



COLLECTING SOLUTION

Payment orders

Back Office user manual

Document version 2.6

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1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
2.6	Lyra Collect	5/16/2019	Updating screenshots: taking into account shortened URLs
2.4	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

via your Expert Back Office:

(Menu: **Help** > **Contact support**)

3. DESCRIPTION

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

There are several ways of sending a payment order:

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

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

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

- generation of a payment proposal,
- payment transaction.

3.1. The "payment order by e-mail" service

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

- the creation of a payment order,
- the creation of a customizable e-mail, containing the link to the payment page,
- sending the e-mail to the buyer.

Two statuses allow you to follow the payment order lifecycle:

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

Possible values:

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

Possible values:

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

For more information, see the **Various possible statutes for a payment order on page 8** chapter.

3.2. The "manual submission of a payment URL" service

The **payment URL** service allows:

- the creation of a payment order,
- the generation of the payment URL, incorporated or not in a customizable message,

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

Two statuses allow you to follow the payment order lifecycle:

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

Possible values:

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

Possible values:

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

3.3. The "payment order by SMS" service

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

- the creation of a payment order,
- the creation of a customizable SMS, containing the link to the payment page,
- sending the SMS to the buyer.

Two statuses allow you to follow the payment order lifecycle:

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

Possible values:

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

Possible values:

- **In progress**: the order is being sent.
- **Sent**: the order has been successfully sent.

- **Failed:** the order could not be delivered.

3.4. "Payment by phone" service

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

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

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

Two statuses allow you to follow the payment order lifecycle:

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

Possible values:

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

Possible values:

- Waiting for a call
- Called
- Failed

3.5. "Payment transaction" service

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

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

The transaction is then visible via the Expert Back Office

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

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

3.6. Various possible statuses for a payment order

Note

When a payment order is executed, the order status changes to **Finalized**. A color code then indicates you the result:

- **green** : status **Finalized** by an accepted payment
- **red** : status **Finalized** by a declined payment

Lifecycle of a payment order by e-mail:

Action	Payment order	E-mail	Transaction	Capture
Payment order creation	In progress	In progress	Waiting for payment	-
Sending the SMS to the buyer	In progress	In progress	Waiting for payment	-
Payment validation by the buyer	Finalized	Sent	To be validated	-
Transaction validation (automatic or manual)	Finalized	Sent	Waiting for capture	-
Capture submission	Finalized	Sent	Captured	Captured
Validity end date exceeded	Expired	-	-	-

Lifecycle of a payment order by SMS:

Action	Payment order	SMS	Transaction	Capture
Payment order creation	In progress	In progress	Waiting for payment	-
Sending the SMS to the buyer	In progress	Sent	Waiting for payment	-
Payment validation by the buyer	Finalized	Sent	To be validated	-
Transaction validation (automatic or manual)	Finalized	Sent	Waiting for capture	-
Capture submission	Finalized	Sent	Captured	Captured
Validity end date exceeded	Expired	-	-	-

Lifecycle of a payment order when manually sending a payment URL:

Action	Payment order	URL	Transaction	Capture
Payment order creation	In progress	Manual submission	Waiting for payment	-
Sending the SMS to the buyer	In progress	Manual submission	Waiting for payment	-
Payment validation by the buyer	Finalized	Sent ¹	To be validated	-
Transaction validation (automatic or manual)	Finalized	Sent ¹	Waiting for capture	-
Capture submission	Finalized	Sent ¹	Captured	Captured
Validity end date exceeded	Expired	-	-	-

1. Manual action to be triggered by the merchant via the Expert Back Office

Lifecycle of a payment order by phone:

Action	Payment order	Phone	Transaction	Capture
Payment order creation	In progress	Waiting for a call	Waiting for payment	-
Sending the SMS to the buyer	In progress	Waiting for a call	Waiting for payment	-
Payment validation by the buyer	Finalized	Called	To be validated	-
Transaction validation (automatic or manual)	Finalized	-	Waiting for capture	-
Capture submission	Finalized	-	Captured	Captured
Validity end date exceeded	Expired	Failed	-	-

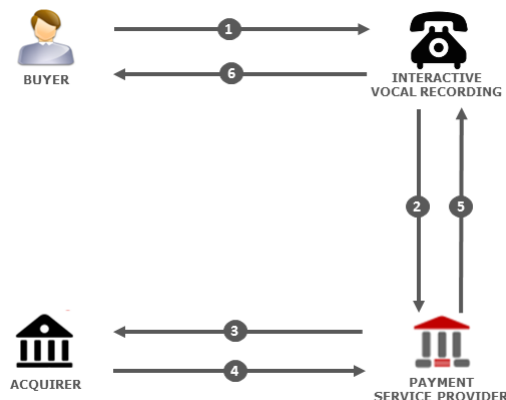
4. VIEWING THE PROCESS OF PAYMENT VIA A PAYMENT ORDER

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

5. VIEWING THE PROCESS OF PAYMENT BY PHONE VIA IVS

Note

For interested merchants, it is possible to receive the buyer by phone.



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

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

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

2. The Voice server transmits the details of the payment card to the payment gateway.
3. The payment gateway requests an authorization from the acquirer.
4. The acquirer returns a response.
5. The payment gateway creates the transaction and sends the payment result to the IVS.
6. The payment gateway communicates the payment result.

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

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

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

6. CREATING A PAYMENT ORDER VIA THE EXPERT BACK OFFICE

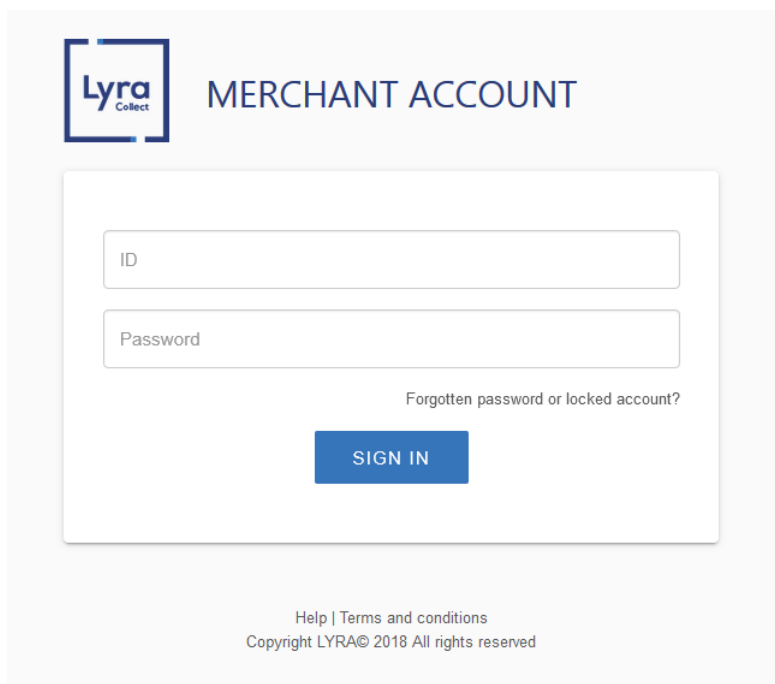
Creating a payment order is performed in three steps:

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

6.1. Signing in to the Lyra Collect Back Office

Sign in the Back Office:

<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 positioned below the link. At the bottom of the page, there is a footer with the text 'Help | Terms and conditions' and 'Copyright LYRA© 2018 All rights reserved'.

1. Enter your login.

2. Enter your password.

3. Click **Login**.

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

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


4. Click **Other actions**.

The following window appears:

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

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

To return to your gateway, click the logout button



Do not display this message anymore

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

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

6.2. Accessing the "payment order" service

To access the **Payment order** service:

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

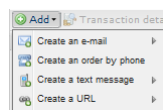
Note:

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

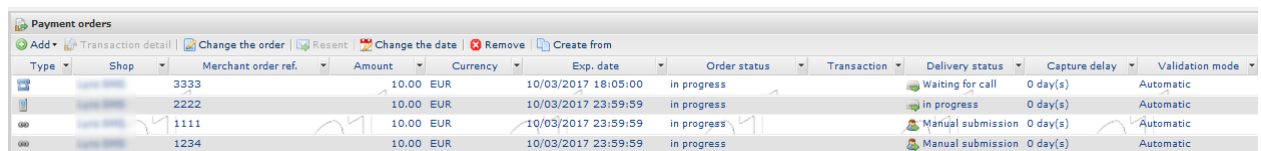
To perform test payment orders, select **TEST payment orders** via the **Management** menu.

User interface is made up of 2 parts:

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



- View the created payment orders



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

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

6.3. Creating a payment order by e-mail

Via the payment order details view:

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

Creation of an e-mail payment order for the [shop]

Order details

Reference: Amount*:

Validation*: Automatic Currency*:

Capture delay*: 0 day(s) Language*:

Exp. date*: 11/04/19 Template: Default English [Templates...](#)

Use the hosted payment page
 Deactivate 3D Secure

Message to be sent

To*:

Bcc:

Object*: Your payment order

Tahoma **B I U A A**

Message sent by %shop_name%

Dear customer,

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

In case of problems, or if this message is not correctly displayed, please contact %shop_contact%.

Access to online shop: %shop_url%.

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

- the order **Reference**
Order reference transmitted by the sender.
Note:
During the call to the IPN, this reference will be transmitted in the order number if the merchant has sent the request to the IPN to receive the payment notification.
- type of payment transaction **Validation**
Two possible values:
 - **Automatic** : no action is required, payments are captured once the payment capture delay has been reached.
 - **Manual** : the merchant must validate each payment via the Expert Back Office so that it is sent for capture before the desired capture date.
- the **Capture delay**
Delay (in days) before the payment is captured.
- the **Exp. date** of the payment order
- the **Amount** and the **Currency** of the transaction
- the **Language** of the e-mail payment order sent to the buyer (chosen from all the languages defined for the payment page)

- the text **template** (described further on in this document)
- the **Use Data collection form** box, if available (this feature depends on the offer)

By checking this "feature", the payment link contained in the e-mail will redirect the buyer to the hosted data entry form.

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

Note:

Fields marked with an asterisk (*) are required.

5. Enter in the Message to be sent group:

- the list of the recipients in the **To** field
E-mail address
Insert the ";" character for multi-recipients (up to 50 e-mails are possible).
- e-mail of the merchant in hidden copy, if selected
- e-mail of a recipient in hidden copy, if selected
- subject of the e-mail (can be customized)
- text of the e-mail

Several variables are provided for customizing the subject and the body/text of the e-mail. Some of them are optional, others are required.

Variables	Description	Required
%reference%	Corresponds to the Reference field specified in the Order details view.	No Note: The value of the variable is automatically resolved in the object and the text of the e-mail.
%amount%	Corresponds to the Amount field specified in the Order details view.	No Note: The value of the variable is automatically resolved in the object and the text of the e-mail.
%start_date%	Matches with the payment order creation date. Note: When editing a payment order, this variable is set to the creation date registered at the time of the creation This value cannot be edited.	No Note: The value of the variable is automatically resolved in the object and the text of the e-mail.
%end_date%	Corresponds to the Exp. date field specified in the Order details view.	No Note: The value of the variable is automatically resolved in the object and the text of the e-mail.
%shop_name%	Matches with the name of the sender. This variable is by default used in the message Message sent by %shop_name% . The displayed name is the shop name defined in the Settings tab (Shop settings via the Expert Back Office). The text of Message sent by can be customized.	No Note: The value of the variable is automatically resolved in the object and the text of the e-mail.
%url%	Link to perform the payment. The link specifies:	Yes Note:

Variables	Description	Required
	<ul style="list-style-type: none"> the amount the expiry date of the payment order <p>By clicking on the link, the payment page is displayed.</p>	If the %url% variable is not entered in the body of the e-mail, this link is automatically added at the end of the text.
%shop_contact%	<p>E-mail of the sender.</p> <p>This variable is by default used in the message "In case of problems, or if this message is not correctly displayed, please contact %shop_contact%"</p> <p>The e-mail address displayed is the "e-mail manager " registered during the shop registration.</p> <p>If the shop manager is not specified, the person in charge of the file will be specified as the sender.</p> <p>If you want to customize it, please contact the Middle Office</p> <p>The In case of problems, or if this message is not correctly displayed, please contact %shop_contact% text is customizable except the variable between percentages.</p>	<p>No</p> <p>Note: The value of the variable is automatically resolved in the object and the text of the e-mail.</p>
%shop_url%	<p>Corresponds to the merchant website URL.</p> <p>This variable is by default used in the message "Access to online shop : %shop_url%"</p> <p>The displayed URL is the link to return to the merchant website.</p> <p>The Access to online shop : %shop_url% text is customizable except the variable between percentages.</p>	<p>No</p> <p>Note: The value of the variable is automatically resolved in the object and the text of the e-mail.</p>

Table 1: Variables

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

```
To: Offer %reference% valid from %start_date% to %end_date% for %amount%
```

Result:

```
To: Offer 1234 valid from XX/XX/20XX to XX/XX/20XX for 100
```

6. Click on the button:

- Preview** to preview the e-mail to be sent.
- Send** to send the e-mail directly without previewing it.

Note:

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

- Close** to close the window without sending the e-mail.

Customizing templates

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

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

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

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

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

2. Click **Create**.

3. Customize:

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

4. Select the template language from the list.

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

6. Click **Save**.

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

Note:

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

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

*In this case, we recommend using **payment orders by URL** or **SOAP Web service API Payment order**.*

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

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

6.4. Creating a payment URL

Via the payment order details view:

1. Click on the **Add** button.

2. Select **Create a URL**.

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

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

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

Creation of a payment URL for the shop

Order details

Reference: 1234 Amount: 10

Validation: Automatic Currency: EUR (Euro)

Capture delay: 0 day(s) Language: English (United Kingdom)

Exp. date: 10/03/17

Deactivate 3D Secure

Message to be sent

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

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

Preview Send Close

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

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

Note:

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

- type of payment transaction **Validation**

Two possible values:

- **Automatic** : no action is required, payments are captured once the payment capture delay has been reached.
- **Manual** : the merchant must validate each payment via the Expert Back Office so that it is sent for capture before the desired capture date.
- the **Capture delay**
Delay (in days) before the payment is captured.
- the **Exp. date** of the payment order
- the **Amount** and the **Currency** of the transaction
- the **Language** for modifying the default text using the language of your choice.
- the **Use Data collection form** box, if available (this feature depends on the offer)
By checking this "feature", the payment link contained in the e-mail will redirect the buyer to the hosted data entry form.
The buyer will have to fill all required fields of the hosted form before to be redirect to the payment page.

Note:

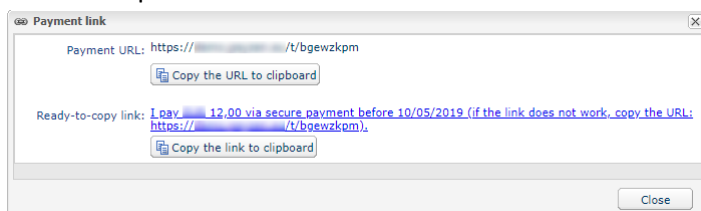
Fields marked with an asterisk () are required.*

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

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

6. Click on the button:

- **Preview** to generate a preview before submitting the message.
- **Send** to copy the URL to the clipboard.



The buyer can copy the URL alone or the URL and the text.

A message confirms that a copy has been made. All you have to do is paste the link to the medium of your choice for sending the message.

Note

*In some browsers the button **Copy to clipboard** may not work. In this case, you can select the body and copy-paste the message manually (Ctrl+C).*

- **Close** to close the window without sending the e-mail.

6.5. Creating a payment order by SMS

Via the payment order details view:

1. Click on the **Add** button.

2. Select **Create a text message**.

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

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

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

Creation of a payment SMS for the [shop]

Order details

Reference: 1234 Amount*: 10

Validation*: Automatic Currency*: EUR (Euro)

Capture delay*: 0 day(s) Language*: English (United Kingdom)

Exp. date*: 10/03/17

Buyer details

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

E-mail:

SMS to send

Number*: Number of available SMS: 3806

Cost (in number of SMS): 2

Dear customer, this is a payment order of %amount% valid until %end_date%. To confirm, please click on the link below : %url%

Preview Send Close

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

- the order **Reference**

Order reference transmitted by the sender.

Note:

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

- type of payment transaction **Validation**

Two possible values:

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

- the **Capture delay**

Delay (in days) before the payment is captured.

- the **Exp. date** of the payment order

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

- the **Language** of the e-mail payment order sent to the buyer (chosen from all the languages defined for the payment page)

- the text **template** (described further on in this document)

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

By checking this "feature", the payment link contained in the e-mail will redirect the buyer to the hosted data entry form.

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

Note:

Fields marked with an asterisk () are required.*

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

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

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

Several variables are provided for customizing the SMS.

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

Table 2: Variables

7. Click on the button:

- **Preview** to generate a preview before submitting the message.
- **Send** to send the SMS to its recipient.

Note:

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

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

- **Close** to close the window without sending the e-mail.

6.6. Creating a payment order by phone

Via the payment order details view:

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

Creation of a phone payment order for the shop

Order details

Reference*: Amount*:

Validation*: Automatic Currency*: EUR (Euro)

Capture delay*: 0 day(s) Exp. date*: 10/03/17 18:07:0

Buyer details

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

E-mail:

Create Close

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

- the order **Reference**

Order reference transmitted by the sender.

Note:

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

- type of payment transaction **Validation**

Two possible values:

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

- the **Capture delay**

Delay (in days) before the payment is captured.

- the **Exp. date** of the payment order
- the **Amount** and the **Currency** of the transaction
- the **Language** of the e-mail payment order sent to the buyer (chosen from all the languages defined for the payment page)
- the text **template** (described further on in this document)

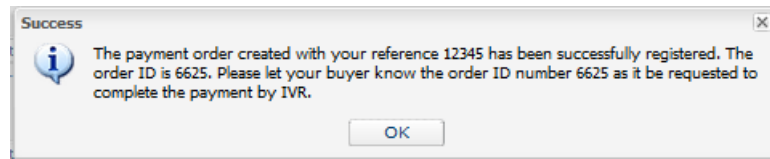
Note:

Fields marked with an asterisk () are required.*

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

6. Click **Create**.

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



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

7. VIEWING PAYMENT ORDER DETAILS

7.1. Viewing the order payment details

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

- general information

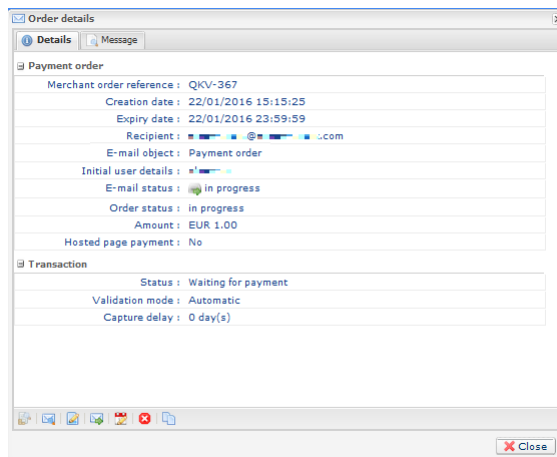


Figure 1: Details tab

- a reminder of the message sent to the buyer

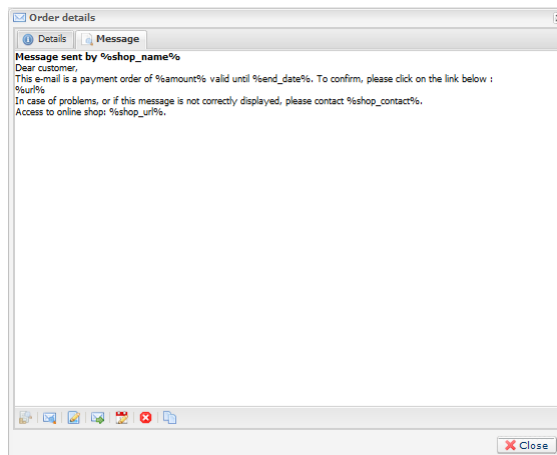


Figure 2: Message tab

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

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

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

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

7.2. Viewing the created payment order

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

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

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

- the payment order status

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

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

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

- the delivery status

When the payment order is created, its status is **In progress** and **Called** for orders by phone. Orders by URL maintain the **Manual submission** status until the merchant manually changes it to **Sent**.

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

Note:

The Expert Back Office updates the statuses every 15 minutes.

- Transaction number

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

Note:

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

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

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

The available columns are:

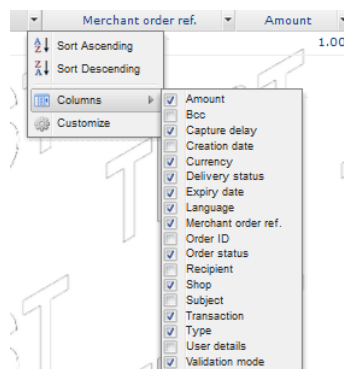


Figure 3: Columns customization

- Check or uncheck the desired columns.

Note:

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

8. MANAGING A PAYMENT ORDER

A certain number of features are available.

They are available via:

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

8.1. Authorized operations for a payment order positively finalized but not validated by the buyer

The available operations for a payment order positively finalized but not validated by the buyer (payment not completed) are the following:

- **Display order details**
The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.
- **Display the sent message.**
Display a preview of the message sent to the buyer.
Allows to view the call center number for the order by phone.
- **Change and resend the order.**
Allows to modify the initial payment order and resend it to the buyer.
The updated payment order will be resent by clicking the **Send** button.
Operation not available for a payment order by phone.
- **Resend the order**
Allows to resend the initially created payment order to the buyer.
Operation available only for a payment order by e-mail.
- **Change the validity date of the order**
Allows to modify the expiry date of the payment order.
Warning: the payment order is not automatically reissued.
- **Remove the order**
A payment order can be removed until the buyer has not accepted it and its status is **In progress**.
- **Create from the selected order**
Allows to create a new order based on this order. All the initial order data are included, except the reference.
Operation not available for a payment order by phone.

8.2. Authorized operations for a payment order positively finalized

The available operations for positively finalized payment order (accepted payment) are:

- **Display order details**
The details of a payment order are divided into 2 tabs. They present respectively: the general information and a reminder of the message sent to the buyer.
- **Display the sent message.**
Display a preview of the message sent to the buyer.
Allows to view the call center number for the order by phone.
- **See the transaction (only if the payment has been completed for this order)**
- **Remove the order**
A payment order can be removed until the buyer has not accepted it and its status is **In progress**.
- **Create from the selected order**
Allows to create a new order based on this order. All the initial order data are included, except the reference.
Operation not available for a payment order by phone.

8.3. Authorized operations for a payment order not finalized

The available operations for not finalized payment order (declined payment) are:

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

9. MANAGING A PAYMENT ORDER CREATED WITH MANUAL VALIDATION

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

To do this:

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

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

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

10. CREATING A PAYMENT ORDER VIA WEB SERVICES

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

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

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