



COLLECTING SOLUTION

Adding the PayPal payment button

Implementation Guide

Document version 3.7

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1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.7	Lyra Collect	11/05/2020	<ul style="list-style-type: none">• Correction of field format for vads_trans_date.• Update of notification configuration.• Update of supported features.• Addition of chapters relating to multi-currency payments
3.6	Lyra Collect	20/11/2019	<ul style="list-style-type: none">• Merge of the documents for immediate PayPal payment and deferred PayPal payment.• Correction of an error concerning the vads_payment_cards field.• Addition of chapters related to the recurring payment.
3.5	Lyra Collect	01/10/2018	Initial version

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2. OBTAINING HELP

Looking for help? Check our FAQ on our website

<https://lyra.com/doc/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) .

3. PRESENTATION



PayPal is a payment method used in over 200 countries that supports 25 currencies. It allows merchants to accept payments (immediate, deferred and recurring) made by card and via a PayPal account.

Paying online with PayPal means paying without sharing financial information.

The buyer proceeds to payment by identifying him or herself with their e-mail address and password.



Supported currencies

- AUD
- BRL
- CAD
- CZK
- DKK
- EUR
- HKD
- HUF
- INR
- ILS
- JPY
- MYR
- MXN
- TWD
- NZD
- NOK
- PHP
- PLN
- GBP
- RUB
- SGD
- SEK
- CHF
- THB
- USD



Supported countries

More than 200 countries (<https://www.paypal.com/fr/webapps/mpp/country-worldwide>).



Additional information

- Support for immediate and deferred capture (PayPal MID option)
- Support for recurring payments (PayPal MID option)
- Transactions can take an intermediate status in case of suspected fraud (**UNDER_VERIFICATION**)

4. TECHNICAL DETAILS

Important information regarding the addition of this payment method:

- **Type of integration**
Only available via integration with payment form redirection.
- **Authorization validity period**
0 days (for immediate payments)
3 days (for deferred payments)
- **Network code**
PAYPAL_SB for TEST mode
PAYPAL for PRODUCTION mode
- **Value of the vads_card_brand field**
PAYPAL_SB for TEST mode
PAYPAL for PRODUCTION mode
- **Supported currencies**
25 currencies, including: EUR, USD, CHF, GBP, BRL
- **Supported countries**
Over 200 countries, including: FR, US, CH, UK, BR
- **Supported functionalities**
 - Refund (full and partial)
 - Cancellation (deferred payments only)
 - Transaction validation (deferred payments only)
 - Transaction update (deferred payments only)
 - Transaction duplication (deferred payments only)
 - Transaction settlement
 - Tokenization and payment by token
 - Recurring payment by token
 - Multiple payment attempts
- **Restrictions**
This payment method does not support the following functionalities:
 - Integration by iframe
 - Installment payment
 - MOTO payment
 - Chargeback settlement

5. IMMEDIATE PAYMENT

During an immediate payment, the payment amount is immediately debited from the buyer's account. This is the default mode when you create a PayPal MID.

This mode does not support:

- deferred payments,
- manual payment validation,
- payment updates,
- payment cancellation.

In order to create an immediate payment request, all you need to do is transmit a capture delay (**vads_capture_delay** field) set to 0.

The validation mode (**vads_validation_mode** field) included in the payment request will then be ignored.

6. DEFERRED PAYMENT

In order to use this feature, ask your PayPal account manager to check whether the ORDER mode is enabled for your MID.

In case of a deferred payment, the buyer's account is not debited on the day of the payment.

The merchant defines a delay (strictly greater than 0 days) between the day of the order and the effective day of the debit.

This delay can be defined in the payment form via the **vads_capture_delay** parameter or via the Expert Back Office (**Settings > Shop, Configuration** tab).

The deferred behavior if the capture delay is greater than the authorization validity period (3 days within the PAYPAL network).

If the capture delay is less or equal to 3 days:

An authorization is made on the payment day.

The capture will be made on the day of the requested presentation date.

If the capture delay is greater than 3 days:

On the payment day, an operation similar to a card pre-authorization is made.

The authorization will be made 3 days before the requested presentation date. The capture is always made on the day of the presentation date.

In order to be notified of the final result of the payment, the merchant must enable and configure the Instant Payment Notification URL on batch authorization (see chapter Establishing interaction with the payment gateway on page 23).

As long as the requested presentation date has not been reached, the following operations are available for transactions:

- amount update,
- presentation date modification,
- cancellation,
- validation.

7. PAYMENTS BY TOKEN AND RECURRING PAYMENTS

Management of payments by token

The service of Management of payments by token allows merchants to offer their clients the possibility to associate a token with a payment method, which will facilitate their subsequent payments on the website (without having to re-enter the bank card number).

Tokens allow you to:

- Make fast and secure payments.

For the buyer - avoid filling in bank details when making subsequent payments (1-click payment).

The gateway stores the bank details in a highly secure environment, in accordance with the PCI-DSS requirements. Only the token is transferred during the exchange.

- Make recurring payments (subscription).

The service also allows you to:

- Identify cards that are due to expire, in order to notify the Merchant via a file containing the token of the expiring card.
- Update the bank details associated with a token via the payment page, or manually via the Expert Back Office.
- Manage other buyer detail updates.

In compliance with the banking data security and protection rules implemented by PCI DSS, the payment method details are destroyed after the associated token has not been used for 15 months.

The token will remain visible in the Expert Back Office and can be updated with new details.

Recurring payment (subscription) management

The recurring payment management service allows merchants to create subscriptions, also known as recurring payments, with or without an expiry date, within the limits of the card validity period.

When creating a recurring payment, the Merchant defines the start date and the recurrence rule to apply.

In TEST mode, transactions are created every hour in order to allow the Merchant to easily test the IPN processing.

In PRODUCTION mode, transactions are created once a day between midnight and 5:00 a.m.

7.1. Requesting the activation of the “PayPal Reference Transaction” option

To allow the creation of payments by token and recurring payments via PayPal, the merchant must request the activation of the **PayPal Reference Transaction** option.

This option is enabled manually by your PayPal account manager or through your PayPal customer service: <https://www.paypal.com/fr/selfhelp/contact/call>

The delay for enabling the option can take from several days to several weeks.

7.2. Making recurring payments

Once the **PayPal Reference Transaction** option is enabled by PayPal, the merchant must give the necessary permissions to the payment gateway (see chapter Managing authorizations on page 17).

Once this last action has been performed, the merchant can use the payment form for performing the following operations:

- Create a token,
- Create a token during a payment,
- Create a token when creating a recurring payment,
- Create a token when creating a recurring payment with a payment,
- Update information associated with a token,
- Use a token to perform a 1-click payment,
- Use a token to create a new recurring payment,
- Offer the possibility to create a token during a payment,
- Update information associated with a token during a payment.

For more information about recurring payments, see the *Payment by token - Recurring payment - Implementation Guide* available in our online document archive (<https://lyra.com/doc/en/>).

8. MULTI-CURRENCY PAYMENTS

It is possible to accept payments in a currency that is different from the one specified in your contract.

To do this:

- You shop must have the option "**Payment in multiple currencies within one contract**".

By default, your Lyra Collect contract authorizes only one currency. With this option you will be authorized to configure several currencies for your PayPal contract.

Contact the Middle Office to check if this option is available in your offer.

- You must configure your PayPal merchant account to accept multi-currency payments.

To manage multi-currency payments via your PayPal merchant account, you must:

- Manage different currencies,
- Configure your preferences for receiving payments.

8.1. Managing currencies

The currency management page can be accessed in two ways:

- via **Settings > My Profile > My Money > Currency management**,
- from the homepage via the menu **My Money**.

The currency management page allows you to:

- add a new currency,
- disable a currency,
- calculate conversion rates for your currencies.

The table below presents available currencies.

List of available currencies	
Thai Baht (THB)	New Zealand Dollar (NZD)
Danish Crown (DKK)	Euro (EUR)
Norwegian Crown (NOK)	Hungarian Forint (HUF)
Swedish Crown (SEK)	Swiss Franc (CHF)
Czech Crown (CZK)	Pound Sterling (GBP)
Australian Dollar (AUD)	Taiwan New Dollar (TWD)
Canadian Dollar (CAD)	New Israeli Shekel (ILS)
Hong Kong Dollar (HKD)	Russian Ruble (RUB)
Singapore Dollar (SGD)	Japanese Yen (JPY)
US Dollar (USD)	Polish Zloty (PLN)

8.2. Configuring your preferences for receiving payments

PayPal provides you with three options when you receive a payment in a currency that is different from the one defined in your contract:

- Accept the payment and convert the transaction amount into the currency defined in the contract.
Example: the buyer pays in **dollars** and you convert the currency to **euros**.
- Reject the payment if it is not in the currency defined in the contract.
- Put the payment on hold.

By default, your PayPal account offers this option of putting payments on hold.

In this case, you decide how to proceed via your PayPal account. You can:

- Accept the payment and convert the amount of the transaction into the currency defined in the contract.
- Accept the payment and open a new account in the currency used by the buyer.
Feature available for currencies supported by PayPal , see chapter Managing currencies on page 12.
- Reject the payment.

Note

*If you receive a payment in a currency that is not mentioned among the available currencies and if your account is configured with this option of putting on payments hold **Ask me whether to accept or deny each individual payment**, you will only have two options (accept and convert into euro or reject the payment).*

You will not have the option of accepting the payment and opening a new account in this new currency.

To configure your preferences for receiving payments

1. Sign in to your PayPal merchant account.

Your merchant area appears.

2. Click **Settings**, then **My profile**.

The preference configuration page appears.

3. Click **My selling tools**.

The different options available for online sales appear.

4. Select the line **Block payments**

This option allows to configure payment limits, add instructions, etc.

5. Click **Update**.

The **payment receiving preferences** page appears.

6. Enable the desired payment option among the 3 available options in **Allow payments sent to me in a currency I do not hold**.

As explained in the beginning of the chapter, the option **Ask me whether to accept or deny each individual payment** is enabled by default.

This option offers you flexibility, once the transaction is complete, to analyze each payment and decide what to do next.

7. Click **Save**.

Your modification is now taken into account.

9. TRANSACTION SETTLEMENT

PayPal transactions are supported by the following services:

- Visual transaction settlement,
- Bank reconciliation report.

In order to display your PayPal transactions in the reporting files generated by the payment gateway, ask your PayPal account manager:

- to enable the **sftp reporting** option,
- to generate the **settlement report** files.

Once the options have been enabled, contact the Middle Office to activate the settlement services.

10. PREREQUISITES

For the merchant

The process of adding the PayPal payment option to your merchant website is simple and is based on:

- Creating a **PayPal account** if you do not have one.
- Using a **PayPal account** if you have one.
- Enabling the **Payment via PayPal** option with the help of your payment gateway sales representative.

For the buyer

Signing up to PayPal is free and is done on the PayPal website. The buyer must:

- Create a PayPal account by entering an e-mail address and a password.
- Fill in all his or her personal details, address, etc.
- Fill in all the credit card details.

10.1. Creating a professional PayPal account

1. If you do not have a merchant PayPal account yet, you can open one at:

<https://www.paypal.com/fr/webapps/mpp/merchant>

You will have to create:

- A professional PayPal account in Live mode for accepting real payments.
- A professional PayPal account in Sandbox mode for accepting test payments.
- A personal PayPal account in Sandbox mode for accepting test payments.

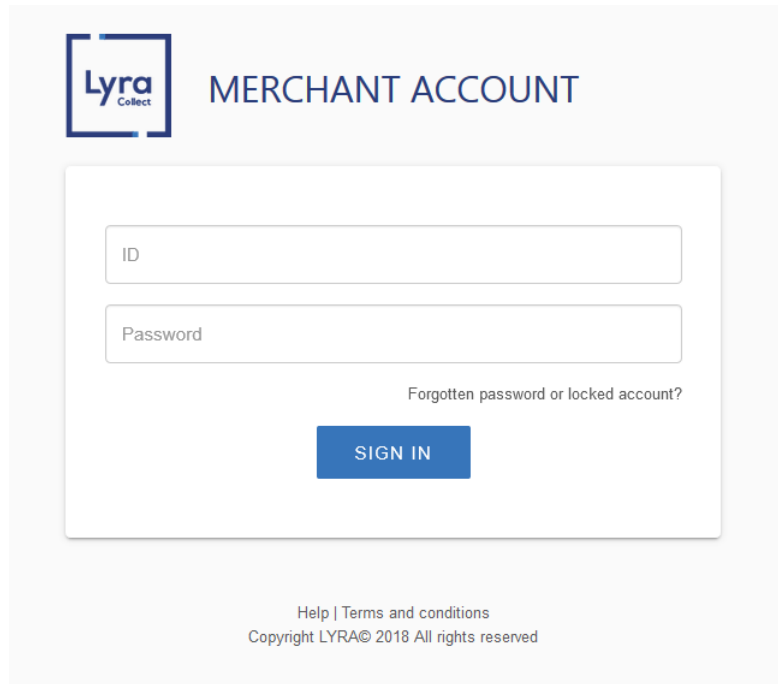
2. Select the PayPal profile that best suits your business needs.

At the end of the sign up process, PayPal will send you a recurring payment confirmation e-mail. Follow the steps to validate your subscription. Otherwise, your account will not be activated.

10.2. Signing in to the Lyra Collect Back Office

Sign in the Back Office:

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



1. Enter your login.

2. Enter your password.

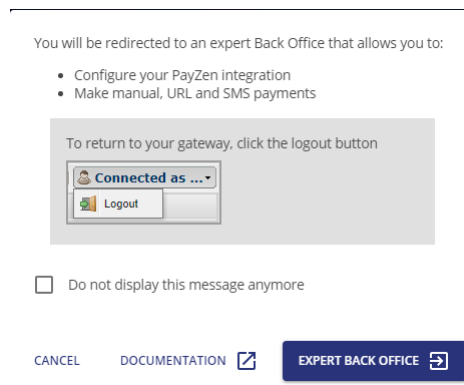
3. Click **Login**.

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:



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

10.3. Configuring your Expert Back Office for using PayPal

1. Click **Settings** > **Company** > **Merchant IDs** tab.

2. Click **Create a Merchant ID (MID)**.

3. Select a PayPal Merchant ID type.

4. Enter your **PayPal ID**.

Your PayPal ID corresponds to the e-mail address that you used to create a PayPal account.

5. Select the currency.

One currency per MID.

You have the option to accept payments in multiple currencies under certain conditions. Please refer to the **Managing multi-currency payments** chapter.

6. Click **Next**.

7. Customize your payment constraints:

- Authorized refund
- Maximum refund
- Maximum gap

8. Click **Terminate**.

10.4. Managing authorizations

In order to receive payments on your PayPal account, it is necessary to give permissions to the payment gateway.

1. Click **Settings** > **Company** > **Merchant IDs** tab.

2. Select your PayPal MID.

The details of the PayPal MID appear at the bottom of the screen.

Authorization for single payments

This step is mandatory.

Without these authorizations, PayPal will not be suggested on the payment page.

In the **Authorization management** view, click the **Give the authorization** button to authorize the payment gateway to automatically direct payments to your PayPal account.

Once redirected to the PayPal website, sign in to PayPal using your login and password.

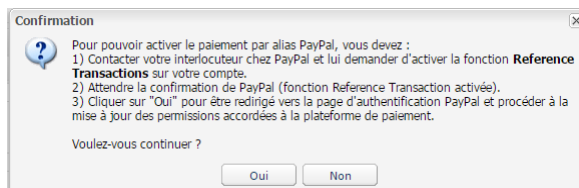
Follow the instructions to accept permissions.

When you return to your Expert Back Office, click **Save**.

Authorization for recurring payments

In the **Authorization management** view, click the **Give token permission** button to authorize the payment gateway to automatically direct recurring payments to your PayPal account.

A confirmation message is displayed to inform you about the necessary steps.



Click **Yes** to be redirected to the PayPal website.

Sign in using your PayPal login and password.

Follow the instructions to accept permissions.

Once you have been redirected to your Expert Back Office, click **Save**.

For more information on the activation request of the **Reference Transactions** feature, please refer to chapter **Requesting the activation of the "PayPal Reference Transaction" option on page 10**.

10.5. Associating a PayPal MID with a shop

To include the PayPal payment method on your payment page, you must associate the PayPal MID with your shop. Two options are available:

- In the **Settings > Company** menu > tab **Merchant IDs**
- In the **Settings > Shop** menu > tab **MID association**

1. Click on **Settings > Company > menu > Merchant IDs** tab.

2. Select your PayPal MID.

The details of the PayPal MID appears at the bottom of the screen.

3. Click **Associate with a shop** (lower part of the screen) to associate the MID with the shop.

4. Choose the shop(s) in the dialog box.

5. Click **Save**.

OR

1. Click on **Settings > Shop > MID association** tab.

2. Select the PayPal MID in the available MID list.

3. Click the **Associate** button or drag and drop it to **Associated MID** on the right side.

4. Click **Save**.

11. BENEFITING FROM THE MERCHANT PROTECTION PROGRAM

PayPal offers a merchant protection program in the two following cases:

- An opposition or a cancellation has been made following an unauthorized payment.
The payment must occur in PayPal environment.
- An opposition or a complaint has been filed for an unreceived object.

In both cases, **PayPal** refunds the total amount to compensate for the damage suffered, provided that the conditions are met.

In order to benefit from the protection program, the merchant must:

1. Accept **PayPal** requirements via one's account (the right to suspend accounts and/or eligibility in case of identified risk).
2. File a complaint for a transaction marked as eligible or partially eligible in the transaction details section of your account.

The status of transaction's eligibility to merchant protection is also included in the transaction detail in your Expert Back Office (see chapter Viewing the details of a transaction on page 44).

3. Be able to provide proof of deposit (in case of a tangible item) or proof of delivery (in case of an intangible item or service).
4. Have transmitted shipping details in the payment request (see chapter Transmitting shipping details on page 35).
5. Have transmitted shopping cart details in the payment request (see chapter Transmitting order details on page 36).
6. Ship the order to the shipping address specified in the transaction details.
Hand-delivery and shipping to another address are not covered by the protection.
7. Accept a single payment via a **PayPal** account.
Split payments or payments in installments are not covered by the protection.
8. Have the possibility to provide PayPal with all required information or documents.

The protection is not automatically attributed to all merchants. For more information, please contact PayPal or visit their website at <https://www.paypal.com/fr/webapps/mpp/paypal-safety-and-security>.

This protection applies regardless of the merchant's country, but there might be differences in **PayPal** requirements. For more information on merchant protection, see <https://www.paypal.com/tc/webapps/mpp/ua/useragreement-full#9>

12. PAYMENT PROCESS

The diagram below presents the exchange process from the point of view of the buyer.

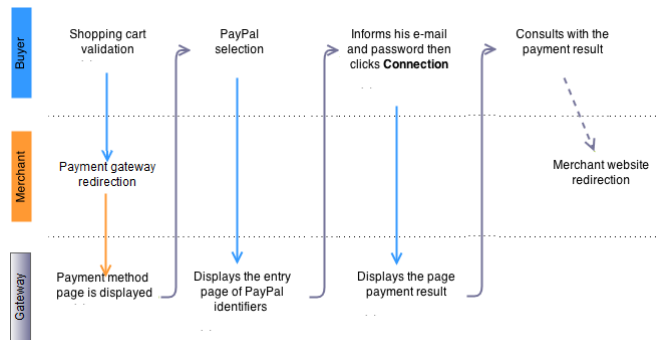


Figure 1: Payment process - as seen by the buyer

1. The buyer validates the shopping cart.
2. The merchant website redirects the buyer to the payment gateway. The redirection is done via an HTML POST form using HTTPS. The parameters of the form are described in the chapter **Generating a payment form**.
3. When the parameters and their signature have been verified, the payment method selection page appears.

Please select your payment method :



Visa



Mastercard



PayPal Sandbox

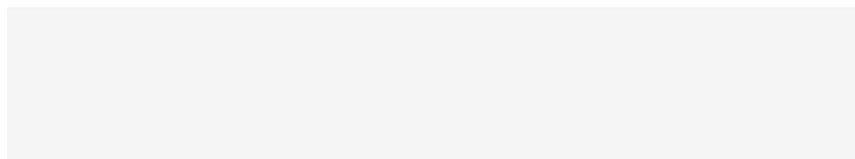


Figure 2: Selecting a payment method

If the payment method has been specified in the form, the buyer moves on directly to step 7.

4. The buyer selects the **PayPal** payment method.
5. The buyer clicks **Validate**.
The payment gateway prompts you to wait several seconds. It redirects you to the PayPal website.
6. The buyer is prompted to select their payment mode.
The buyer can sign in to their PayPal account to pay or create a PayPal account to pay faster in the future.
7. If the buyer has a PayPal account, they sign in using their e-mail address and password.
If the buyer does not have a PayPal account, they select their card and fill in the required details.
8. The buyer verifies the information related to their payment.
9. The buyer clicks **Pay**.

10.The buyer is redirected to the payment gateway.

In case of success, a summary page is presented to the buyer with a summary of transaction details.

A link at the bottom of the page allows to return to the shop.

In case the transaction fails, a message appears. The buyer will be informed if the payment request has been rejected.

A link at the bottom of the page allows to return to the shop.

13. LEARN MORE ABOUT THE PAYMENT GUARANTEE WITH PAYPAL

Payments are not guaranteed with PayPal.

However, when a payment is accepted it is also transferred.

If you are using the Order mode (deferred payment), it is important to respect the capture delays.

However, as soon as the capture has been made, the payment is transferred without exception. If PayPal returns the payment accepted status, the payment is always transferred.

14. ESTABLISHING INTERACTION WITH THE PAYMENT GATEWAY

The interaction with the payment gateway is described in the *Hosted Payment Page Implementation Guide*, available in our online documentation archive.

The merchant website and the payment gateway interact by exchanging data.

To create a payment, this data is sent in an HTML form via the buyer's browser.

At the end of the payment, the result is transmitted to the merchant website in two ways:

- Automatically by means of notifications called Instant Notification URLs (also known as IPN for Instant Payment Notification).
- By the browser when the buyer clicks the button to return to the merchant website.

To guarantee the security of the exchange, the data is signed with a key known only to the merchant and the payment gateway.

15. SETTING UP NOTIFICATIONS

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

- Instant Payment Notification URL call
- E-mail sent to the merchant
- E-mail sent to the buyer
- SMS sent to the merchant
- SMS sent to the buyer

They allow to manage the events (payment accepted, payment abandoned by the buyer, payment canceled by the merchant, payment validated by the merchant, etc.) that will trigger a notification to the merchant website, the merchant or the buyer.

The notifications of Instant Payment Notification URL call type are the most important as they represent the only reliable way for the merchant website to obtain the payment result.

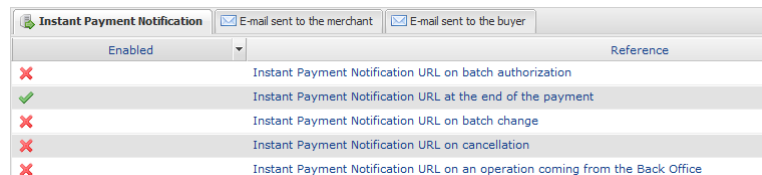
If the payment gateway is unable to access the URL of your page, an e-mail will be sent to the shop administrator.

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

To access notification rule management:

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

15.1. Setting up the Instant Payment Notification

This rule allows to notify the merchant website in the following cases:

- Payment accepted,
- Payment declined,
- Payment canceled or abandoned by the buyer,
- The payment is waiting for verification.

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

It will inform the merchant website of the payment result even if your client has not clicked the “Return to the shop” button.

1. Right-click **Instant Payment Notification URL at the end of payment**.
2. Select **Managing the rule**.
3. Enter the **E-mail address(es) to notify in case of failure** field in the **General settings** section.
To specify several e-mail addresses, separate them with a semi-colon.
4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the form API format.
6. Save the changes.

15.2. Setting up a notification on batch authorization

During a deferred payment, the payment is created with a **Waiting for authorization** status if the delay between the order date and the requested capture date is greater than the authorization validity period.

The **Instant Payment Notification URL on batch authorization** is called to retrieve the final status and update the transaction.

This rule is **disabled by default**.

In order to be notified of the final status:

1. Right-click **Instant Payment Notification URL on batch authorization**.
2. Select **Managing the rule**.
3. Enter the **E-mail address(es) to notify in case of failure** field in the **General settings** section.
To specify several e-mail addresses, separate them with a semi-colon.
4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the form API format.
6. Save the changes.
7. Enable the rule by right-clicking **Instant Payment Notification URL on batch authorization** and select **Enable the rule**.

15.3. Setting up a notification on batch change

The payment gateway can notify the merchant website in the following cases:

- When a transaction expires (its status changes from To be validated to Expired),
- When a transaction that has been blocked due to suspected fraud is finally accepted or refused. Its status changes from **UNDER_VERIFICATION** to **CAPTURED** or **REFUSED**.

This rule is **disabled by default**.

To set up this notification:

1. Right-click **Instant Payment Notification URL on batch change**.
2. Select **Managing the rule**.
3. Enter the **E-mail address(es) to notify in case of failure** field in the **General settings** section.
To specify several e-mail addresses, separate them with a semi-colon.
4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the form API format.
6. Save the changes.
7. Enable the rule by right-clicking **Instant Payment Notification URL on batch change** and select **Enable the rule**.

16. GENERATING A PAYMENT FORM

To generate a payment request, you must create an HTML form as follows:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
  <input type="hidden" name="parameter1" value="value1" />
  <input type="hidden" name="parameter2" value="value2" />
  <input type="hidden" name="parameter3" value="value3" />
  <input type="hidden" name="signature" value="signature"/>
  <input type="submit" name="pay" value="Pay"/>
</form>
```

It contains:

The following technical elements:

- The `<form>` and `</form>` tags that allow to create an HTML form.
- The `method="POST"` attribute that defines the method used for sending data.
- The `action="https://secure.lyra.com/vads-payment/"` attribute that defines where to send the form data.

Form data:

- The shop ID.
- Information about the payment depending on the use case.
- Additional information depending on your needs.
- The signature that ensures the integrity of the form.

This data is added to the form by using the `<input>` tag:

```
<input type="hidden" name="parameter1" value="value1" />
```

For setting the `name` and `value` attributes, see the **Data dictionary** chapter also available in the online document archive.

All the data in the form must be encoded in **UTF-8**.

Special characters (accents, punctuation marks, etc.) will then be correctly interpreted by the payment gateway. Otherwise, the signature will not be computed correctly and the form will be rejected.

The **Pay** button that will allow to send data:

```
<input type="submit" name="pay" value="Pay"/>
```

Different use cases are presented in the chapters below. They will allow you to adapt your payment form to your needs.

The following table lists the different formats that you can encounter when building your form.

Notation	Description
a	Alphabetic characters (from 'A' to 'Z' and from 'a' to 'z')
n	Numeric characters
s	Special characters
an	Alphanumeric characters
ans	Alphanumeric and special characters (except '<' and '>')
3	Fixed length of 3 characters
..12	Variable length up to 12 characters
json	<p>JavaScript Object Notation. Object containing key/value pairs separated by commas. It starts with a left brace "{" and ends with a right brace "}". Each key/value pair contains the name of the key between double-quotes followed by ":", followed by a value. The name of the key must be alphanumeric. The value can be:</p> <ul style="list-style-type: none"> • a chain of characters (in this case it must be framed by double-quotes) • a number • an object • a table • a boolean • empty <p>Example: {"name1":45,"name2":"value2", "name3":false}</p>
enum	<p>Characterizes a field with a complete list of values. The list of possible values is given in the field definition.</p>
Enum list	<p>List of values separated by a ";". The list of possible values is given in the field definition. Example: vads_payment_cards=VISA;MASTERCARD</p>
map	<p>List of key / value pairs separated by a ";". Each key / value pair contains the name of the key followed by "=", followed by a value. The value can be:</p> <ul style="list-style-type: none"> • a chain of characters • a boolean • a json object • an xml object <p>The list of possible values for each key/value pair is provided in the field definition. Example: vads_theme_config=SIMPLIFIED_DISPLAY=true;RESPONSIVE_MODEL=Model_1</p>

16.1. Creating an immediate payment with PayPal

1. Use all the fields presented in the table below to create your payment form.

Field name	Description	Format	Value
vads_payment_cards	Allows to force the card type to be used. Leave empty to let the buyer choose between the eligible payment methods (depending on the currency, the minimum or maximum amount, the technical constraints) associated with the shop.	enum	<ul style="list-style-type: none">• PAYPAL_SB;PAYPAL to directly call the PayPal payment button in test mode or in production mode.• VISA;PAYPAL_SB;PAYPAL to provide the choice between VISA and PayPal.
vads_site_id	Shop ID	n8	E.g.: 12345678
vads_ctx_mode	Defines the mode of interaction with the payment gateway.	enum	TEST or PRODUCTION
vads_trans_id	Transaction number	an6	E.g.: xrT15p
vads_trans_date	Date and time of the payment form in UTC format	n14	Respect the YYYYMMDDHHMMSS format E.g.: 20200101130025
vads_amount	Payment amount in the smallest currency unit (cents for euro).	n..12	E.g.: 3000 for 30,00 EUR
vads_currency	Numeric currency code to be used for the payment, in compliance with the ISO 4217 standard (numeric code).	n3	E.g.: 978 for euro (EUR)
vads_action_mode	Acquisition mode for payment method data	enum	INTERACTIVE
vads_page_action	Action to perform	enum	PAYMENT
vads_version	Version of the exchange protocol with the payment gateway	enum	V2
vads_payment_config	Payment type	enum	SINGLE
vads_capture_delay	Capture delay	n..3	0
vads_validation_mode	Validation mode	n1	0 (Automatic)

2. Set the **vads_capture_delay** field to **0** or leave it **empty**. No other values should be transmitted. Otherwise, your form will be rejected.
3. Fill in the **vads_currency** field with the code of the desired currency using the [list of supported currencies](#).
4. Set the **vads_validation_mode** field to **0** or leave it **empty**.
5. Add optional fields depending on your requirements (see chapter **Using additional features** of the *Hosted Payment Page Implementation Guide* available in our online document archive).
6. Compute the value of the **signature** field using all the fields of your form that start with **vads_** (see chapter **Computing the signature** of the *Hosted Payment Page Implementation Guide* available in our online document archive).

Example of a form for an immediate payment:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="3000" />
<input type="hidden" name="vads_capture_delay" value="0" />
<input type="hidden" name="vads_ctx_mode" value="TEST" />
<input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_trans_date" value="20191115101407" />
<input type="hidden" name="vads_trans_id" value="239848" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="0WaYrONo3L0VZqMcvyVf8vT/g8KfZKJ+1jqAs3Ehiw="/>
<input type="submit" name="pay" value="Pay"/>
</form>
```

16.2. Creating a deferred payment with PayPal

In order to use this feature, ask your PayPal account manager to check whether the ORDER mode is enabled for your MID.

1. Use all the fields presented in the table below to create your payment form.

Field name	Description	Format	Value
vads_payment_cards	Allows to force the card type to be used. Leave empty to let the buyer choose between the eligible payment methods (depending on the currency, the minimum or maximum amount, the technical constraints) associated with the shop.	enum	<ul style="list-style-type: none">• PAYPAL_SB;PAYPAL to directly call the PayPal payment button in test mode or in production mode.• VISA;PAYPAL_SB;PAYPAL to provide the choice between VISA and PayPal.
vads_site_id	Shop ID	n8	E.g.: 12345678
vads_ctx_mode	Defines the mode of interaction with the payment gateway.	enum	TEST or PRODUCTION
vads_trans_id	Transaction number	an6	E.g.: xrT15p
vads_trans_date	Date and time of the payment form in UTC format	n14	Respect the YYYYMMDDHHMMSS format E.g.: 20200101130025
vads_amount	Payment amount in the smallest currency unit (cents for euro).	n..12	E.g.: 3000 for 30,00 EUR
vads_currency	Numeric currency code to be used for the payment, in compliance with the ISO 4217 standard (numeric code).	n3	E.g.: 978 for euro (EUR)
vads_action_mode	Acquisition mode for payment method data	enum	INTERACTIVE
vads_page_action	Action to perform	enum	PAYMENT
vads_version	Version of the exchange protocol with the payment gateway	enum	V2
vads_payment_config	Payment type	enum	SINGLE
vads_capture_delay	Delay before capture in the bank, the value must be greater than 0.	n..3	E.g.: 3
vads_validation_mode	Specifies the validation mode of the transaction (manually by the merchant, or automatically by the payment gateway).	n1	0 or 1 or absent or empty

2. Set the **vads_capture_delay** field to a **value greater than 0**.
3. Fill in the **vads_currency** field with the code of the desired currency using the [list of supported currencies](#).
4. Set the **vads_validation_mode** field to **0** for an automatic validation or to **1** for manual validation.
5. Add optional fields depending on your requirements (see chapter **Using additional features** of the *Hosted Payment Page Implementation Guide* available in our online document archive).
6. Compute the value of the **signature** field using all the fields of your form that start with **vads_** (see chapter **Computing the signature** of the *Hosted Payment Page Implementation Guide* available in our online document archive).

16.3. Creating a payment by token or a recurring payment

All the use cases described in the *Payment by token - Recurring payment Implementation Guide* available on our website (<https://lyra.com/doc/en/>) can be used in PayPal payment method.

Please, consult this guide for the list of parameters to be transmitted according to your use case.

16.4. List of supported currencies

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

17. USING ADDITIONAL FEATURES

17.1. Transmitting shipping details

The merchant can transmit the buyer's shipping details (e-mail address, title, phone number etc.).

To benefit from the PayPal merchant protection, you must imperatively transmit this data via the payment form. The protection only concerns orders that require shipping. The shipping address known to PayPal must be exactly the same as the one where the package is sent.

This information can be found in the transaction details in the Expert Back Office (**Delivery** tab).

Use optional fields according to your requirements.

Field name	Description	Format	Value
vads_ship_to_city	City	an..128	E.g.: Bordeaux
vads_ship_to_country	Country code in compliance with the ISO 3166 standard (required for triggering one or more actions if the Shipping country control profile is enabled).	a2	E.g.: FR
vads_ship_to_district	District	ans..127	E.g.: La Bastide
vads_ship_to_first_name	First name	ans..63	E.g.: John
vads_ship_to_last_name	Name	ans..63	E.g.: Smith
vads_ship_to_legal_name	Legal name	an..100	E.g.: D. & Co
vads_ship_to_phone_num	Phone number	ans..32	E.g.: 0460030288
vads_ship_to_state	State / Region	ans..127	E.g.: Nouvelle Aquitaine
vads_ship_to_status	Allows to specify the type of the shipping address.	enum	PRIVATE : for shipping to a private individual COMPANY : for shipping to a company
vads_ship_to_street_number	Street number	ans..64	E.g.: 2
vads_ship_to_street	Postal address	ans..255	E.g.: Rue Sainte Catherine
vads_ship_to_street2	Second line of the address	ans..255	
vads_ship_to_zip	Zip code	an..64	E.g.: 33000

Note:

The fields below are required and must be correctly filled out to enable you to benefit from the PayPal merchant protection.

vads_ship_to_city, vads_ship_to_country, vads_ship_to_first_name, vads_ship_to_last_name, vads_ship_to_legal_name, vads_ship_to_phone_num, vads_ship_to_state, vads_ship_to_street, vads_ship_to_street2, vads_ship_to_zip

This list is provided for information purposes and may be subject to modification by PayPal. Please read the PayPal Terms of Use in order to benefit from this merchant protection.

17.2. Transmitting order details

The Merchant can transmit the shopping cart content in his or her payment request in order to display it on PayPal payment pages.

The information below is necessary for benefiting from merchant protection provided by PayPal.

This information can be found in the transaction details in the Expert Back Office (**Shopping cart** tab).

1. Use optional fields according to your requirements. These fields will be returned in the response and will include the value transmitted in the form.

Field name	Description	Format	Value
vads_order_id	Order ID	ans..64	E.g.: 2-XQ001
vads_order_info	Complementary order info	an..255	E.g.: Door phone code 3125
vads_order_info2	Complementary order info	an..255	E.g.: No elevator
vads_order_info3	Complementary order info	an..255	E.g.: Express
vads_nb_products	Number of items in the cart	n..12	E.g.: 2
vads_product_labelN	Item name. N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).	ans..255	E.g.: vads_product_label0 = "tee-shirt" vads_product_label1 = "Biscuit" vads_product_label2 = "sandwich"
vads_product_amountN	Item amount. N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).	n..12	E.g.: vads_product_amount0 = "1200" vads_product_amount1 = "800" vads_product_amount2 = "950"
vads_product_typeN	Item type. N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).	enum	E.g.: vads_product_type0 = "CLOTHING_AND_ACCESSORIES" vads_product_type1 = "FOOD_AND_GROCERY" vads_product_type2 = "FOOD_AND_GROCERY"
vads_product_refN	Item reference. N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).	an..64	E.g.: vads_product_ref0 = "CAA-25-006" vads_product_ref1 = "FAG-B5-112" vads_product_ref2 = "FAG-S9-650"
vads_product_qtyN	Quantity of items. N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).	n..12	E.g.: vads_product_qty0 = "1" vads_product_qty1 = "2" vads_product_qty2 = "2"
vads_shipping_amount	Shipping fee amount	n..12	
vads_tax_amount	Tax amount for the entire order	n..12	
vads_insurance_amount	Insurance amount for the entire order	n..12	

2. Populate the **vads_nb_products** field with the number of items contained in the cart.

Note:

This field becomes mandatory for the shopping cart to be taken into account.

*When it is populated, the **Shopping cart** tab becomes available in the transaction details in the Expert Back Office.*

*However, if the other fields that start with **vads_product_** are not populated, the tab will not include any information. For this reason, when populating the **vads_nb_products** field, it becomes mandatory to populate the other fields that start with **vads_product_**.*

3. Populate the **vads_product_amountN** field with the amount for the items in the cart, using the smallest currency unit.

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

4. Populate **vads_product_typeN** with the value corresponding to the item type.

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

Value	Description
FOOD_AND_GROCERY	Food and grocery
AUTOMOTIVE	Cars / Moto
ENTERTAINMENT	Entertainment / Culture
HOME_AND_GARDEN	Home and gardening
HOME_APPLIANCE	Household appliances
AUCTION_AND_GROUP_BUYING	Auctions and group purchasing
FLOWERS_AND_GIFTS	Flowers and presents
COMPUTER_AND_SOFTWARE	Computers and software
HEALTH_AND_BEAUTY	Health and beauty
SERVICE_FOR_INDIVIDUAL	Services for individuals
SERVICE_FOR_BUSINESS	Services for companies
SPORTS	Sports
CLOTHING_AND_ACCESSORIES	Clothes and accessories
TRAVEL	Travel
HOME_AUDIO_PHOTO_VIDEO	Sound, image and video
TELEPHONY	Telephony

5. Populate **vads_product_labelN** with the name of each item contained in the cart.

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

6. Populate **vads_product_qtyN** with the quantity of each item contained in the cart.

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

7. Populate **vads_product_refN** with the reference of each item contained in the cart.

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

8. Populate the **vads_shipping_amount** field with the amount of the shipping fees for the entire order.

The amount is expressed in the smallest currency unit. E.g.: 3000 for 30,00 EUR.

9. Populate the **vads_tax_amount** field with the tax amount for the entire order.

The amount is expressed in the smallest currency unit. E.g.: 3000 for 30,00 EUR.

10. Populate the **vads_insurance_amount** field with the insurance amount for the entire order.

The amount is expressed in the smallest currency unit. E.g.: 3000 for 30,00 EUR.

11. Check the value of the **vads_amount** field. It must correspond to the total amount of the order.

Note:

The used equation is:

$$\text{Sum} (\text{vads_product_qty}(N) \times \text{vads_product_amount}(N)) + \text{vads_shipping_amount} + \text{vads_tax_amount} + \text{vads_insurance_amount} = \text{vads_amount}$$

*If the value specified in the **vads_amount** field is incorrect, your payment form is rejected due to an amount error.*

Example of the payment form with cart description:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="12500" />
<input type="hidden" name="vads_capture_delay" value="0" />
<input type="hidden" name="vads_ctx_mode" value="PRODUCTION" />
<input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_insurance amount" value="500" />
<input type="hidden" name="vads_nb_products" value="2"/>
<input type="hidden" name="vads_product_amount0" value="5000" />
<input type="hidden" name="vads_product_label0" value="produit1" />
<input type="hidden" name="vads_product_qty0" value="2" />
<input type="hidden" name="vads_product_ref0" value="ref1" />
<input type="hidden" name="vads_product_amount1" value="1000" />
<input type="hidden" name="vads_product_label1" value="produit2" />
<input type="hidden" name="vads_product_qty1" value="1" />
<input type="hidden" name="vads_product_ref1" value="ref2" />
<input type="hidden" name="vads_order_id" value="CD100000857" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_shipping_amount" value="500" />
<input type="hidden" name="vads_tax_amount" value="500" />
<input type="hidden" name="vads_trans_date" value="20191215145218" />
<input type="hidden" name="vads_trans_id" value="571381" />
<input type="hidden" name="vads_version" value="v2" />
<input type="hidden" name="signature" value="xYw1UnU3BACGhf3UEyqbQzpwuvZDEkCAWAE5fgbtfxI=" />
<input type="submit" name="pay" value="Pay"/></form>
```

17.3. Transmitting buyer details

The Merchant can specify the buyer's billing details (e-mail address, title, phone number, etc.). This information will be used to create the invoice.

All the data transmitted via the payment form can be viewed in the transaction details in the Expert Back Office (**Buyer** tab).

Use optional fields according to your requirements. *These fields will be returned in the response and will include the value transmitted in the form.*

Field name	Description	Format	Value
vads_cust_email	Buyer's e-mail address	ans..150	E.g.: abc@example.com
vads_cust_id	Buyer reference on the merchant website	an..63	E.g.: C2383333540
vads_cust_title	Buyer's title	an..63	E.g.: M.
vads_cust_status	Status	enum	PRIVATE: for a private individual COMPANY: for a company
vads_cust_first_name	First name	ans..63	E.g.: John
vads_cust_last_name	Name	ans..63	E.g.: Smith
vads_cust_legal_name	Buyer's legal name	an..100	E.g.: D. & Co
vads_cust_cell_phone	Cell phone number	an..32	E.g.: 06 12 34 56 78
vads_cust_address_number	Street number	ans..64	E.g.: 109
vads_cust_address	Postal address	ans..255	E.g.: Rue de l'innovation
vads_cust_address2	Second line of the address	ans..255	E.g.:
vads_cust_district	District	ans..127	E.g.: Downtown
vads_cust_zip	Zip code	an..64	E.g.: 31670
vads_cust_city	City	an..128	E.g.: Labège
vads_cust_state	State / Region	ans..127	E.g.: Occitanie
vads_cust_country	Country code in compliance with the ISO 3166 standard	a2	E.g.: "FR" for France, "PF" for French Polynesia, "NC" for New Caledonia, "US" for the United States

18. CHECKING FIELD CONSISTENCY

Your form contains the **vads_amount** field. This field corresponds to the total amount of the order.

In order to make sure your form is valid, the pay gateway checks the specified value.

The applied equation is:

vads_amount = Sum (vads_product_qty(N) x vads_product_amount(N)) + vads_shipping_amount + vads_tax_amount + vads_insurance_amount

If the value specified in the **vads_amount** field is incorrect, your payment form is rejected due to an amount error.

19. SENDING THE PAYMENT REQUEST

The buyer will be able to finalize his/her purchase once he/she is redirected to the payment page.

The buyer's browser must transmit the payment form data.

19.1. Redirecting the buyer to the payment page

The URL of the payment gateway is:

<https://secure.lyra.com/vads-payment/>

Example of parameters sent to the payment gateway:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="12500" />
<input type="hidden" name="vads_ctx_mode" value="TEST" />
<input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_cust_country" value="FR" />
<input type="hidden" name="vads_cust_email" value="me@example.com" />
<input type="hidden" name="vads_insurance amount" value="500" />
<input type="hidden" name="vads_nb_products" value="2"/>
<input type="hidden" name="vads_order_id" value="CMD012859" />
<input type="hidden" name="vads_page_action" value="PAYMENT"/>
<input type="hidden" name="vads_payment_cards" value="PAYPAL SB;PAYPAL" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_product_amount0" value="5000" />
<input type="hidden" name="vads_product_label0" value="product1" />
<input type="hidden" name="vads_product_qty0" value="2" />
<input type="hidden" name="vads_product_ref0" value="ref1" />
<input type="hidden" name="vads_product_amount1" value="1000" />
<input type="hidden" name="vads_product_label1" value="product2" />
<input type="hidden" name="vads_product_qty1" value="1" />
<input type="hidden" name="vads_product_ref1" value="ref2" />
<input type="hidden" name="vads_ship_to_first_name" value="Albert" />
<input type="hidden" name="vads_ship_to_last_name" value="Durant" />
<input type="hidden" name="vads_ship_to_phone_num" value="0556123456" />
<input type="hidden" name="vads_ship_to_state" value="Nouvelle aquitaine" />
<input type="hidden" name="vads_ship_to_street_number" value="2" />
<input type="hidden" name="vads_ship_to_street" value="Rue Sainte Catherine" />
<input type="hidden" name="vads_ship_to_zip" value="33000" />
<input type="hidden" name="vads_ship_to_city" value="Bordeaux" />
<input type="hidden" name="vads_ship_to_country" value="FR" />
<input type="hidden" name="vads_shipping_amount" value="500" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_trans_date" value="20190626101407" />
<input type="hidden" name="vads_trans_id" value="362812" />
<input type="hidden" name="vads_tax_amount" value="500" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="NM25DPLKEbtGEHCDHn8MBT4ki6aJI/ODaWhCzCnAfvy=" />
<input type="submit" name="pay" value="Pay"/>
</form>
```

19.2. Processing errors

If the payment gateway detects an error while receiving the form, an error message will appear and the buyer will not be able to proceed to the payment.

In TEST mode

The message indicates the source of the error and provides a link to the error code description to help you fix it.

In PRODUCTION mode

The message simply indicates to the buyer that a technical problem occurred.

In both cases the merchant receives a notification e-mail.

It contains:

- the source of the error,
- a link to possible causes to facilitate its analysis,
- all the fields of the form.

A description of the error codes with their possible causes is available on our website

<https://lyra.com/doc/en/collect/error-code/error-00.html>

20. ANALYZING THE PAYMENT RESULT

The analysis of the payment result is described in the *Hosted Payment Page Implementation Guide* available in our online documentation archive (<https://lyra.com/doc/en/>).

This document only describes the steps of processing data relative to the response of a payment made with PayPal.

20.1. Processing the response data

Here is an example of analysis to guide you through processing the response data.

1. Identify the order by retrieving the value of the **vads_order_id** field if you have transmitted it in the payment form.

Make sure that the order status has not been updated yet.

2. Retrieve the payment result transmitted in the **vads_trans_status** field.

Its value allows you to define the order status.

VALUE	DESCRIPTION
CAPTURED	Captured The merchant has requested the creation of an immediate payment. The transaction has been captured by the bank.
AUTHORISED	Waiting for capture The merchant has requested the creation of a deferred payment. The transaction has been captured by the bank.
REFUSED	Declined The transaction is refused. See the following chapter to obtain more information on the rejected payment.
WAITING_AUTHORISATION	Waiting for authorization The merchant has requested the creation of a payment deferred by more than 3 days.
AUTHORISED_TO_VALIDATE	To be validated and authorized The transaction, created with manual validation, is authorized. The merchant must manually validate the transaction in order for it to be captured. The transaction can be validated as long as the expiration date of the authorization request has not passed. If the authorization validity period has passed, the payment status changes to EXPIRED . The Expired status is final.
EXPIRED	Expired The expiry date of the authorization request has passed and the merchant has not validated the transaction. The account of the cardholder will, therefore, not be debited.
UNDER_VERIFICATION	Control in progress For PayPal transactions, this value means that PayPal withholds the transaction for suspected fraud. The payment will remain in the Transactions in progress tab until the verification process has been completed. The transaction will then take one of the following statuses: AUTHORISED or CANCELED . A notification will be sent to the merchant to warn them about the status change (Instant Payment Notification on batch change).

3. Retrieve the payment reference transmitted in the **vads_trans_id** field.

4. Retrieve the value of the **vads_trans_date** field to identify the payment date.

5. Retrieve the used amount and currency. To do this, retrieve the values of the following fields:

Field name	Description
vads_amount	Payment amount in the smallest currency unit.
vads_currency	Numeric code of the currency used for the payment.
vads_change_rate	Exchange rate used to calculate the effective payment amount (see vads_effective_amount).
vads_effective_amount	Payment amount in the currency used for the capture in the bank.
vads_effective_currency	Numeric code of the currency that will be used for the capture at the bank.

Table 1: Analysis of the payment amount and currency

6. Retrieve the used payment method by analyzing the **vads_card_brand** field.

7. Retrieve all the order, buyer and shipping details.

These details will be provided in the response only if they have been transmitted in the payment form.

Their values are identical to the ones submitted in the form.

8. Store the value of the **vads_authent_paypal_protection_eligibility** field to identify the protection type used for the transaction.

Three values are possible:

- **ELIGIBLE**
Merchant is protected by PayPal's Seller Protection Policy for unauthorized payments and Item Not Received.
- **PARTIALLY_ELIGIBLE**
Merchant is protected by PayPal's Seller Protection Policy for Item Not Received.
- **INELIGIBLE**
Merchant is not protected by PayPal's Seller Protection Policy for Item Not Received.

9. Proceed to order update.

20.2. Analyzing the result of the authorization request

The result of the authorization is specified in the **vads_auth_result** field.

This field is set to:

- **00** when the payment is successful,
- one of the values below when the payment is rejected:

Value	Description
0	Transaction accepted
10001	Internal error
10009	Transaction refused for one of the following reasons: <ul style="list-style-type: none"> • The partial refund amount must be less than or equal to the original transaction amount. • The partial refund must be the same currency as the original transaction. • This transaction has already been fully refunded. • You are over the time limit to perform a refund on this transaction (60 days).
10422	Customer must choose new funding sources. The customer must return to PayPal to select new funding sources.
10486	This transaction couldn't be completed. Please redirect your customer to PayPal.
13113	The Buyer cannot pay with PayPal for this transaction. Inform the buyer that PayPal declined the transaction and to contact PayPal Customer Service .

21. MANAGING YOUR PAYPAL TRANSACTIONS VIA THE EXPERT BACK OFFICE

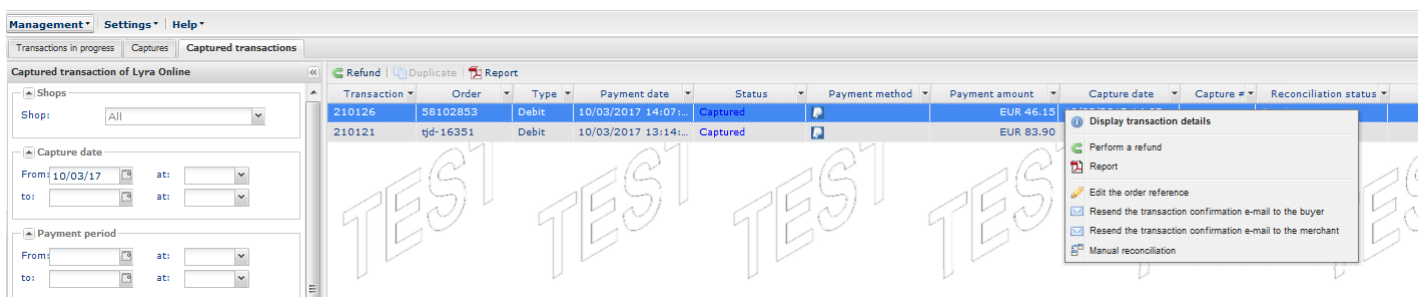
21.1. Viewing the details of a transaction

Transactions can be viewed in the Expert Back Office via the **Management > Transactions** menu.

Reminder: for immediate payments, the capture delay is equal to zero. This means that the funds are captured directly. Therefore, there is no authorization.

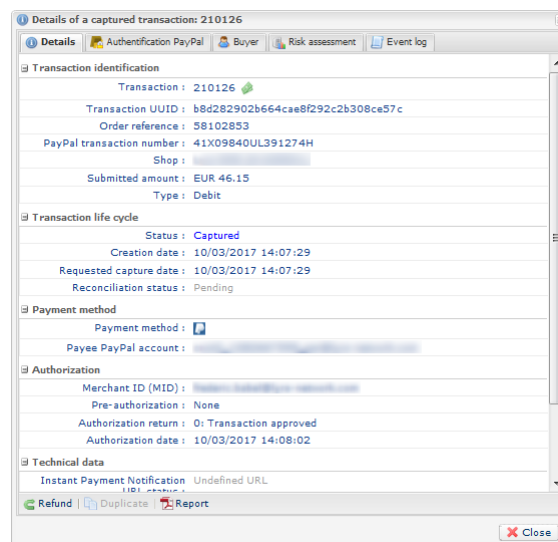
The PayPal transaction appears directly in the **Captured transactions** tab.

1. Select a PayPal transaction.
2. Rick click and select **Display transaction details**.



Transactions details are presented by tab.

The **Details** tab is displayed by default.



The details include:

- **The PayPal transaction number**
- **Transaction type**
Debit in case of a payment Credit in case of a refund
- **The transaction amount**
- **The PayPal account of the buyer who performed the payment**
- **The transaction status**

Captured status for an accepted immediate payment.

In some cases, PayPal retains a transaction because of suspected fraud.

The payment appears in the **Transactions in progress** tab with the status **Control in progress**.

Once PayPal completes its verification process, the payment will either be accepted or refused.

If you have correctly enabled and configured the Instant Payment Notification URL on batch change notification rule, you will be informed of the final result.

The **PayPal authentication** tab informs you if the transaction is eligible for merchant protection.

Three values are possible:

- **ELIGIBLE**

Merchant is protected by PayPal's Seller Protection Policy for unauthorized payments and Item Not Received.

- **PARTIALLY_ELIGIBLE**

Merchant is protected by PayPal's Seller Protection Policy for Item Not Received.

- **INELIGIBLE**

Merchant is not protected by PayPal's Seller Protection Policy for Item Not Received.

The tabs **Shopping cart**, **Buyer** and **Delivery** contain the data transmitted in your payment form.

21.2. Modifying a transaction

The **Modify** option is only available for transactions with the following statuses:

- To be validated
- To be validated and authorized
- Waiting for authorization
- Waiting for capture

In order to modify a transaction:

1. Right-click the transaction.
2. Select **Modify**.
3. Enter a new amount.

Unlike in the case of an immediate payment, as long as the transaction has not reached the presentation date, the merchant can modify the amount. The new amount must be lower than the initial amount.

4. Specify the presentation date.

The presentation date can be changed to an earlier or a later date.

- For transactions with **Waiting for capture** or **To be validated** status, the possible presentation range is 3 days. The authorization request valid for 3 days has already been made.
- For transactions with the **To be validated and authorized** or **Waiting for authorization** status, you can enter the presentation date of your choice.

It is also possible to validate a transaction with the **To be validated** or **To be validated and authorized** status by checking **Validate the transaction**.

5. Click **Validate**.

If you wish, you may view the transaction details to see the applied changes (right-click the edited transaction **Display transaction details**).

21.3. Validating a transaction

The validation mode is automatic for immediate payments.

As for deferred payments, the merchant has the possibility to choose between manual and automatic validation.

If the merchant has opted for manual validation (vads_validation_mode set to 1 in the payment form), they will have to subsequently validate the payment in their Expert Back Office.

In this case, the transaction status will be:

- **To be validated** if the initial capture delay is less than 3 days
- **To be validated and authorized** if the initial capture delay is more than 3 days

Validating a transaction with the status To be validated and authorized

This status appears when:

- The validation mode is manual
 - The initial capture delay is more than 3 days
1. Right-click a PayPal transaction with the **To be validated and authorized** status.
 2. Select **Validate**.
 3. Confirm the validation of the selected transaction.

After validation, the status of the payment with a capture delay that is more than 3 days will change to **Waiting for authorization**.

The authorization will be made three days before the initially scheduled presentation date.

Validating a transaction with the status To be validated

This status appears when:

- The validation mode is manual,
 - The initial capture delay is less than 3 days
1. Right-click on the PayPal transaction with the **To be validated** status.
 2. Select **Validate**.
 3. Confirm the validation of the selected transaction.

The status of the transaction with a capture delay that is less or equal to 3 days will change to **Waiting for capture**.

21.4. Canceling a transaction

The **Cancel** option is only available for the transactions that have not been captured.

1. Select a transaction with a right-click.
2. Select **Cancel**.
3. Confirm that you wish to definitively cancel the selected transaction.

The transaction status changes to **Canceled**.

Note

*It is possible to **cancel** several transactions at the same time.*

*All you need to do to is select all transactions. You can use the **Ctrl key** and **click** to make a multiple selection.*

*After the selection, you can click **Cancel** using right-click or via the menu bar and confirm your choice.*

*The transaction statuses will change to **Canceled**.*

21.5. Capturing an order in installments

When receiving an order for which one of the items is no longer available, the merchant can partially capture the order amount.

To use this option, the merchant must:

- Subscribe to the offer allowing to capture an order in installments via PayPal.
- Contact the payment gateway customer service to add this feature to their PayPal MID.

Here is an example that illustrates this case:

The merchant receives a payment of 100,00 EUR for 2 items:

- An item for 30,00 EUR that can be shipped and captured immediately.
- A 70,00 EUR item that is not available in stock but that the merchant is able to obtain, ship and capture afterwards.

The steps for carrying out these two captures are:

1. Right-click the transaction for which you want to make multiple captures.

2. Select **Cancel**.

This operation cancels the transaction.

However, thanks to the feature of the PayPal MID that allows to make multiple captures per order, the order will remain open.

3. Confirm the cancellation of the selected transaction.

4. Once again, right-click the transaction that now has the **Canceled** status.

5. Select **Duplicate**.

This operation duplicates the canceled transaction to specify an amount and a presentation date for the first item's capture. The amount is partial (30,00 EUR).

The dialog box **Duplication of the transaction** appears.

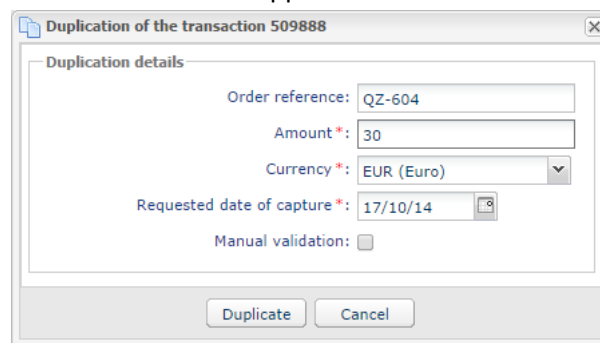


Figure 3: Duplicating a transaction

6. Enter the amount of the first item that you would like to capture (e.g. 30,00 EUR) and its presentation date.

7. Click **Duplicate**.

The transaction is duplicated. It refers to the amount of the first item in the order.

To proceed to capturing the second item:

8. Right-click the transaction with the **Canceled** status.

9. Select **Duplicate**.

The dialog box **Duplication of the transaction** appears.

10. Enter the amount that corresponds to the amount of the second item (e.g. 70,00 EUR) and its presentation date.

11. Click **Duplicate**.

The total amount of the initial transaction is captured (amount of item 1 + amount of item 2).

No other amounts can be captured for this transaction.

When partial captures appear in the **Captured transactions** tab with the **Captured** status, you must close the initial transaction.

If you do not close the transaction, the **Payment in progress** status will be indefinitely shown in your buyer's PayPal account.

However, if you close the order while some transactions linked to this order are still visible in the **Transactions in progress** tab, you will cancel these transactions.

Be careful and make sure to wait until all the payments linked to an order appear in the **Captured transactions** tab with a **Captured** status before closing the transaction.

12. Right-click the transaction with the **Canceled** status.

13. Select **Close**.

The initial transaction is closed. The order has been correctly captured in installments.

21.6. Partially capturing an order

When receiving an order for which one of the items is no longer available, the merchant can partially capture the order amount.

To use this option, the merchant must:

- Subscribe to the offer allowing to capture an order in installments via PayPal.
- Contact the payment gateway customer service to add this feature to their PayPal MID.

Here is an example that illustrates this case:

The merchant receives a payment of 100,00 EUR for 2 items:

- An item for 30,00 EUR that the merchant can immediately ship and capture.
- An item for 70,00 EUR that the merchant no longer possesses and that they will not be able to honor.

In this case, the steps are:

1. Right-click the transaction that you want to partially capture.

2. Select **Cancel**.

This operation cancels the transaction.

However, thanks to the feature of the PayPal MID that allows to make multiple captures per order, the order will remain open.

3. Confirm the cancellation of the selected transaction.

4. Once again, right-click the transaction that now has the **Canceled** status.

5. Select **Duplicate**.

This operation duplicates the canceled transaction to specify an amount and a presentation date for the first item's capture. The amount is partial (30,00 EUR).

The dialog box **Duplication of the transaction** appears.

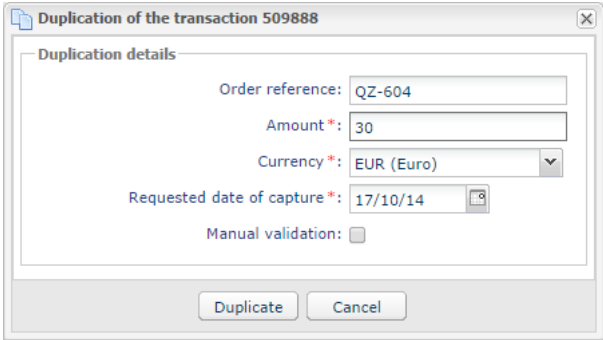


Figure 4: Duplicating a transaction

6. Enter the amount of the first item that you would like to capture (e.g. 30,00 EUR) and its presentation date.

7. Click **Duplicate**.

The transaction is duplicated. It refers to the amount of the first item in the order.

Once this partial capture is sent to PayPal and appears in the **Captured transactions** tab with a **Captured** status, you may close the order.

8. Right-click the transaction with the **Canceled** status.

9. Select **Close**.

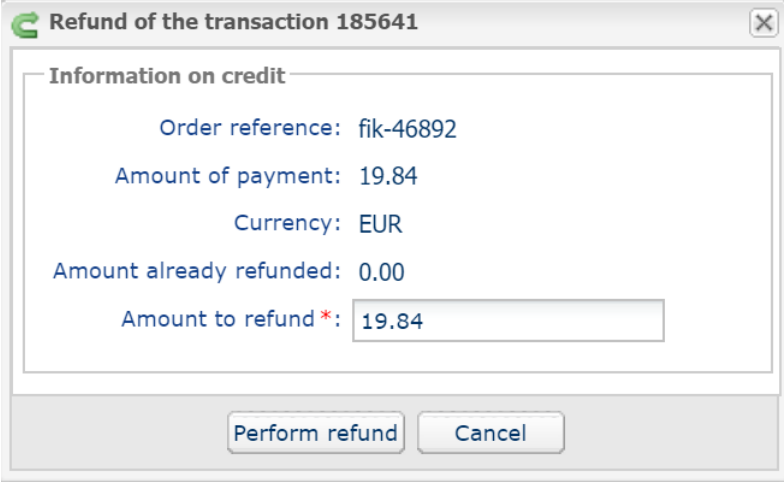
No other amounts can be captured for this transaction.

The buyer's account is only debited for the amount of the first item.

21.7. Refunding a captured transaction

Similarly to bank card transactions, it is possible to refund a part of the amount until its paid in full within the 60 days following the initial payment date.

1. Right-click a transaction.
2. Select **Perform a refund**.



Refund of the transaction 185641

Information on credit

Order reference: fik-46892

Amount of payment: 19.84

Currency: EUR

Amount already refunded: 0.00

Amount to refund *: 19.84

Perform refund Cancel

3. Enter the amount that you wish to refund.
4. Click **Perform a refund**.

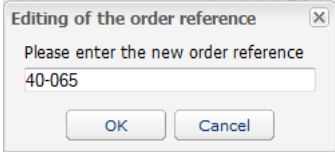
Details of this operation appear.

21.8. Editing the order reference

This operation allows the merchant to change the order reference.

To edit the order reference of a transaction:

1. Right-click the transaction.
2. Select **Edit the order reference**.



Editing of the order reference

Please enter the new order reference

40-065

OK Cancel

3. Enter the new order reference.
4. Click **OK**.

21.9. Resending transaction confirmation e-mail to the buyer

To resend the transaction confirmation e-mail to the buyer in case of non-receipt or correction of the e-mail address.

1. Look for the transaction.
2. Right-click the transaction.
3. Right-click the transaction and click **Resending transaction confirmation e-mail to the buyer**.
The dialog box for entering the e-mail address appears.
4. Enter the e-mail address.
5. Click **OK**.

21.10. Resending the transaction confirmation e-mail to the merchant

To resend the transaction confirmation e-mail to the merchant

1. Look for the transaction.
2. Right-click the transaction and click **Resending the transaction confirmation e-mail to the merchant**.
A confirmation message appears.
3. Click **OK**.

21.11. Manual reconciliation

This operation allows you to manually reconcile a merchant's payments from an account statement.

1. From the **Captured transactions** tab, look for the relevant transaction.
2. Right-click the transaction.
3. Select **Manual reconciliation**.
4. Click **Yes** to confirm the manual reconciliation of the selected transaction.
The **Comment** dialog box appears.
5. Enter a comment for this reconciliation.
6. Click **OK**.

The transaction status changes to **Reconciled**.