is sent for capture before the desired capture date.

The validation mode displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Capture delay**

Delay in days before capture in the bank.

You can enter a delay that will apply to this payment order.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Exp. date** of the payment order if you would like to modify it

The payment order validity period proposed by default when creating the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Amount** and the **Currency** of the transaction
- **Language** of the message sent to the buyer (to be chosen among all the languages defined for the payment page)
- the **Templates** of the message (described later in this chapter)
- the **Use the payment by data collection form** box, if available (this feature depends on the offer)  
By selecting this “feature”, the payment link contained in the message will redirect the buyer to the hosted data entry form.

The buyer will have to fill in all the required fields of the hosted form before the redirection to the payment page.

*Creating a token during payment is not possible in the case of a payment by data collection form.*

- The **Disable 3D Secure** checkbox, if the shop offer allows it.  
By selecting this “feature”, the payment link contained in the message will generate a payment without 3D Secure authentication.

**Note:**

*Fields marked with an asterisk (\*) are required.*

**5.** Token creation during the payment. You have a choice between 3 options:

- **Do not create a token**

Default value. Allows to create a payment order without recording the payment method.

- **Offer the buyer to create a token**

Allows to display a checkbox on the payment page. If the Buyer ticks it, the payment method will be recorded and the token ID will be returned in the response (IPN and return to the shop).

- **Automatically create a token**

Allows to automatically record the payment method. The token ID will be returned in the response (IPN and return to the shop).

*Creating a token during payment is not possible in the case of a payment by data collection form. Therefore, this option will be disabled if the **Use the payment by data collection form** has been checked.*

**6.** In the **Message to be sent** section, enter:

- the list of the recipients in the **To** field

E-mail address for sending the e-mail.

Insert the “;” character for multi-recipients (up to 50 e-mails are possible).

- the e-mail of the merchant in hidden copy, if selected

The e-mail address displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the e-mail of the recipient in hidden copy, if selected

- subject of the e-mail (can be customized)

- text of the e-mail

**If several addresses are specified, a payment order will be created for each recipient.**

In order to identify the created orders, the **Reference** field is incremented by 1 to 3 numeric characters. These characters are concatenated with the reference with a hyphen. E.g. order-001, order-002, etc.

Several variables are provided to customize the subject and the body of the e-mail. Some of them are optional, others are required.

Variables	Description	Required
%reference%	Corresponds to the <b>Reference</b> field specified in the <b>Order details</b> view.	No <b>Note:</b> <i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>
%amount%	Corresponds to the <b>Amount</b> field specified in the <b>Order details</b> view.	No <b>Note:</b> <i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>
%start_date%	Corresponds to the payment order creation date. <b>Note:</b> <i>When editing a payment order, this variable is set to the creation date registered at the time of the creation. This value cannot be edited.</i>	No <b>Note:</b> <i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>
%end_date%	Corresponds to the <b>Exp. date</b> field specified in the <b>Order details</b> view.	No <b>Note:</b> <i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>
%shop_name%	Corresponds to the name of the sender. By default, this variable is used in the message <b>Message sent by %shop_name%</b> . The displayed name is the shop name defined in the <b>Configuration</b> tab (via the Settings menu in the Expert Back Office). The text " <b>Message sent by</b> " can be customized.	No <b>Note:</b> <i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>
%url%	Link to perform the payment. The hyperlink specifies: <ul style="list-style-type: none"> <li>• the amount</li> <li>• the expiry date of the payment order</li> </ul> Clicking on the link displays the payment page.	Yes <b>Note:</b> If the %url% variable is not entered in the body of the e-mail, this link is automatically added at the end of the text.
%shop_contact%	E-mail of the sender. This variable is used in the message " <b>In case of problems, or if this message is not correctly displayed, please contact %shop_contact%</b> " by default. The displayed e-mail address is the one of the "shop administrator" registered at the moment of shop registration. This address can be modified via the Expert Back Office (Settings > Shop > Configuration menu). If the shop manager is not specified, the person in charge of the file will be specified as the sender.	No <b>Note:</b> <i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>
%shop_url%	Corresponds to the merchant website URL. This variable is by default used in the message " <b>Access to online shop : %shop_url%</b> ".	No <b>Note:</b>

Variables	Description	Required
	The displayed URL is the link to return to the merchant website. The <b>Access to online shop</b> : %shop_url% text is customizable except the variable between percentages.	<i>The value of the variable is automatically resolved in the subject and the body of the e-mail.</i>

Table 1: Variables

Example of customizable text in the subject of the e-mail:

To: Offer %reference% valid from %start\_date% to %end\_date% for %amount%

**Result:**

To: Offer 1234 valid from XX/XX/20XX to XX/XX/20XX for EUR100.

7. Click on the button:

- **Close** to cancel the creation of the payment order.
- **Preview** to preview the e-mail before sending it.
- **Send** to send the e-mail directly without previewing it.

**Note:**

The **Send** button is available via the filled form or via the preview interface. Once the e-mail has been sent, a confirmation message is displayed.

### Customizing text templates

The payment gateway offers merchants to create their own templates in every language available on the payment page.

To do this, via the **Creation of an e-mail payment order** dialog box:

1. Click on the **Templates** link.

The number of templates is unlimited. This functionality allows to create, duplicate, delete templates from the template library.

It is possible to define a default template and a template for every language. This template will be suggested as a model during the creation of the payment order.

2. Click **Create**.

3. Customize:

- the template name
- the subject of the e-mail

4. Select the template language from the list.

5. Enter your text taking into account the customizable and fixed elements (see chapter **Creating a payment order**).

6. Click **Save**.

The created template may now be selected from the **Creation of a payment by e-mail** dialog box.

**Note:**

The application does not allow the merchant to insert images or attachments.

We consider that for security reasons, this solution is not adapted.

In this case, we recommend using [payment orders by URL](#) or SOAP Web service API Payment Order.

The Web services API allow the merchant to create multiple payment orders with 2 modes of operation:

- The gateway sends the e-mail.
- The gateway returns the payment URL to the merchant who then includes it into his/her e-mails. This operation mode allows to display the sender in the FROM field, to manage the text, images and attachments.

## 7.4. Creating a payment URL

---

Via the payment order details view:

1. Click **Add**.
2. Select **Create an order via a URL**.
3. Select a shop (this step appears if you have several shops).

If the company has only one shop, payment orders can be created directly.

The **Creation of a payment URL** dialog box appears.

Creation of a URL payment order for the shop

Order details

Reference:

Amount\*:

Validation\*: Automatic

Currency\*: EUR (Euro)

Capture delay\*: 0 day(s)

Exp. date\*: 03/07/20

Use the payment by data collection form

Deactivate 3D Secure

Creation of an alias during payment

Do not create an alias  Offer the buyer to create an alias  Automatically create an alias

Buyer details

If specified, the e-mail address will be used to send the payment receipt to the buyer.

E-mail:

Message to be sent

The text below will be used to create a ready-to-copy/paste URL.

URL label: I pay %amount% via secure payment before %end\_date% (if the link does not work, copy the URL: %url% ).

Preview Validate Close

4. In the **Order details** section, enter:

- the order **Reference**  
Order reference transmitted by the sender.

**Note:**

During the call to the IPN, this reference will be transmitted in the order number if the merchant has sent the request to the IPN to receive the payment notification.

- the type of **Validation** of the payment transaction

Two possible values:

- **Automatic:** no action is required, payments are captured once the payment capture delay has been reached.
- **Manual:** the merchant must validate each payment via the Expert Back Office so that it is sent for capture before the desired capture date.

The validation mode displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Capture delay**

Delay in days before capture in the bank.

You can enter a delay that will apply to this payment order.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Exp. date** of the payment order if you would like to modify it

The payment order validity period proposed by default when creating the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Amount** and the **Currency** of the transaction

- The **Language** to modify the default text in the language of your choice.

- the **Use the payment by data collection form** box, if available (this feature depends on the offer)

By selecting this “feature”, the payment link contained in the message will redirect the buyer to the hosted data entry form.

The buyer will have to fill in all the required fields of the hosted form before the redirection to the payment page.

*Creating a token during payment is not possible in the case of a payment by data collection form.*

- The **Disable 3D Secure** checkbox, if the shop offer allows it.

By selecting this “feature”, the payment link contained in the message will generate a payment without 3D Secure authentication.

**Note:**

*Fields marked with an asterisk (\*) are required.*

5. Token creation during the payment. You have a choice between 3 options:

- **Do not create a token**

Default value. Allows to create a payment order without recording the payment method.

- **Offer the buyer to create a token**

Allows to display a checkbox on the payment page. If the Buyer ticks it, the payment method will be recorded and the token ID will be returned in the response (IPN and return to the shop).

- **Automatically create a token**

Allows to automatically record the payment method. The token ID will be returned in the response (IPN and return to the shop).

*Creating a token during payment is not possible in the case of a payment by data collection form. Therefore, this option will be disabled if the **Use the payment by data collection form** has been checked.*

6. In the **Buyer details** section, enter the buyer’s e-mail address used for sending the payment receipt. Requires the activation of the **Payment confirmation e-mail sent to the buyer** notification rule.

7. Customize the **text of the link to be sent** if you wish.

There are variables provided for customizing the text of the link, you can also delete the whole text (including the variables) and enter the text of your choice.

8. Click on the button:

- **Close** to cancel the creation of the payment order,
- **Preview** to preview the e-mail before sending it,
- **Validate** to create the payment order.

9. Once the order is created, the payment link appears:



You can copy:

- the URL,
- the link with the message,
- Or save the QR Code as a regular image (right click, "Save image as").

*It is possible that in some browsers the **Copy to clipboard** button may not work. In this case, you can select the content and copy-paste it using the "Ctrl+C" shortcut.*

A message confirms that a copy has been made. After that, simply paste the link or the QR Code to the medium of your choice to send the message.

## 7.5. Creating a payment order by SMS

This functionality requires a Lyra SMS account. For more information, please consult the FAQ.  
<https://docs.lyra.com/en/collect/faq/sitemap.html>

Via the payment order details view:

1. Click **Add**.
2. Select **Create an order via text message**.
3. Select a shop (this step appears if you have several shops).  
 If the company has only one shop, payment orders can be created directly.  
 The **Creation of a payment SMS** dialog box appears.

#### 4. In the **Order details** section, enter:

- the order **Reference**

Order reference transmitted by the sender.

**Note:**

*During the call to the IPN, this reference will be transmitted in the order number if the merchant has sent the request to the IPN to receive the payment notification.*

- the type of **Validation** of the payment transaction

Two possible values:

- **Automatic:** no action is required, payments are captured once the payment capture delay has been reached.
- **Manual:** the merchant must validate each payment via the Expert Back Office so that it is sent for capture before the desired capture date.

The validation mode displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Capture delay**

Delay in days before capture in the bank.

You can enter a delay that will apply to this payment order.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Exp. date** of the payment order if you would like to modify it

The payment order validity period proposed by default when creating the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Amount** and the **Currency** of the transaction

- **Language** of the message sent to the buyer (to be chosen among all the languages defined for the payment page)

- the **Use the payment by data collection form** box, if available (this feature depends on the offer)

By selecting this “feature”, the payment link contained in the message will redirect the buyer to the hosted data entry form.



The buyer will have to fill in all the required fields of the hosted form before the redirection to the payment page.

*Creating a token during payment is not possible in the case of a payment by data collection form.*

**Note:**

*Fields marked with an asterisk (\*) are required.*

5. Token creation during the payment. You have a choice between 3 options:

- **Do not create a token**

Default value. Allows to create a payment order without recording the payment method.

- **Offer the buyer to create a token**

Allows to display a checkbox on the payment page. If the Buyer ticks it, the payment method will be recorded and the token ID will be returned in the response (IPN and return to the shop).

- **Automatically create a token**

Allows to automatically record the payment method. The token ID will be returned in the response (IPN and return to the shop).

*Creating a token during payment is not possible in the case of a payment by data collection form. Therefore, this option will be disabled if the **Use the payment by data collection form** has been checked.*

6. In the **Buyer details** section, enter the buyer's e-mail address used for sending the payment receipt.

*Requires the activation of the **Payment confirmation e-mail sent to the buyer notification rule**.*

7. In the **SMS to send** view, enter:

- the buyer's phone number,
- the text of the SMS.

Several variables are provided for customizing the SMS.

Variables	Description	Required
%amount%	Corresponds to the <b>Amount</b> field specified in the <b>Order details</b> view. <i>The value of the variable will be automatically populated.</i>	<b>NO</b>
%end_date%	Corresponds to the <b>Exp. date</b> field specified in the <b>Order details</b> view. <i>The value of the variable will be automatically populated.</i>	<b>NO</b>
%url%	Link to perform the payment. The hyperlink specifies: <ul style="list-style-type: none"><li>• the amount</li><li>• the expiry date of the payment order</li></ul> Clicking on the link displays the payment page.	<b>YES</b> <b>Note:</b> If the %url% variable is not included in the body of the message, the payment link will be automatically inserted at the end of the message.

*Table 2: Variables*

8. Click on the button:

- **Preview** to preview the e-mail before sending it,
- **Send** to send the SMS to its recipient.

**Note:**

*The merchant is informed of the number of SMS that were necessary for the notification.*

*The delivery is confirmed via the message: **Your SMS has been sent to xxxxxxxxxx***

- **Close** to cancel the creation of the payment order.

## 7.6. Creating a phone payment order

---

Via the payment order details view:

1. Click **Add**.

2. Select **Create an order by phone**.

3. Select a shop (this step appears if you have several shops).

If the company has only one shop, payment orders can be created directly.

The dialog box **Creation of a phone payment order** appears.

Creation of a phone payment order for the [shop]

Order details

Reference \*:

Amount \*:

Validation \*: Automatic

Currency \*: EUR (Euro)

Capture delay \*: 0 day(s)

Exp. date \*: 10/03/17

18:07:0

Buyer details

If specified, the e-mail address will be used to send the payment receipt to the buyer.

E-mail:

Create Close

4. In the **Order details** section, enter:

- the order **Reference**

Order reference transmitted by the sender.

**Note:**

*During the call to the IPN, this reference will be transmitted in the order number if the merchant has sent the request to the IPN to receive the payment notification.*

- the type of **Validation** of the payment transaction

Two possible values:

- **Automatic:** no action is required, payments are captured once the payment capture delay has been reached.
- **Manual:** the merchant must validate each payment via the Expert Back Office so that it is sent for capture before the desired capture date.

The validation mode displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Capture delay**

Delay in days before capture in the bank.

You can enter a delay that will apply to this payment order.

The capture delay displayed by default can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Exp. date** of the payment order if you would like to modify it

The payment order validity period proposed by default when creating the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

- the **Amount** and the **Currency** of the transaction

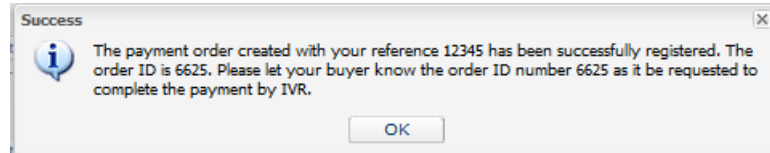
**Note:**

*Fields marked with an asterisk (\*) are required.*

5. In the **E-mail** field, enter the buyer's address for sending the payment receipt.

6. Click on **Create**

A confirmation message appears and prompts you to communicate the order identifier to the buyer. It is important to take note of this number before closing the message.



7. If you do not wish to send the order, click **Close**

## 8. VIEWING PAYMENT ORDER DETAILS

### 8.1. Viewing the order payment details

Two tabs allow to detail a payment order. These tabs display:

- general information

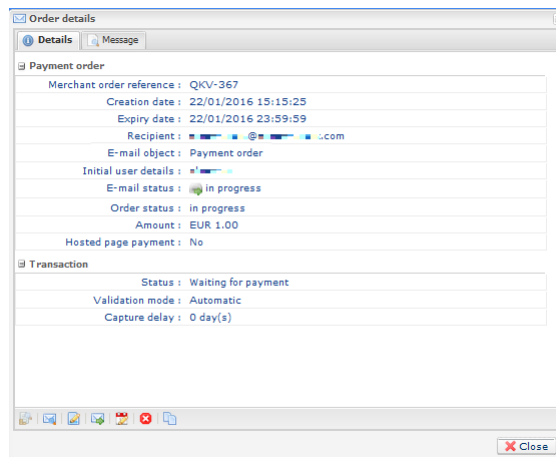


Figure 1: Details tab

- a reminder of the message sent to the buyer

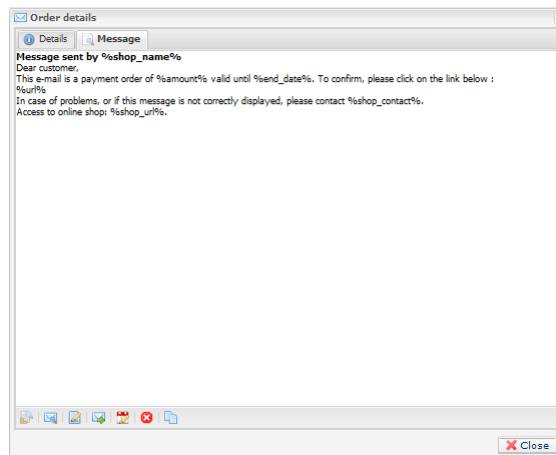


Figure 2: Message tab

The details of a payment order by phone are also divided into 2 tabs. Instead of the **Message** tab, there is an **Associated SDAs** tab. This tab contains:

- the SDA number: the number called for making payments by phone,
- the Language: the language used to communicate,
- the Number of the call center: number to which the buyer is redirected if during the IVS he or she chooses to talk to an operator of the call center.

The details of a payment order by URL are presented in one tab that presents the status and the transmitted information.

All the authorized operations for a selected payment order are available from the shortcuts situated at the bottom of the tabs.

## 8.2. Viewing the created payment order

---

Once a payment order has been created, it can be viewed in the Expert Back Office.

Select the **Management > Payment orders** menu.

In addition to the information related to the payment order, the Expert Back Office displays:

- the payment order status

When the payment order is created, its status is **In progress**.

When the buyer performed his/her payment, its status is **Finalized**.

If the buyer does not perform his/her payment before the order expiry date, its status is **Expired**.

- the delivery status

When the payment order is created, its status is **In progress** and **Called** for orders by phone.

Orders by URL maintain the **Manual submission** status until the merchant manually changes it to **Sent**.

When the payment order is sent, its status is **Sent**.

**Note:**

*The Expert Back Office updates the statuses every 15 minutes.*

- Transaction number

Order transaction number is generated when the payment order status is **Finalized**.

**Note:**

*A finalized transaction is also displayed in the **Transactions is progress** tab via the **Management > Transactions** menu. Furthermore, in the details of this transaction, the payment source of the **Payment order by e-mail** is mentioned, for instance.*

The list of displayed columns can be customized. To view and customize this list:

- a. Place the mouse pointer on a column header.
- b. Select **Columns** in the context menu.

The available columns are:

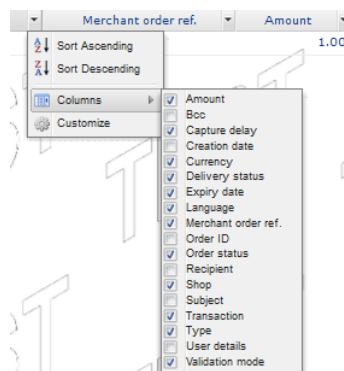


Figure 3: Column customization

- c. Check or un-check the desired columns.

**Note:**

*The merchant can also sort payment orders depending on the selected column by selecting **Sort ascending** or **Sort descending**.*

## 9. MANAGING A PAYMENT ORDER

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A certain number of features is available.

They are available via:

- the title
- a right click on a payment order
- a double click on a payment order

### 9.1. Actions available for a pending payment order

---

The available operations for a pending payment order (the payment has not yet occurred) are:

- Display order details

The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.

- Display the sent message

Display a preview of the message sent to the buyer.

Allows to view the call center number for the order by phone.

- Change and resend the order

Allows to modify the initial payment order and resend it to the buyer.

The updated payment order will be resent by clicking the **Send** button.

Operation not available for a payment order by phone.

- Resend the order

Allows to resend the initially created payment order to the buyer.

Operation available only for a payment order by e-mail.

- Change the validity date of the order

Allows to modify the expiry date of the payment order.

The payment order validity period proposed by default when modifying the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

Warning: the payment order is not automatically reissued. However, the buyer can perform the payment again from the existing order that was identified as expired.

- Cancel the order

A payment order can be canceled until the buyer has not accepted it and its status is **In progress**.

Once the order is canceled, its status changes from **In progress** to **Canceled**.

Once the order is canceled, the buyer can no longer proceed to the payment, a message will appear indicating that the order is expired.

- Reactivate the order

The merchant can re-activate a canceled order as long as its expiry date has not been reached.

Once the order is re-activated, its status changes from **Canceled** to **In progress**.

- Create from the selected order

Allows to create a new order based on this order. All the initial order data is included, except the reference.

Operation not available for a payment order by phone.



## 9.2. Actions available for a successfully completed payment order

---

The actions available for a successfully completed payment order (accepted payment) are:

- Display order details  
The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.
- Display the sent message  
Display a preview of the message sent to the buyer.  
Allows to view the call center number for the order by phone.
- Display the order details  
Allows to display the transaction details.
- Create from the selected order  
Allows to create a new order based on this order. All the initial order data is included, except the reference.  
Operation not available for a payment order by phone.

## 9.3. Actions available for a failed payment order

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The actions available for a failed payment order (failed rejected payment) are:

- Display order details  
The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.
- Display the sent message  
Display a preview of the message sent to the buyer.  
Allows to view the call center number for the order by phone.
- Display the order details  
Allows to display the transaction details.
- Create from the selected order  
Allows to create a new order based on this order. All the initial order data is included, except the reference.  
Operation not available for a payment order by phone.

## 9.4. Available operations for an expired payment order

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If the payment order sent to your client has expired, it is possible to allow the client to perform his/her payment again. To do so, right-click on the order and select **Change the validity date of the order** (see procedure below).

The following operations are available by right-clicking on an expired payment order (payment has not been performed and expiry date has passed):

- Display order details

The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.

- Display the sent message

Display a preview of the message sent to the buyer.

Allows to view the call center number for the order by phone.

- Change and resend the order

Allows to modify the initial payment order and resend it to the buyer.

The updated payment order will be resent by clicking the **Send** button.

Operation not available for a payment order by phone.

- Change the validity date of the order

Allows to modify the expiry date of the payment order if it has already expired.

The payment order validity period proposed by default when modifying the order can be configured via the Expert Back Office (Settings > Shop > Configuration menu).

Warning: the payment order is not automatically reissued. However, the buyer can perform the payment again from the existing order that was identified as expired.

- Create from the selected order

Allows to create a new order based on this order. All the initial order data is included, except the reference.

Operation not available for a payment order by phone.

## 10. MANAGING A PAYMENT ORDER CREATED WITH MANUAL VALIDATION

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A payment created with a manual validation appears with a **To be validated** status in the Expert Back Office. The merchant has to manually validate the payment to complete the transaction.

To do this:

1. The merchant selects the **Management > Transactions** menu via his/her Expert Back Office.
2. The merchant selects a transaction whose status is **To be validated**.
3. The merchant right-clicks on it and selects **Validate** from the context menu.

Once the transaction is validated, its status changes to **Waiting for capture**. It will be presented during the next session.

The transaction goes through the steps according to the lifecycle described in the *Hosted Payment Page* implementation guide, **Transaction lifecycle** chapter available in our online documentation archive.

# 11. CREATING A PAYMENT ORDER VIA WEB SERVICES

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## Via SOAP Web Services

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The payment gateway provides a WS API that allows the merchant to create multiple payment orders with 2 modes of operation:

- The gateway sends the e-mail.
- The gateway returns the payment URL to the merchant, who then includes it into his or her e-mails. This mode of operation allows to display the sender in the FROM field, to manage the text, images and attachments.

For more information, see the *SOAP Web service API Payment Order* implementation guide.

## Via REST Web Services

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REST Web Services allow to generate a payment order composed of a payment link and a message via different distribution channels:

- by e-mail
- by SMS
- via WhatsApp

If the merchant already has his or her own distribution solution, the generated link may simply be inserted into the message.

For more information, see the [https://lyra.com/doc/en/rest/V4.0/api/payment\\_order\\_reference.html](https://lyra.com/doc/en/rest/V4.0/api/payment_order_reference.html) implementation guide.

## 12. APPENDIX

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### 12.1. List of supported currencies

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Currency	ISO 4217 encoding	Number of digits after the decimal point
Canadian Dollar (CAD)	124	2
Danish Crown (DKK)	208	2
Japanese Yen (JPY)	392	0
Norwegian Crown (NOK)	578	2
Pound Sterling (GBP)	826	2
US Dollar (USD)	840	2
Euro (EUR)	978	2
Polish Zloty (PLN)	985	2