



COLLECTING SOLUTION

Notification center

Back Office user manual

Document version 1.2

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1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
1.2	Lyra Collect	1/14/2019	Updating Creating an advanced notification rule.
1.1	Lyra Collect	10/1/2018	Initial version

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2. GETTING IN TOUCH WITH TECHNICAL SUPPORT

Looking for help? Check our FAQ on our website

<https://lyra.com/doc/fr/collect/faq/sitemap.html>

For technical inquiries or support, you can reach us from Monday to Friday, between 9am and 6pm

by phone at:

0811900475

Service fee 0.06 € / mi
+ call charge

by e-mail:

support-ecommerce@lyra-collect.com

3. BACKGROUND INFORMATIONS

Each payment record successfully completed on the payment gateway can be notified to the buyer, whether the payment is initiated manually or via the payment page.

Others events as cancellations, validations, modifications, duplications may be the subject of sending automated messages.


You can customize these events (texts, languages and logo) from your Expert Back Office.


4. SETTING UP NOTIFICATIONS

The Expert Back Office allows to manage the events that will generate a the notification transfer to the merchant website and to configure the URL of the contact page.

The following diagrams illustrate the transaction status sent in the notification for each event.

The following caption is used for each event:

 Action required from the merchant - manual (Expert Back Office) or automatic (via Web Services)

 Action performed by the buyer

4.1. Notifications about the various statuses of an immediate payment

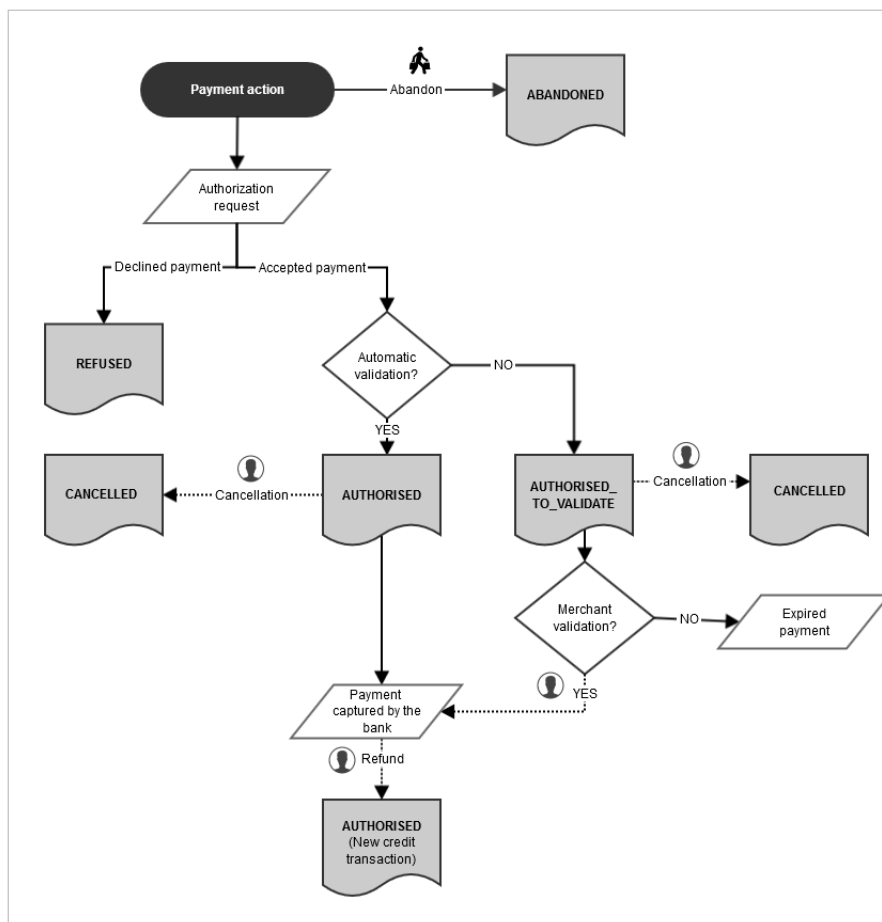


Figure 1: Flowchart - Immediate payment

Event	Notified status	Name of the rule to configure
Abandoned by the buyer	ABANDONED	Instant Payment Notification URL on cancellation
Cancellation by the merchant	CANCELLED	Instant Payment Notification URL on an operation coming from the Back Office
Response to the authorization request	AUTHORISED_TO_VALIDATE, AUTHORIZED, REFUSED	Instant Payment Notification URL at the end of payment

Table 1: Required notification rules for an immediate payment

4.2. Notifications of the different statuses for a deferred payment

Δ : authorization validity period

Event	Notified status	Name of the rule to configure
Abandoned by the buyer	ABANDONED	Instant Payment Notification URL on cancellation
Cancellation by the merchant	CANCELLED	Instant Payment Notification URL on an operation coming from the Back Office
Cancellation by the merchant	WAITING_AUTHORISATION	Instant Payment Notification URL on an operation coming from the Back Office
Response to the authorization request for (or information request about the CB network if the acquirer supports it)	REFUSED, WAITING_AUTHORISATION, WAITING_AUTHORISATION_TO_VALIDATE	Instant Payment Notification URL at the end of the payment
Response to the authorization request	AUTHORISED, REFUSED, AUTHORISED_TO_VALIDATE	Instant Payment Notification URL on batch authorization

Table 2: Notification rules to be activated for a deferred payment

4.3. Notifications about the various statuses of installments

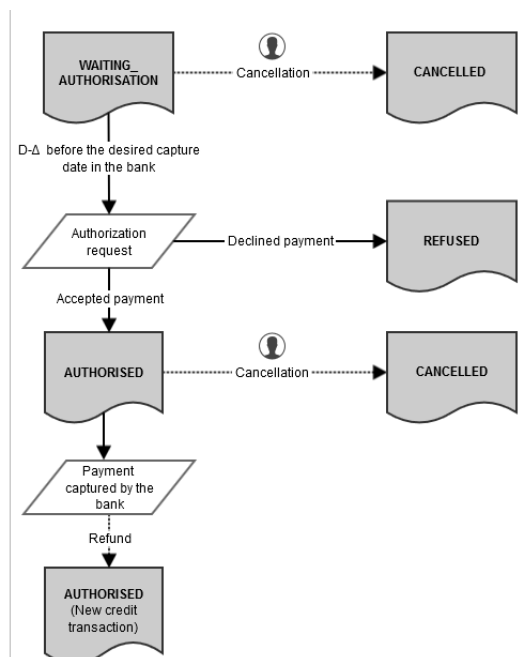


Figure 2: Flowchart - Installment due dates

Δ : authorization validity period

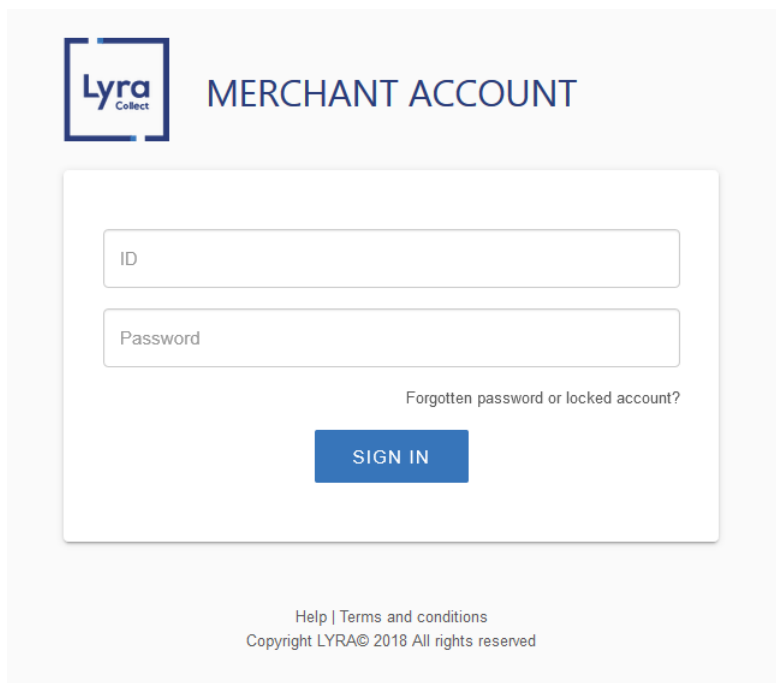
Event	Notified status	Name of the rule to configure
Cancellation by the merchant	CANCELLED	Instant Payment Notification URL on an operation coming from the Back Office
Response to the authorization request	AUTHORISED, REFUSED	Instant Payment Notification URL on batch authorization

Table 3: Required notification rules for the installments

5. SIGNING IN TO THE LYRA COLLECT BACK OFFICE

Your Back Office is accessible at the following URL address:

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



The screenshot shows the Lyra Collect Merchant Account login interface. At the top left is the Lyra Collect logo. To its right, the text 'MERCHANT ACCOUNT' is displayed. Below this, there is a white login box containing two input fields: 'ID' and 'Password'. Below the password field is a link that says 'Forgotten password or locked account?'. A blue 'SIGN IN' button is centered below the input fields. At the bottom of the page, there are links for 'Help | Terms and conditions' and a copyright notice: 'Copyright LYRA© 2018 All rights reserved'.

1. Enter your login.

2. Enter your password.

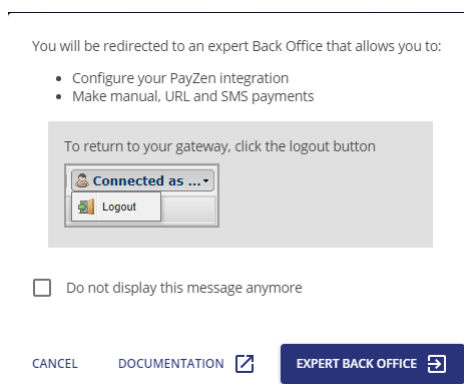
3. Click **Sign in**.

In case of a login and/or password entry error, the error message "*Invalid user name or password*" appears.

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

4. Click **Other actions**.

The following window appears:



The screenshot shows a window titled 'You will be redirected to an expert Back Office that allows you to:'. It lists two bullet points: 'Configure your PayZen integration' and 'Make manual, URL and SMS payments'. Below this, it says 'To return to your gateway, click the logout button'. There is a 'Connected as ...' dropdown menu and a 'Logout' button. At the bottom, there is a checkbox labeled 'Do not display this message anymore'. At the very bottom, there are three buttons: 'CANCEL', 'DOCUMENTATION' with an external link icon, and 'EXPERT BACK OFFICE' with an external link icon.

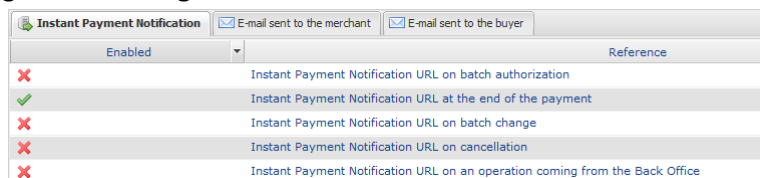
5. Click on **Expert Back Office** to access the expert Back Office

6. SETTING UP NOTIFICATIONS

Several types of notifications are provided in the Expert Back Office. They allow the configuration of the URL of the page to contact and the management of the events (payment abandoned by the buyer, payment canceled by the merchant, payment validated by the merchant, etc.) that will trigger a call to the merchant website.

To access notification rule management:

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



Enabled	Reference
✗	Instant Payment Notification URL on batch authorization
✓	Instant Payment Notification URL at the end of the payment
✗	Instant Payment Notification URL on batch change
✗	Instant Payment Notification URL on cancellation
✗	Instant Payment Notification URL on an operation coming from the Back Office

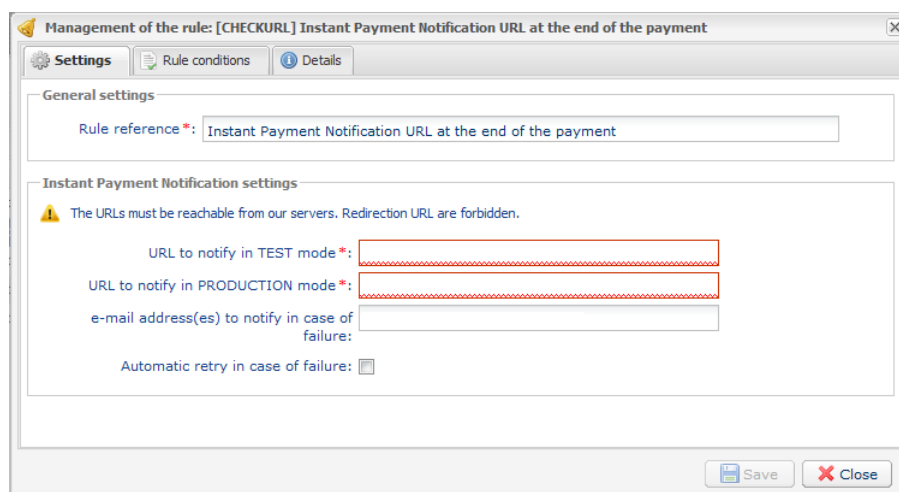
Figure 3: Notification rules

6.1. Setting up the Instant Payment Notification

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

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of payment.**
2. Select **Enable the rule.**
3. Right-click again **Instant Payment Notification URL at the end of payment.**
4. Select **Manage the rule.**
5. Enter the URL of your page in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode.**



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

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

For more information, see chapter **Activating the automatic retry** of the *Hosted Payment PageImplementation guide*.

9. Save the modifications.

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.

6.2. Setting up notifications of the final result of a deferred payment

This notification is required to communicate the result of a deferred payment:

- if the payment has been accepted.
- if the payment has been declined.

It allows for the merchant website to be notified of an authorization request.

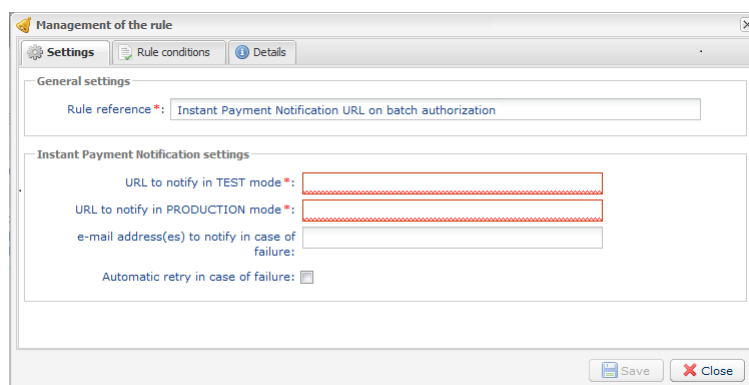
Example:

For a deferred payment with a capture delay of 60 days, the authorization request is not made at the moment of the payment. The merchant website will be contacted at the moment of the authorization request via the **Instant Payment Notification URL on batch authorization** rule.

This rule is **disabled by default**.

To set up this notification:

1. Right-click **Instant Payment Notification URL on batch authorization**.
2. Select **Manage the rule**.
3. Enter the URL of your page in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**.



The screenshot shows a window titled "Management of the rule" with three tabs: "Settings", "Rule conditions", and "Details". The "Settings" tab is active. Under "General settings", there is a text box for "Rule reference *" containing "Instant Payment Notification URL on batch authorization". Under "Instant Payment Notification settings", there are four fields: "URL to notify in TEST mode *", "URL to notify in PRODUCTION mode *", "e-mail address(es) to notify in case of failure:", and "Automatic retry in case of failure:" with a checkbox. At the bottom right, there are "Save" and "Close" buttons.

Figure 4: Setting up a notification on batch authorization

4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.

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

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

7. Save the modifications.

8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch authorization** and select **Enable the rule**.

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.

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

The payment gateway can systematically notify the merchant website:

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

The maximum length of a payment session is 10 minutes.

To set up this notification:

1. Right-click **Instant Payment Notification URL on cancellation**.
2. Select **Manage the rule**.
3. Enter the URL of your page in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**.
4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.
6. Set up the parameters for **Automatic retry in case of failure**.

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

7. Save the modifications.

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.

6.4. Instant Payment Notification URL on an operation coming from the Expert Back Office

The payment gateway can systematically notify the merchant website if the following operations are performed via the Expert Back Office:

- Payment accepted
- Payment declined
- Transaction modified by the merchant or the acquirer
- Transaction duplicated by the merchant
- Transaction refunded by the merchant
- Transaction canceled at the initiative of the merchant
- Transaction validated by the merchant

1. Right-click on **Instant Payment Notification URL on an operation coming from the Back Office**.

2. Select **Enable the rule**.

3. Right-click on **Instant Payment Notification URL on an operation coming from the Back Office** once again.

4. Select **Manage the rule**.

5. Enter the URL of your page in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**.

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

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

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

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

For more information, see chapter **Activating the automatic retry** of the *Hosted Payment Page Implementation guide*.

9. Save the modifications.

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

It contains:

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

6.5. Setting up a notification on batch change

The payment gateway can systematically notify the merchant website when a transaction with a **To be validated** status expires. The expiry triggers the notification. The **Expired** status is final.

It is recommended to enable this notification for PayPal transactions (Order mode) in order to be notified about the capture.

This rule is **disabled by default**.

To set up this notification:

1. Right-click **Instant Payment Notification URL on batch change**.
2. Select **Manage the rule**.
3. Enter the URL of your page into **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode**.
4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.
6. Set up the parameters for **Automatic retry in case of failure**.
This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).
7. Save the modifications.
8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch change** and select **Enable the rule**.

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

It contains:

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

7. CONFIGURING E-MAILS SENT TO THE MERCHANT

By default, the payment gateway can notify the merchant in the following cases:

- Confirmation e-mail of payment.
- Deferred payment rejection e-mail
- Buyer registration confirmation e-mail
- Refusal e-mail for deferred payment
- Confirmation e-mail of recurring payment
- Key regeneration e-mail

To configure these e-mails:

1. From the Expert Back Office, go to the following menu: **Settings > Notification rules**.
2. Select the tab **E-mail sent to the merchant**.
3. Right click the label of an e-mail and select **Enable the rule**.
4. Right click the label of an e-mail with an enabled rule and select **Manage the rule**.
5. Customize the label of the rule and the address to be notified.
6. To customize the e-mail content
 - a. Click on **General Settings** to specify the e-mail address to notify
 - b. Click on **Buyer e-mail settings** to view the "default text" of the e-mail.
 - c. Select the tab corresponding to the language of the e-mail that you wish to customize.
 - d. Click on **Customize some default text values**.
 - e. Modify the text of the e-mail.
 - f. Click on **Fields to include** to display the list of fields available for e-mail customization.
 - g. Select the fields that you wish to include into the e-mail. A detailed summary of the request processing will be added to the contents of the e-mail.

Note:

*To preview the applied changes, click on **Preview the e-mail** at the bottom of the dialog box.*

7. In order to modify the events that trigger the notification:
 - a. Click **Rule conditions**

A condition is composed of a variable, a comparison operator and a reference value.
Example: "mode = TEST", "amount exceeding 1000". During the execution of a rule, the value of a variable is retrieved and compared to the reference value.
 - b. Double-click on an existing condition to modify it.
 - c. Click **Add** to create a new condition.

All the conditions must be validated for the rule to be executed.
8. Click **Save**.

8. CONFIGURING E-MAILS SENT TO THE BUYER.

The Expert Back Office offers the possibility to the merchant to configure e-mails sent to the buyer:

- Confirmation e-mail of recurring payment.
- Confirmation e-mail of payment.
- Token creation and/or update confirmation e-mail.

To configure these e-mails:

1. From the Expert Back Office, go to the following menu: **Settings > Notification rules**.
2. Select the **E-mail sent to the buyer** tab.
3. Right click the label of an e-mail and select **Enable the rule**.
4. Right click the label of an e-mail with an enabled rule and select **Manage the rule**.
5. Customize the label of the rule and the address to be notified.
6. To customize the e-mail content:
 - a. Click on **Buyer e-mail settings** to view the "default text" of the e-mail provided for all the merchants using the payment gateway.
 - b. Select the tab corresponding to the language that you wish to customize.
 - c. Click on **Customize some default text values**.
 - d. Modify the text of the e-mail.
 - e. Click on **Fields to include** to display the list of fields available for e-mail customization.
 - f. Select the fields that you wish to include into the e-mail. A detailed summary of the request processing will be added to the contents of the e-mail.
7. In order to modify the events that trigger the notification:
 - a. Click **Rule conditions**

A condition is composed of a variable, a comparison operator and a reference value.
Example: "mode = TEST", "amount exceeding 1000". During the execution of a rule, the value of a variable is retrieved and compared to the reference value.
 - b. Double-click on an existing condition to modify it.
 - c. Click **Add** to create a new condition.

All the conditions must be validated for the rule to be executed.
8. Click **Save**.

9. MANUAL NOTIFICATION RETRY

This option allows to manually retry the Instant Payment notification from the Expert Back Office when a transaction is in error.

1. Via the Expert Back Office, search the transaction for which you wish to resend the notification.
2. Right-click on the transaction and select **Send the Instant Payment Notification**.

If your application becomes available once again, you will see a message confirming that the URL has been successfully executed

You can, in any case, view the result of your action in the event history of the transaction and possibly analyze error messages if the problem persists.

When the retry is done manually from the Expert Back Office, some information may be not stored in the database or are changes.

Examples of not available / not registered fields in the database:

- **vads_page_action**
- **vads_payment_config**
- **vads_action_mode**

Examples of fields sent with different values:

- **vads_url_check_src** set to **BO**.
- **vads_trans_status**. The transaction status following this operation may be different depending on its status at the moment when the URL is called (see chapter **Transaction lifecycle** of the Hosted Payment page Implementation Guide)
- **vads_hash** with a different value.
- **signature** with a different value.

10. ACTIVATING THE AUTOMATIC RETRY

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

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

The return codes are standardized by W3C in RFC 2616.

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

To activate the automatic retry:

1. From the Expert Back Office, go to the following menu: **Settings > Notification rules**.
2. Right click one of the displayed notification rules.
3. Select **Manage the rule**.

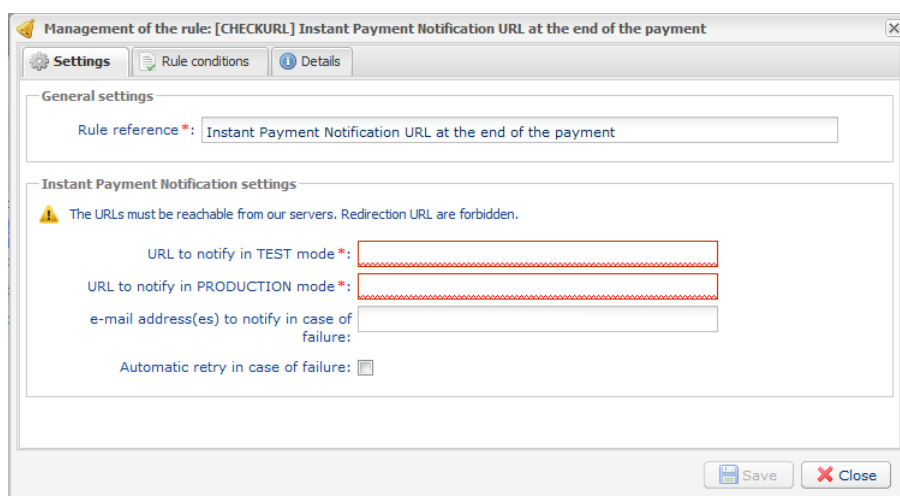


Figure 5: Instant Payment Notification URL at the end of the payment

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

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

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

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

The subject of the e-mail sent in such case contains the number corresponding to the notification retry attempt. It is presented as `attempt #` followed by the attempt number.

Example of an e-mail subject following a first notification failure at the end of payment:

```
[MODE TEST] My Shop - Tr. réf. 067925 / FAILURE during the call to your IPN URL  
[unsuccessful attempt #1]
```

Example of an e-mail subject following a second failure:

```
[MODE TEST] My Shop - Tr. réf. 067925 / FAILURE during the call to your IPN URL  
[unsuccessful attempt #2]
```

Example of an e-mail subject following a third failure:

```
[MODE TEST] My Shop - Tr. réf. 067925 / FAILURE during the call to your IPN URL  
[unsuccessful attempt #3]
```

To notify the merchant website of the last notification attempt, the e-mail subject will contain the mention `attempt #last`.

Example of an e-mail subject following the last failure: :

```
[MODE TEST] My Shop - Tr. réf. 067925 / FAILURE during the call to your IPN URL  
[unsuccessful attempt #last]
```

Each e-mail will include the details of:

- The encountered problem,
- Parts of analysis depending on the error,
- Its consequences,
- Instructions from the Expert Back Office for resending the request to the URL specified in step 4.

Note:

After the fourth attempt, it is still possible to retry the IPN URL **manually** via the Expert Back Office..

Warning, during the automatic retry, any manual call to the IPN URL will affect the number of automatic attempts:

- a successful manual call will stop automatic retry
- a failed manual call will have no impact on the current automatic retry.

7. Save the modifications.

Note:

During the automatic retry, certain details are not stored in the database or are modified.

Examples of not available / not registered fields in the database:

- `vads_page_action`
- `vads_payment_config`
- `vads_action_mode`

Examples of fields sent with different values:

- `vads_url_check_src` set to **RETRY**
- `vads_trans_status`.

The transaction status following this operation may be different depending on its status at the moment when the URL is called.

- `vads_hash` populated differently with regard to the new values.
- `signature` populated differently with regard to the new values.

11. CREATING A CUSTOM NOTIFICATION RULE

It is possible to create custom notification rules.

An action will be triggered based on the desired event(s).

1. From your Expert Back Office, go to the following menu: **Settings > Notification rules.**
2. Click on the **Create a rule** button at the bottom left of the screen.
3. Select **Advanced notification.**

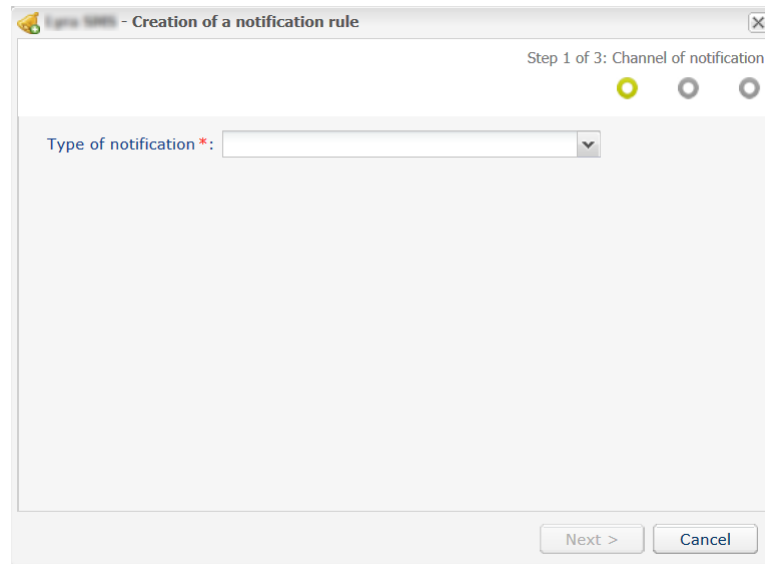


Figure 6: Creation of a notification rule wizard - step 1

11.1. Creating a notification of type: "Instant Payment Notification"

1. Select the notification type: **Instant Payment Notification.**
2. Click **Next.**
3. Select one or more **trigger events** from the proposed list:

Some events are available only if the corresponding options are activated.

Type of event	
Payment accepted <i>The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized".</i>	Payment declined <i>The rule is triggered when a transaction is created with one of the following statuses: "Refused", "Expired".</i>
Payment abandoned by the buyer <i>The rule is triggered when the buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.</i>	Pending payment waiting for a confirmation of the external platform <i>The rule is trigger when a transaction is created in a temporary status (FacilyPay, Sofort, PayPal).</i>
Transaction refunded by the merchant <i>The rule is triggered when the merchant performs a refund.</i>	Transaction canceled at the initiative of the merchant <i>The rule is triggered when the merchant performs a refund.</i>
Transaction declined during the automatic authorization process <i>The rule is triggered in case of declined authorization for a differed payment.</i>	Transaction authorized by automatic batch authorization <i>The rule is triggered in case of successful authorization for a differed payment.</i>
Transaction modified by the merchant or the acquirer	Transaction validated by the merchant

Type of event	
<i>The rule is triggered when the merchant or the acquirer modifies a transaction.</i>	<i>The rule is triggered when the merchant validates a transaction.</i>
New installment of a recurring payment <i>The rule is triggered when creating a new installment of a recurring payment.</i>	Transaction duplicated by the merchant <i>The rule is triggered when the merchant duplicates a refund.</i>
Token update <i>The rule is triggered when payment method details associated to the token are updated.</i>	Token creation <i>The rule is triggered when creating a token.</i>
SEPA direct debit pre-notification <i>The rule is triggered when the pre-notification e-mail is sent to the debtor.</i>	Creation of a recurring payment <i>The rule is triggered when creating a new recurring payment.</i>

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

- a. Click on the **Add** button.
- b. Select a **variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (Test allows to make test payments, Production allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: <ul style="list-style-type: none"> • Payment page • Resending of a notification from the Back Office • File process • Recurring payment • Automatic authorization process • Other automatic process • Back Office • Webservice • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of the payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: <ul style="list-style-type: none"> • Failed • Passed

- c. Select an **operator** among the proposed list.

The suggested operators are specific to the selected variable:

- equal to
- different to
- greater than
- greater than or equal to
- less than
- less than or equal to
- is on the list
- is not on the list

- d. Select or type a **value** (depending on the selected variable).

Example:

Variable	Operator	Value
Mode (Test/Prod)	equal to	Test
Amount (cents)	greater than	1000

Add Delete Cancel

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings** section, fill the fields:

- **Rule reference**
- **E-mail address to notify in case of failure**
- **Automatic retry in case of failure.**

7. In the **Instant Payment Notification URL of the API form V1, V2** section, fill the fields:

- **URL to notify in TEST mode**
- **RL to notify in PRODUCTION mode**

8. Click **Create**.

11.2. Creating a notification of type: "SMS sent to the merchant"

1. Select the notification type: **SMS sent to the merchant**

2. Click **Next**.

3. Select one or more **trigger events** from the proposed list:

Some events are available only if the corresponding options are activated.

Type of event	
Payment accepted <i>The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized".</i>	Payment declined <i>The rule is triggered when a transaction is created with one of the following statuses: "Refused", "Expired".</i>
Payment abandoned by the buyer <i>The rule is triggered when the buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.</i>	Pending payment waiting for a confirmation of the external platform <i>The rule is trigger when a transaction is created in a temporary status (FacilityPay, Sofort, PayPal).</i>
Transaction refunded by the merchant <i>The rule is triggered when the merchant performs a refund.</i>	Transaction canceled at the initiative of the merchant <i>The rule is triggered when the merchant performs a refund.</i>
Transaction declined during the automatic authorization process <i>The rule is triggered in case of declined authorization for a differed payment.</i>	Transaction authorized by automatic batch authorization <i>The rule is triggered in case of successful authorization for a differed payment.</i>
Transaction modified by the merchant or the acquirer <i>The rule is triggered when the merchant or the acquirer modifies a transaction.</i>	Transaction validated by the merchant <i>The rule is triggered when the merchant validates a transaction.</i>
New installment of a recurring payment <i>The rule is triggered when creating a new installment of a recurring payment.</i>	Transaction duplicated by the merchant <i>The rule is triggered when the merchant duplicates a refund.</i>
Token update	Token creation <i>The rule is triggered when creating a token.</i>

Type of event	
<i>The rule is triggered when payment method details associated to the token are updated.</i>	
SEPA direct debit pre-notification <i>The rule is triggered when the pre-notification e-mail is sent to the debtor.</i>	Creation of a recurring payment <i>The rule is triggered when creating a new recurring payment.</i>
Invalid payment form <i>The rule is fired as soon as a payment form is detected invalid by the payment gateway.</i>	Regeneration of the key <i>The rule is fired as soon as a granted user requests for the regeneration of a new production key.</i>
Capture sent to the acquirer <i>The rule is fired as soon as a capture file is sent to the bank for offsetting.</i>	

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

- a. Click on the **Add** button.
- b. Select a **variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (Test allows to make test payments, Production allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: <ul style="list-style-type: none"> • Payment page • Resending of a notification from the Back Office • File process • Recurring payment • Automatic authorization process • Other automatic process • Back Office • Webservice • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of the payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: <ul style="list-style-type: none"> • Failed • Passed

- c. Select an **operator** among the proposed list.

The suggested operators are specific to the selected variable:

- equal to
- different to
- greater than
- greater than or equal to
- less than
- less than or equal to
- is on the list
- is not on the list

- d. Select or type a **value** (depending on the selected variable).

Example:

Variable	Operator	Value
Mode (Test/Prod)	equal to	Test
Amount (cents)	greater than	1000

Add Delete Cancel

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.
6. In the **General settings** section, fill the fields:
 - **Rule reference**
 - **Phone to notify**
7. The **SMS settings** section allows to customize the message.
8. Click **Create**.

11.3. Creating a notification of type: "SMS sent to the buyer"

1. Select the notification type: **SMS sent to the buyer**
2. Click **Next**.
3. Select one or more **trigger events** from the proposed list:

Some events are available only if the corresponding options are activated.

Type of event	
Payment accepted <i>The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized".</i>	Payment declined <i>The rule is triggered when a transaction is created with one of the following statuses: "Refused", "Expired".</i>
Payment abandoned by the buyer <i>The rule is triggered when the buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.</i>	Pending payment waiting for a confirmation of the external platform <i>The rule is trigger when a transaction is created in a temporary status (FacilyPay, Sofort, PayPal).</i>
Transaction refunded by the merchant <i>The rule is triggered when the merchant performs a refund.</i>	Transaction canceled at the initiative of the merchant <i>The rule is triggered when the merchant performs a refund.</i>
Transaction declined during the automatic authorization process <i>The rule is triggered in case of declined authorization for a differed payment.</i>	Transaction authorized by automatic batch authorization <i>The rule is triggered in case of successful authorization for a differed payment.</i>
Transaction modified by the merchant or the acquirer <i>The rule is triggered when the merchant or the acquirer modifies a transaction.</i>	Transaction validated by the merchant <i>The rule is triggered when the merchant validates a transaction.</i>
New installment of a recurring payment <i>The rule is triggered when creating a new installment of a recurring payment.</i>	Transaction duplicated by the merchant <i>The rule is triggered when the merchant duplicates a refund.</i>
Token update <i>The rule is triggered when payment method details associated to the token are updated.</i>	Token creation <i>The rule is triggered when creating a token.</i>
SEPA direct debit pre-notification <i>The rule is triggered when the pre-notification e-mail is sent to the debtor.</i>	Creation of a recurring payment <i>The rule is triggered when creating a new recurring payment.</i>

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

- a. Click on the **Add** button.
- b. Select a **variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (Test allows to make test payments, Production allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: <ul style="list-style-type: none"> • Payment page • Resending of a notification from the Back Office • File process • Recurring payment • Automatic authorization process • Other automatic process • Back Office • Webservice • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of the payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: <ul style="list-style-type: none"> • Failed • Passed

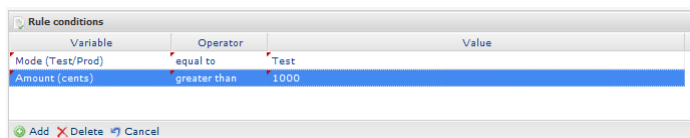
- c. Select an **operator** among the proposed list.

The suggested operators are specific to the selected variable:

- equal to
- different to
- greater than
- greater than or equal to
- less than
- less than or equal to
- is on the list
- is not on the list

- d. Select or type a **value** (depending on the selected variable).

Example:



During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings** section, fill the fields:

- **Rule reference**

7. The **Buyer SMS settings** section allows to customize the message sent to the buyer.

8. Click **Create**.

11.4. Creating a notification of type: "E-mail sent to the merchant"

1. Select the notification type: **E-mail sent to the merchant**

2. Click **Next**.

3. Select one or more **trigger events** from the proposed list:

Some events are available only if the corresponding options are activated.

Type of event	
Payment accepted <i>The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized".</i>	Payment declined <i>The rule is triggered when a transaction is created with one of the following statuses: "Refused", "Expired".</i>
Payment abandoned by the buyer <i>The rule is triggered when the buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.</i>	Pending payment waiting for a confirmation of the external platform <i>The rule is trigger when a transaction is created in a temporary status (FacilyPay, Sofort, PayPal).</i>
Transaction refunded by the merchant <i>The rule is triggered when the merchant performs a refund.</i>	Transaction canceled at the initiative of the merchant <i>The rule is triggered when the merchant performs a refund.</i>
Transaction declined during the automatic authorization process <i>The rule is triggered in case of declined authorization for a differed payment.</i>	Transaction authorized by automatic batch authorization <i>The rule is triggered in case of successful authorization for a differed payment.</i>
Transaction modified by the merchant or the acquirer <i>The rule is triggered when the merchant or the acquirer modifies a transaction.</i>	Transaction validated by the merchant <i>The rule is triggered when the merchant validates a transaction.</i>
New installment of a recurring payment <i>The rule is triggered when creating a new installment of a recurring payment.</i>	Transaction duplicated by the merchant <i>The rule is triggered when the merchant duplicates a refund.</i>
Token update <i>The rule is triggered when payment method details associated to the token are updated.</i>	Token creation <i>The rule is triggered when creating a token.</i>
SEPA direct debit pre-notification <i>The rule is triggered when the pre-notification e-mail is sent to the debtor.</i>	Creation of a recurring payment <i>The rule is triggered when creating a new recurring payment.</i>
Invalid payment form <i>The rule is fired as soon as a payment form is detected invalid by the payment gateway.</i>	Regeneration of the key <i>The rule is fired as soon as a granted user requests for the regeneration of a new production key.</i>
Capture sent to the acquirer <i>The rule is fired as soon as a capture file is sent to the bank for offsetting.</i>	

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

a. Click on the **Add** button.

b. Select a **variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).

Variable	Description
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (Test allows to make test payments, Production allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: <ul style="list-style-type: none"> • Payment page • Resending of a notification from the Back Office • File process • Recurring payment • Automatic authorization process • Other automatic process • Back Office • Webservice • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of the payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: <ul style="list-style-type: none"> • Failed • Passed

c. Select an **operator** among the proposed list.

The suggested operators are specific to the selected variable:

- equal to
- different to
- greater than
- greater than or equal to
- less than
- less than or equal to
- is on the list
- is not on the list

d. Select or type a **value** (depending on the selected variable).

Example:

Variable	Operator	Value
Mode (Test/Prod)	equal to	Test
Amount (cents)	greater than	1000

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings** section, fill the fields:

- **Rule reference**
- **E-mail address to notify**

7. The **E-mail settings** section allows to customize the message.

In addition to the message content, you can also choose the e-mail template to apply.

8. The **Fields to Include** section allows you to add information about the transaction in the email.

9. Click **Create**.

11.5. Creating a notification of type: "E-mail sent to the buyer"

1. Select the notification type: **E-mail sent to the buyer**

2. Click **Next**.

3. Select one or more **trigger events** from the proposed list:

Some events are available only if the corresponding options are activated.

Type of event	
Payment accepted <i>The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized".</i>	Payment declined <i>The rule is triggered when a transaction is created with one of the following statuses: "Refused", "Expired".</i>
Payment abandoned by the buyer <i>The rule is triggered when the buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.</i>	Pending payment waiting for a confirmation of the external platform <i>The rule is trigger when a transaction is created in a temporary status (FacilyPay, Sofort, PayPal).</i>
Transaction refunded by the merchant <i>The rule is triggered when the merchant performs a refund.</i>	Transaction canceled at the initiative of the merchant <i>The rule is triggered when the merchant performs a refund.</i>
Transaction declined during the automatic authorization process <i>The rule is triggered in case of declined authorization for a differed payment.</i>	Transaction authorized by automatic batch authorization <i>The rule is triggered in case of successful authorization for a differed payment.</i>
Transaction modified by the merchant or the acquirer <i>The rule is triggered when the merchant or the acquirer modifies a transaction.</i>	Transaction validated by the merchant <i>The rule is triggered when the merchant validates a transaction.</i>
New installment of a recurring payment <i>The rule is triggered when creating a new installment of a recurring payment.</i>	Transaction duplicated by the merchant <i>The rule is triggered when the merchant duplicates a refund.</i>
Token update <i>The rule is triggered when payment method details associated to the token are updated.</i>	Token creation <i>The rule is triggered when creating a token.</i>
SEPA direct debit pre-notification <i>The rule is triggered when the pre-notification e-mail is sent to the debtor.</i>	Creation of a recurring payment <i>The rule is triggered when creating a new recurring payment.</i>

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

- a. Click on the **Add** button.
- b. Select a **variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (Test allows to make test payments, Production allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: <ul style="list-style-type: none"> • Payment page • Resending of a notification from the Back Office • File process

Variable	Description
	<ul style="list-style-type: none"> Recurring payment Automatic authorization process Other automatic process Back Office Webservice Payment by IVR Automatic resending of a failed notification REST API
Installment payment	Allows to define a condition based on the type of the payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: <ul style="list-style-type: none"> Failed Passed

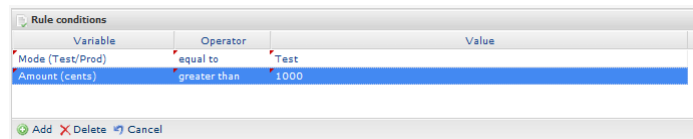
c. Select **an operator** among the proposed list.

The suggested operators are specific to the selected variable:

- equal to
- different to
- greater than
- greater than or equal to
- less than
- less than or equal to
- is on the list
- is not on the list

d. Select or type **a value** (depending on the selected variable).

Example:



During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings** section, fill the fields:

- **Rule reference**

7. The **E-mail settings** section allows to customize the message.

In addition to the message content, you can also choose the e-mail template to apply.

8. The **Fields to Include** section allows you to add information about the transaction in the email.

9. Click **Create**.