



**COLLECTING SOLUTION**

# **Adding the payment button for Sofort**

## **Implementation Guide**

Document version 1.3

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# 1. HISTORY OF THE DOCUMENT

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Version	Author	Date	Comment
1.3	Lyra Collect	11/2/2020	<ul style="list-style-type: none"><li>• Update of error codes in the <i>Processing errors</i> chapter.</li><li>• Update of the <i>Technical information</i> chapter.</li><li>• Update of the refund process.</li></ul>
1.2	Lyra Collect	1/24/2020	<ul style="list-style-type: none"><li>• Update of the CAPTURED status description.</li><li>• Update of additional information.</li><li>• Integration by iframe not supported.</li></ul>
1.1	Lyra Collect	9/30/2019	<ul style="list-style-type: none"><li>• Update of supported countries.</li><li>• Update of supported operations.</li></ul>
1.0	Lyra Collect	9/17/2019	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/fr/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. PRESENTATION

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Sofort is the most widespread payment method in Germany.

Based on wire transfer, it allows the buyer to be redirected to the secure payment site of his/her bank and thus to transfer the amount to pay to the merchant's account.

The merchant receives a real-time confirmation of payment, allowing him to ship the order more quickly.

Sofort Banking covers a large majority of Banks in several European countries, which makes it an essential payment method if you are willing to develop your business in Europe.



### Supported currencies

- EUR



### Supported countries

- Germany
- Belgium
- The Netherlands
- Austria
- Spain
- Italy



### Additional information

- Debit is immediate (no capture delay).
- Transaction validation is automatic (no manual validation).
- No capture file is sent to the acquirer.

## 4. TECHNICAL INFORMATION

Values of the vads_card_brand field	Supported currencies	Supported countries	Authorization validity period	Payment process
SOFORT_BANKING	EUR	AT;BE;DE;ES;IT;NL	0	Immediate capture

Sales channels	
e-commerce	✓
m-commerce	✗
MOTO payment	✗
Interactive Voice Server	✗
Payment order by e-mail/SMS	✓
Payment order by WhatsApp	✓

Operations with transactions	
Cancellation	✗
Refund	✓
Modification	✗
Validation	✗
Duplication	✗
Manual reconciliation	✓

Type of integration	
Redirection	✓
Iframe	✗
JavaScript Client	✗
Data collection form	✓
MarketPlace	✗
API Web Services	✗
Mobile SDK	✗
Back Office	✗
WhatsApp	✗

Payment type	
Immediate payment	✓
Deferred payment	✗
Payment in installments	✗
Payment by subscription	✗
Payment by file (token or batch)	✗
One-click payment	✗
Payment by wallet	✗

Miscellaneous	
Reporting	✓
Transaction settlement	✓
Chargeback settlement	✓
Extra payment attempts	✗

## 5. PREREQUISITES

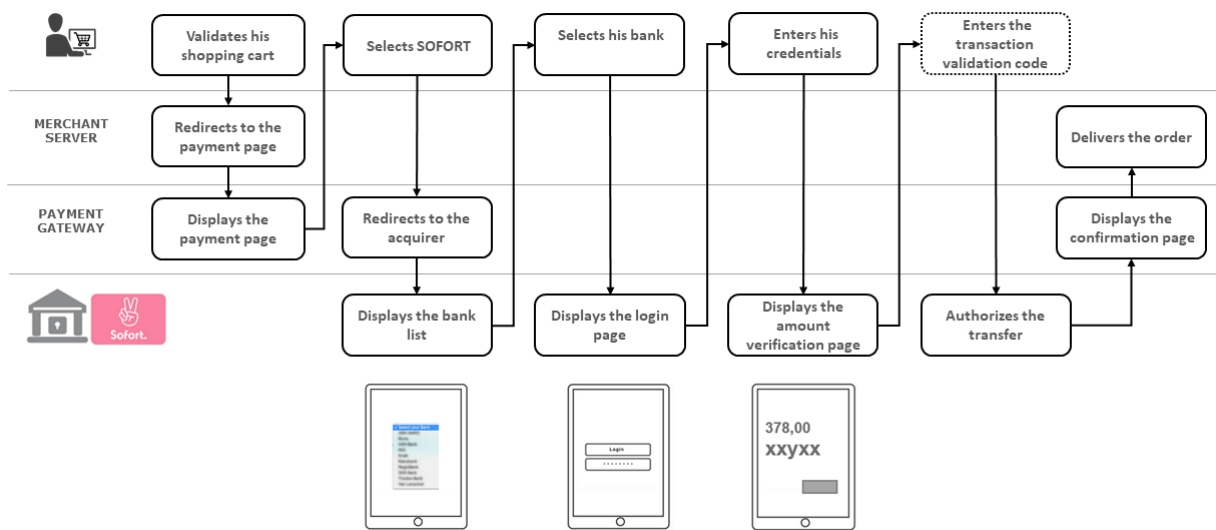
---

In order to enable the Sofort payment method:

1. Contact the Middle Office.
2. Fill out and send the **KYC** and **Merchant Registration Form**.
3. Once all the documents have been validated, the Sofort payment method will be enabled for your shop.

## 6. PAYMENT PROCESS

You will find below the payment flow of a payment via Sofort:



### Note:

If the mandatory fields have not been provided (see chapter **Creating a Sofort payment request**), another page is provided to the buyer to allow him or her to fill in their personal details.



## 7. TRANSACTION SETTLEMENT

---

Sofort transactions are supported by the following services:

- Visual transaction reconciliation
- Visual chargeback reconciliation
- Bank reconciliation report
- Chargeback reconciliation report

If you wish to enable or obtain more information on these services, contact the Middle Office.

## 8. ESTABLISHING INTERACTION WITH THE PAYMENT GATEWAY

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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).
- Via 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.

## 9. 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 sent to the merchant website, the merchant or the buyer.

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

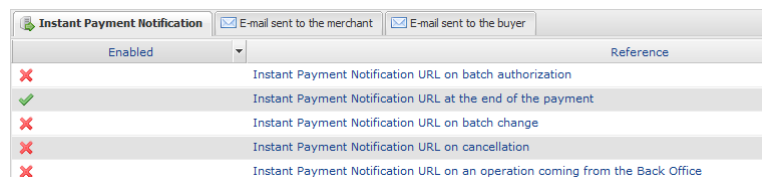
If the payment gateway is unable to access the URL of your page, an e-mail will be sent to the shop administrator.

It contains:

- The HTTP code of the encountered error
- Parts of error analysis
- Its consequences
- Instructions via the Expert Back Office to resend the request to the previously defined URL

To access notification rule management:

Go to the following menu: **Settings > Notification rules.**



Instant Payment Notification	E-mail sent to the merchant	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

### 9.1. Setting up the Instant Payment Notification

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

- Payment accepted
- Payment refused
- Payment waiting for authorization (file analysis is in progress)

**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 the payment.**
2. Select **Manage 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 API form format.
6. Save the changes.

## 9.2. Setting up a notification on batch change

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In some cases, the final payment result may not be available when the buyer returns to the merchant website.

The payment is then created with the **Waiting for authorization** status.

An automatic mechanism allows to retrieve the final status and update the transaction.

In order to be notified of the final status, you must enable the notification rule for batch modification:

1. Right-click **Instant Payment Notification URL on batch change**.
2. Select **Manage 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 API form format.
6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.
7. Save the changes.
8. Enable the rule by right-clicking **Instant Payment Notification URL on batch change** and select **Enable the rule**.

## 10. 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 be computed incorrectly and the form will be rejected.

- The **Pay** button to submit the 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"> <li>• a chain of characters (in this case it must be framed by double-quotes)</li> <li>• a number</li> <li>• an object</li> <li>• a table</li> <li>• a boolean</li> <li>• empty</li> </ul> <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"> <li>• a chain of characters</li> <li>• a boolean</li> <li>• a json object</li> <li>• an xml object</li> </ul> <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>

## 10.1. Creating a Sofort payment request

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

Field name	Description	Format	Value
<b>vads_payment_cards</b>	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"><li>• <b>SOFORT_BANKING</b> to directly call the Sofort payment button.</li><li>• <b>VISA;SOFORT_BANKING</b> to provide the choice between VISA and Sofort.</li></ul>
<b>vads_page_action</b>	Action to perform	enum	<b>PAYMENT</b>
<b>vads_amount</b>	Payment amount in the smallest currency unit (cents for euro).	n..12	E.g.: 3000 for 30,00 EUR
<b>vads_ctx_mode</b>	Defines the mode of interaction with the payment gateway.	enum	<b>TEST</b> or <b>PRODUCTION</b>
<b>vads_currency</b>	Numeric currency code to be used for the payment, in compliance with the ISO 4217 standard (numeric code).	n3	Possible value: <ul style="list-style-type: none"><li>• <b>978</b> (EUR)</li></ul>
<b>vads_action_mode</b>	Acquisition mode for payment method data	enum	<b>INTERACTIVE</b>
<b>vads_cust_email</b>	Buyer's e-mail address	ans..150	E.g.: abc@example.com
<b>vads_cust_country</b>	Country code in compliance with the ISO 3166 standard	a2	Possible values: <ul style="list-style-type: none"><li>• <b>AT</b></li><li>• <b>BE</b></li><li>• <b>DE</b></li><li>• <b>ES</b></li><li>• <b>IT</b></li><li>• <b>NL</b></li></ul>
<b>vads_cust_first_name</b>	First name	ans..63	E.g.: Laurent
<b>vads_cust_last_name</b>	Name	ans..63	E.g.: Durant
<b>vads_payment_config</b>	Payment type	enum	<b>SINGLE</b>
<b>vads_site_id</b>	Shop ID	n8	E.g.: 12345678
<b>vads_trans_date</b>	Date and time of the payment form in UTC format	n14	Respect the YYYYMMDDHHMMSS format E.g.: 20200101130025
<b>vads_trans_id</b>	Transaction number. <b>Warning: this field is not case sensitive.</b>	an6	E.g.: xrT15p
<b>vads_version</b>	Version of the exchange protocol with the payment gateway	enum	<b>V2</b>

2. Add optional fields depending on your requirements (see chapter **Using additional features** of the *Hosted Payment Page Implementation Guide* available on our website).

3. 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 on our website).

# 11. SENDING THE PAYMENT REQUEST

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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.

## 11.1. Redirecting the buyer to the payment page

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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="2990" />
<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="DE" />
<input type="hidden" name="vads_cust_email" value="me@example.com" />
<input type="hidden" name="vads_cust_first_name" value="John" />
<input type="hidden" name="vads_cust_last_name" value="Doe" />
<input type="hidden" name="vads_cust_phone" value="+33102030405" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_cards" value="SOFORT_BANKING" />
<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="20190710101407" />
<input type="hidden" name="vads_trans_id" value="362812" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="NM25DPLKEbtGEHCDHn8MBT4ki6aJI/ODaWhCzCnAfvY=" />
<input type="submit" name="pay" value="Pay" />
</form>
```

## 11.2. 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 has 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://docs.lyra.com/collect/error-code/error-00.html>



Error codes specific to the SOFORT\_BANKING payment method:

Code	Message	Description of the error
1010	UNAVAILABLE_PAYMENT_METHOD	The SOFORT_BANKING card type is not activated for your Merchant ID.
1012	CURRENCY_NOT_SUPPORTED	No card type supports the requested currency.
1019	LYRA_COLLECT_METHOD_NOT_AVAILABLE_IN_COUNTRY	No card type supports the requested country.
1019	LYRA_COLLECT_SOFORT_MIN_AMOUNT_NOT_REACHED	The transmitted amount is too low for a SOFORT payment.

## 12. 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://docs.lyra.com/fr/>).

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

### 12.1. 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
<b>CAPTURED</b>	<b>Captured</b> The transaction is accepted. It is visible in the Captured transactions tab. Debit is immediate (no capture file is sent to the acquirer).
<b>REFUSED</b>	<b>Declined</b> Transaction is declined. See the following chapter to obtain more information on the rejected payment.
<b>WAITING_AUTHORISATION</b>	<b>Waiting for authorization.</b> Waiting for the response from the acquirer.

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
<b>vads_amount</b>	Payment amount in the smallest currency unit.
<b>vads_currency</b>	Numeric code of the currency used for the payment.
<b>vads_change_rate</b>	Exchange rate used to calculate the effective payment amount (see <b>vads_effective_amount</b> ).
<b>vads_effective_amount</b>	Payment amount in the currency used for the capture in the bank.
<b>vads_effective_currency</b>	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. Proceed to order update.

## 12.2. Analyzing the result of the authorization request

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The result of the authorization is specified in the **vads\_auth\_result** field.

This field is set to:

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

Codes	Description	Comment
<b>1010</b>	Unknown error	
<b>1011</b>	Incorrect information	A non-exhaustive list of possible cases: <ul style="list-style-type: none"><li>• Invalid cardholder number</li><li>• Invalid CVV</li><li>• Invalid expiration date</li><li>• Invalid buyer country</li><li>• Invalid transaction currency</li></ul>
<b>1012</b>	Payment abandoned by the user	
<b>1013</b>	Expired	A non-exhaustive list of possible cases: <ul style="list-style-type: none"><li>• Expired session</li></ul>
<b>1014</b>	Technical error on the acquirer side	Contact the tech support.
<b>1016</b>	Canceled by the acquirer	A non-exhaustive list of possible cases: <ul style="list-style-type: none"><li>• Risk management module</li><li>• failed buyer authentication</li></ul>

## 13. MAKING A REFUND VIA THE LYRA COLLECT BACK OFFICE

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To initiate a refund request from your Lyra Collect Back Office:

1. Display the **Transactions** tab.

2. Select the transaction.

Click on the **Filters** icon () to search for the relevant transaction if it is not on the transactions list.

3. Display the **contextual menu**.

Click on the  icon.

4. Click the **Refund** button. The dialog box **Request a refund for this transaction** appears.

5. Enter the amount to be refunded. The amount to refund cannot be greater than the transaction initial amount.

6. Click on **OK** to save your request.

Once the request done, Lyra Collect checks if the payment account balance is sufficient to support the refund amount.

Once the request processed, the refund amount is deducted from the next fund transfer.