



COLLECTING SOLUTION

Adding the payment button for PayPal

Implementation guide

Document version 3.6

Contents

1. HISTORY OF THE DOCUMENT.....	4
2. OBTAINING HELP.....	5
3. PRESENTATION.....	6
4. TECHNICAL DETAILS.....	7
5. IMMEDIATE PAYMENT.....	8
6. DEFERRED PAYMENT.....	9
7. PAYMENTS BY TOKEN AND RECURRING PAYMENTS.....	10
7.1. Requesting the activation of the “PayPal Reference Transaction” option.....	10
7.2. Making recurring payments.....	11
8. TRANSACTION SETTLEMENT.....	12
9. PREREQUISITES.....	13
9.1. Creating a professional PayPal account.....	13
9.2. Signing in to the Lyra Collect Back Office.....	13
9.3. Configuring your Expert Back Office for using PayPal.....	15
9.4. Managing authorizations.....	15
Authorization for single payments.....	15
Authorization for recurring payments.....	16
9.5. Associating a PayPal MID with a shop.....	16
10. BENEFITING FROM THE MERCHANT PROTECTION PROGRAM.....	17
11. VIEWING THE PROGRESS OF A PAYPAL PAYMENT ON THE PAYMENT PAGE.....	18
12. LEARN MORE ABOUT THE PAYMENT GUARANTEE WITH PAYPAL.....	19
13. ESTABLISHING INTERACTION WITH THE PAYMENT GATEWAY.....	20
14. SETTING UP NOTIFICATIONS.....	21
14.1. Setting up the Instant Payment Notification.....	21
14.2. Setting up a notification on batch authorization.....	22
14.3. Setting up a notification on batch change.....	23
15. GENERATING A PAYMENT FORM.....	24
15.1. Creating an immediate payment with PayPal.....	26
15.2. Creating a deferred payment with PayPal.....	27
15.3. Creating a payment by identifier / token.....	28
15.4. List of supported currencies.....	29
16. USING ADDITIONAL FEATURES.....	31
16.1. Transmitting shipping details.....	31
16.2. Transmitting order details.....	32
16.3. Transmitting buyer details.....	34
17. CHECKING FIELD CONSISTENCY.....	36
18. SENDING THE PAYMENT REQUEST.....	37
18.1. Redirecting the buyer to the payment page.....	37

18.2. Processing errors.....	37
19. ANALYZING THE PAYMENT RESULT.....	38
19.1. Processing the response data.....	38
19.2. Analyzing the result of the authorization request.....	39
20. MANAGING YOUR PAYPAL TRANSACTIONS VIA THE EXPERT BACK OFFICE.....	40
20.1. Viewing PayPal transactions in the Expert Back Office.....	40
20.2. Modifying a transaction.....	42
20.3. Validating a transaction.....	43
Validating a transaction with the "To be validated and authorized" status.....	43
Validating a transaction with the "To be validated" status.....	43
20.4. Cancel a transaction.....	44
20.5. Capturing the order in installments.....	45
20.6. Partially capturing an order.....	47
20.7. Refunding a captured transaction.....	49
20.8. Editing the order reference.....	49
20.9. Resending transaction confirmation e-mail to the buyer.....	50
20.10. Resending the transaction confirmation e-mail to the merchant.....	50
20.11. Reconciling a transaction manually.....	50

1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.6	Lyra Collect	20/11/2019	<ul style="list-style-type: none">• Merge of the documents for immediate PayPal payment and deferred PayPal payment.• Correction of an error concerning the vads_payment_cards field.• Addition of chapters related to the recurring payment.
3.5	Lyra Collect	01/10/2018	Initial version

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2. OBTAINING HELP

Looking for help? Please refer to the FAQ available on our website

<https://lyra.com/doc/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

and via your Expert Back Office, **Help > Contact support**

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number) .

3. PRESENTATION



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

Paying online with PayPal means paying without sharing financial information.

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



Supported currencies

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



Supported countries

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



Additional information

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

4. TECHNICAL DETAILS

Important information regarding the addition of this payment method:

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

5. IMMEDIATE PAYMENT

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

This mode does not support:

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

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

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

6. DEFERRED PAYMENT

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

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

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

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

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

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

An authorization is made on the payment day.

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

If the capture delay is greater than 3 days:

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

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

In order to be notified of the final result of the payment, the merchant must enable and configure the Instant Payment Notification URL on batch authorization (see chapter Establishing interaction with the payment gateway on page 20).

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

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

7. PAYMENTS BY TOKEN AND RECURRING PAYMENTS

Management of payments by token

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

Tokens allow to:

- Make fast and secure payments.
Avoid filling in bank details when making subsequent payments (1-click payment) for the buyer.
The bank details are stored by the gateway in a highly secure environment, in accordance with the PCI-DSS requirements. Only the token is transferred during the exchange.
- Make recurring payments (subscription).

The service also allows:

- To identify cards that are due to expire, in order to notify the merchant via a file containing the token of the expiring card.
- To update the bank details associated with a token via the the payment page, or manually via the Expert Back Office.
- To manage the update of other buyer details.

In compliance with the rules of security and protection of banking details implemented by PCI DSS, the payment method details are destroyed after 15 months of non-use of the associated token.

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

Recurring payment (subscription) management

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

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

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

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

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

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

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

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

7.2. Making recurring payments

There are two ways to make a recurring payment via PayPal:

1. Recurring payment, also called "subscription", "pre-approved payment" or "automatic payment" implemented by PayPal.

The buyer configures their account and PayPal takes care of the payment schedule and the recurring payments after having enabled the Requesting the activation of the "PayPal Reference Transaction" option on page 10.

2. Payment by ID implemented by the merchant in their Expert Back Office that is used for recurring payments via PayPal.

The payment gateway provides this second option which offers several advantages.

The merchant increases the buyer's loyalty by providing the possibility to associate an identifier with a payment method in view of facilitating future payments on the website.

There are several advantages to the token:

- fast and secure payments (1-click payment),
No need to enter bank details or sign in to a PayPal account in order to pay. Only the token is transferred during the exchange.
- possibility to make periodic or recurring payments,
The merchant manages the payment schedule and the recurring payments via the Expert Back Office.
Once a token has been created, it is possible to add one or several additional recurring payments that would use this token.

The payment form allows to make the following operations:

- create a token.
- create a token during a payment.
- create a token when creating a recurring payment.
- create a token when creating a recurring payment with a payment.
- update information associated with a token.
- use a token to perform a 1-click payment.
- use a token to create a new recurring payment.
- offer the possibility to create a token during a payment.
- update information associated with a token during a payment.

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

8. TRANSACTION SETTLEMENT

PayPal transactions are supported by the following services:

- Visual transaction settlement
- Bank settlement report

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

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

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

9. PREREQUISITES

For the merchant

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

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

For the buyer

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

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

9.1. Creating a professional PayPal account

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

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

You will have to create:

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

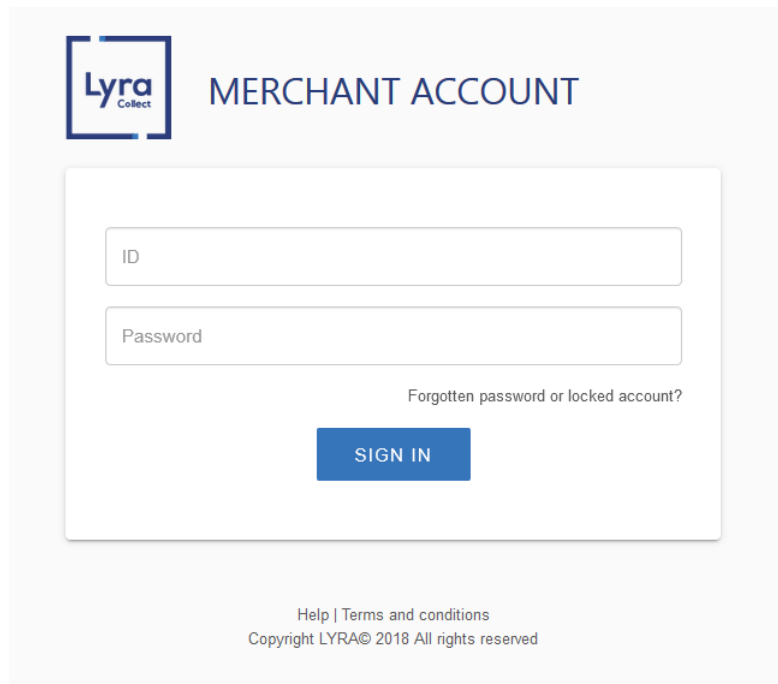
2. Select the PayPal profile that best suits your business needs.

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

9.2. Signing in to the Lyra Collect Back Office

Sign in the Back Office:

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



1. Enter your login.

2. Enter your password.

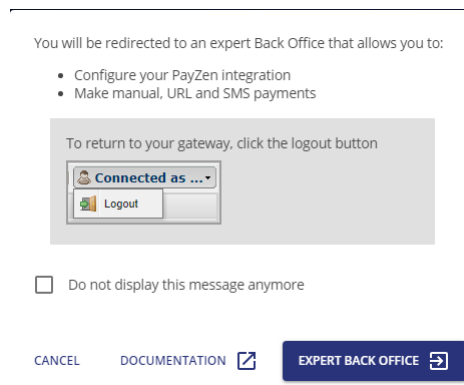
3. Click **Login**.

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

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

4. Click **Other actions**.

The following window appears:



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

9.3. Configuring your Expert Back Office for using PayPal

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

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

3. Select a PayPal Merchant ID type.

4. Enter your **PayPal ID**.

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

5. Select the currency.

One currency per MID.

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

6. Click **Next**.

7. Customize your payment constraints:

- Authorized refund
- Maximum refund
- Maximum gap

8. Click **Terminate**.

9.4. Managing authorizations

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

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

2. Select your PayPal MID.

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

Authorization for single payments

This step is mandatory.

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

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

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

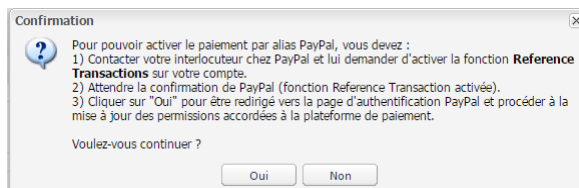
Follow the instructions to accept permissions.

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

Authorization for recurring payments

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

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



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

Sign in using your PayPal login and password.

Follow the instructions to accept permissions.

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

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

9.5. Associating a PayPal MID with a shop

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

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

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

2. Select your PayPal MID.

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

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

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

5. Click **Save**.

OR

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

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

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

4. Click **Save**.

10. BENEFITING FROM THE MERCHANT PROTECTION PROGRAM

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

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

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

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

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

The status of transaction's eligibility to merchant protection is also included in the transaction detail in your Expert Back Office (see chapter Viewing PayPal transactions in the Expert Back Office on page 40).

3. Be able to provide proof of deposit (in case of a tangible item) or proof of delivery (in case of an intangible item or service).
4. Have transmitted shipping details in the payment request (see chapter Transmitting shipping details on page 31).
5. Have transmitted shopping cart details in the payment request (see chapter Transmitting order details on page 32).
6. Ship the order to the shipping address specified in the transaction details.
Hand-delivery and shipping to another address are not covered by the protection.
7. Accept a single payment via a **PayPal** account.
Split payments or payments in installments are not covered by the protection.
8. Have the possibility to provide PayPal with all required information or documents.

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

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

11. VIEWING THE PROGRESS OF A PAYPAL PAYMENT ON THE PAYMENT PAGE

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

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

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

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

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

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

In case the transaction fails, a message appears. The buyer is informed of the payment request rejection.

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

12. LEARN MORE ABOUT THE PAYMENT GUARANTEE WITH PAYPAL

Payments are not guaranteed with PayPal.

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

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

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

13. ESTABLISHING INTERACTION WITH THE PAYMENT GATEWAY

The interaction with the payment gateway is described in the *Hosted Payment Page Implementation guide*, available on our website.

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

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

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

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

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

14. 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.

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

It contains:

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

To access notification rule management:

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

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

14.1. Setting up the Instant Payment Notification

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

In your Expert Back Office, you must set up a URL that will be systematically called after a payment. It will inform the merchant website of the payment result even if your client has not clicked on return to the shop.

This parameter is called Instant Payment Notification URL at the end of the payment.

To set up this notification:

1. Right-click the **Instant Payment Notification URL at the end of the payment** line.
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**.

Management of the rule: [CHECKURL] Instant Payment Notification URL at the end of the payment

Settings Rule conditions Details

General settings

Rule reference *: Instant Payment Notification URL at the end of the payment

Instant Payment Notification settings

⚠ The URLs must be reachable from our servers. Redirection URL are forbidden.

URL to notify in TEST mode *:

URL to notify in PRODUCTION mode *:

e-mail address(es) to notify in case of failure:

Automatic retry in case of failure:

Save Close

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).

For more information, see chapter **Activating the automatic retry**

7. Save the changes.

14.2. Setting up a notification on batch authorization

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

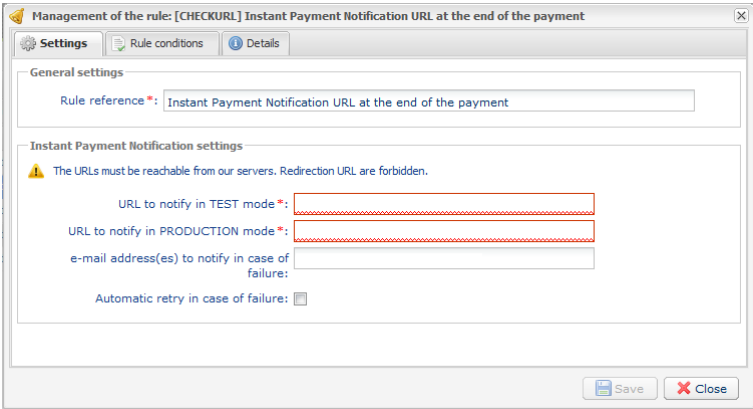
An automatic mechanism allows to retrieve the final status and update the transaction.

In order to be notified of the final status:

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 dialog box titled "Management of the rule: [CHECKURL] Instant Payment Notification URL at the end of the payment". It has three tabs: "Settings", "Rule conditions", and "Details". The "Settings" tab is active. Under "General settings", there is a "Rule reference" field containing "Instant Payment Notification URL at the end of the payment". Under "Instant Payment Notification settings", there is a warning icon and text: "The URLs must be reachable from our servers. Redirection URL are forbidden." Below this are three input fields: "URL to notify in TEST mode *:", "URL to notify in PRODUCTION mode *:", and "e-mail address(es) to notify in case of failure:". The "Automatic retry in case of failure:" checkbox is unchecked. At the bottom right, there are "Save" and "Close" buttons.

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

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

5. 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 the **Activating the automatic retry** chapter of the *Hosted Payment Page Implementation guide*.

6. Save the changes.

7. Once again, right-click **Instant Payment Notification URL on batch authorization**

8. Select **Enable the rule**.

14.3. Setting up a notification on batch change

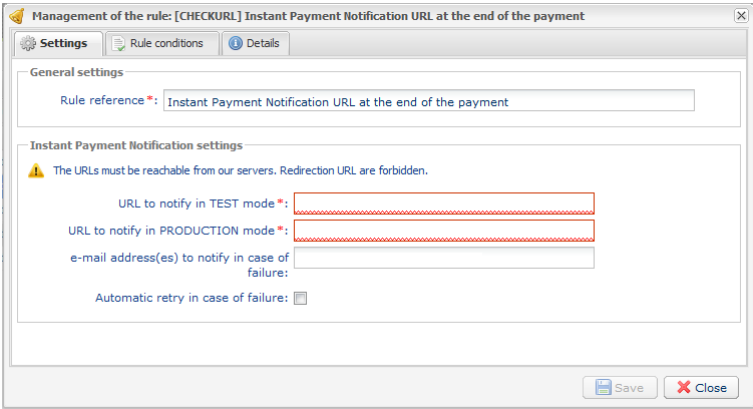
The payment gateway can notify the merchant website in the following cases:

- when a transaction expires (its status changes from To be validated to Expired),
- when the status of a transaction created with the Control in progress (**UNDER_VERIFICATION**) status changes.

This rule is **disabled by default**.

To configure this notification:

1. Right-click the **Instant Payment Notification URL on batch change** line.
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 dialog box titled "Management of the rule: [CHECKURL] Instant Payment Notification URL at the end of the payment". It has three tabs: "Settings", "Rule conditions", and "Details". The "Settings" tab is active. Under "General settings", there is a "Rule reference" field containing "Instant Payment Notification URL at the end of the payment". Under "Instant Payment Notification settings", there is a warning icon and text: "The URLs must be reachable from our servers. Redirection URL are forbidden." Below this are three input fields: "URL to notify in TEST mode *:", "URL to notify in PRODUCTION mode *:", and "e-mail address(es) to notify in case of failure:". The "Automatic retry in case of failure:" checkbox is unchecked. At the bottom right, there are "Save" and "Close" buttons.

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

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

5. 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 the **Activating the automatic retry** chapter of the *Hosted Payment Page Implementation guide*.

6. Save the changes.
7. Once again, right-click **Instant Payment Notification URL on batch change**
8. Select **Enable the rule**.

15. GENERATING A PAYMENT FORM

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

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

It contains:

The following technical elements:

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

Form data:

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

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

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

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

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

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

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

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


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

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

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

15.1. Creating an immediate payment with PayPal

In the immediate payment mode the buyer pays the total amount for the purchase at once.

The payment is captured by the bank on the same day.

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

Field name	Description	Value
vads_site_id	Shop ID	E.g.: 12345678
vads_ctx_mode	Operating mode	TEST or PRODUCTION
vads_trans_id	Transaction number	E.g.: 123456
vads_trans_date	Date and time of the payment form in UTC format	E.g.: 20140129130025
vads_amount	Payment amount in the smallest currency unit (cents for euro).	E.g.: 3000 for 30,00 EUR
vads_currency	Code of the currency used for the payment	E.g.: 978 for euro (EUR)
vads_action_mode	Card data acquisition mode	SILENT or INTERACTIVE
vads_page_action	Action to perform	PAYMENT
vads_version	Version of the exchange protocol	V2
vads_payment_config	Payment type	SINGLE
vads_payment_card	Payment method	PAYPAL
vads_capture_delay	Capture delay	0 or absent or empty
vads_validation_mode	Specifies the validation mode of the transaction (manually by the merchant, or automatically by the payment gateway).	0 or absent or empty

Table 1: Field list - Immediate payment

2. Set the **vads_payment_config** field to **SINGLE**.
3. Set the **vads_capture_delay** field to **0** or leave it **empty**. No other values should be transmitted. Otherwise, your form will be rejected.
4. Set the **vads_payment_card** field to **PAYPAL** if you wish to show only the PayPal payment method on your payment page.
If you wish to make test payments, set the **vads_payment_card** field to **PAYPAL_SB**.
5. Populate the **vads_currency** field with the code of the desired currency using the table below:

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

6. Set the **vads_validation_mode** field to **0** or leave it **empty**.

For immediate payments, validation must be automatic. Hence, regardless of the validation mode specified in your Expert Back Office or the value of the **vads_validation_mode** field, validation will be automatic. If you choose the manual validation mode, it will be ignored and the payment will be automatically validated.

7. Add optional fields according to your requirements (see chapter **Using additional features**).

8. Compute the value of the **signature** field using all the fields of your form that start with **vads_** (see chapter **Computing the signature**).

Example of a form for an immediate payment:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="3000" />
<input type="hidden" name="vads_capture_delay" value="0" />
<input type="hidden" name="vads_ctx_mode" value="TEST" />
<input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="91335531" />
<input type="hidden" name="vads_trans_date" value="20140526101407" />
<input type="hidden" name="vads_trans_id" value="239848" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="" />
<input type="submit" name="pay" value="Pay"/>
</form>
```

15.2. Creating a deferred payment with PayPal

A deferred payment is a payment with a delay between the purchase date of an item and its payment.

This delay before capture by PayPal can be defined in the payment form via the **vads_capture_delay** parameter.

In case of a deferred payment, the capture delay is strictly greater than 0. Similarly to payments by card, the results are different if the capture delay is greater than the authorization validity period. For PayPal payments, authorizations are valid for only three days (and not 6 days like for bank card payments).

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

An authorization is made on the payment day.

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

If the capture delay is greater than 3 days:

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

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

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

Field name	Description	Value
vads_site_id	Shop ID	E.g.: 12345678
vads_ctx_mode	Operating mode	TEST or PRODUCTION
vads_trans_id	Transaction number	E.g.: 123456
vads_trans_date	Date and time of the payment form in UTC format	E.g.: 20141010130025
vads_amount	Payment amount in the smallest currency unit (cents for euro).	E.g.: 3000 for 30,00 EUR
vads_currency	Code of the currency used for the payment	E.g.: 978 for euro (EUR)
vads_action_mode	Card data acquisition mode	SILENT or INTERACTIVE
vads_page_action	Action to perform	PAYMENT
vads_version	Version of the exchange protocol	V2
vads_payment_config	Payment type	SINGLE
vads_payment_card	Payment method	PAYPAL
vads_capture_delay	Capture delay	E.g.: 2

Field name	Description	Value
vads_validation_mode	Specifies the validation mode of the transaction (manually by the merchant, or automatically by the payment gateway).	0 or 1 or absent or empty

Table 2: Field list - Immediate payment

- Set the **vads_payment_config** field to **SINGLE**.
- Set the **vads_capture_delay** field value **higher than 0**.
- Set **vads_payment_card** to **PAYPAL** if you only wish to display the PayPal payment method on your payment page.
If you wish to make test payments, set the **vads_payment_card** field to **PAYPAL_SB**.
- Populate the **vads_currency** field with the code of the desired currency using the table below:

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

- Set the **vads_validation_mode** field to **0** for an automatic validation or to **1** for manual validation.
By default, the validation mode is automatic. If this field is absent or empty, the default mode will be used.
- Add optional fields according to your requirements (see chapter **Using additional features**).
- Compute the value of the **signature** field using all the fields of your form that start with **vads_** (see chapter **Computing the signature**).

15.3. Creating a payment by identifier / token

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

Field name	Description	Format	Value
vads_page_action	Action to perform	string (enum)	Several possible values: <ul style="list-style-type: none"> REGISTER Create a token REGISTER_PAY Create a token during a payment REGISTER_SUBSCRIBE Create a token when creating a recurring payment REGISTER_PAY_SUBSCRIBE Create a token when creating a recurring payment with payment REGISTER_UPDATE

Field name	Description	Format	Value
			<p>Update information associated with the token</p> <ul style="list-style-type: none"> • PAYMENT Use a token to perform a 1-click payment • SUBSCRIBE Use a token to create a new recurring payment • ASK_REGISTER_PAY Offer the possibility to create a token during a payment • REGISTER_UPDATE_PAY Update information associated with the token during a payment
vads_amount	Payment amount in the smallest currency unit (cents for euro).	n..12	E.g.: 3000 for 30,00 EUR
vads_ctx_mode	Operating mode.	string (enum)	TEST or PRODUCTION
vads_currency	Code of the currency used for the payment.	n3	E.g.: 978 for euro (EUR)
vads_action_mode	Acquisition mode for payment method data.	string (enum)	INTERACTIVE
vads_identifier	Token (unique) associated with a payment method.	string	<ul style="list-style-type: none"> • This identifier can either be generated by the payment gateway In this case, this parameter must not be populated. • Otherwise, it can be generated by the merchant website In this case, this parameter must be populated with the desired value of the identifier. The merchant website must make sure that each identifier is unique. Any registration request containing an existing identifier will be rejected and an error message will appear.
vads_payment_config	Payment type	string (enum)	SINGLE
vads_site_id	Shop ID	n8	E.g.: 12345678
vads_trans_date	Date and time of the payment form in UTC format.	n14	E.g.: 20170501130025
vads_trans_id	Unique transaction ID.	n6	E.g.: 123456
vads_version	Version of the exchange protocol.	string	V2

Table 3: Field list - Payment by token PayPal

15.4. List of supported currencies

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

Currency	ISO 4217 encoding	Number of digits after the decimal point
Pound Sterling (GBP)	826	2
US Dollar (USD)	840	2

16. USING ADDITIONAL FEATURES

16.1. Transmitting shipping details

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

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

1. Use the fields required for your use case (see chapter **Generating a payment form**) to create your payment form.
2. Use optional fields according to your requirements.

These fields will be returned in the response and will include the value transmitted in the form.

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

Table 4: Field list - Shipping details

3. Compute the value of the **signature** field using all the fields of your form starting with **vads_** (see chapter **Computing the signature**).

16.2. Transmitting order details

The merchant can indicate in their payment form if they wish to transfer the order details (order reference, description, shopping cart contents, etc.).

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

1. Use the fields required for your use case (see chapter **Generating a payment form**) to create your payment form.
2. Use optional fields according to your requirements. These fields will be returned in the response and will include the value transmitted in the form.

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

Table 5: Field list - Order details

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

Note:

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

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

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

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

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

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

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

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

Table 6: Values associated with vads_product_type0

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

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

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

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

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

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

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

10. Compute the value of the **signature** field using all the fields of your form starting with **vads_** (see chapter **Computing the signature**).

Example of the payment form with cart description:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="7500" />
<input type="hidden" name="vads_capture_delay" value="0" />
<input type="hidden" name="vads_ctx_mode" value="PRODUCTION" />
  <input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_insurance_amount" value="500" />
<input type="hidden" name="vads_nb_products" value="2" />
<input type="hidden" name="vads_product_amount0" value="5000" />
<input type="hidden" name="vads_product_label0" value="produit1" />
<input type="hidden" name="vads_product_qty0" value="2" />
<input type="hidden" name="vads_product_ref0" value="ref1" />
<input type="hidden" name="vads_product_amount1" value="1000" />
<input type="hidden" name="vads_product_label1" value="produit2" />
<input type="hidden" name="vads_product_qty1" value="1" />
<input type="hidden" name="vads_product_ref1" value="ref2" />
<input type="hidden" name="vads_order_id" value="CD10000857" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_shipping_amount" value="500" />
<input type="hidden" name="vads_tax_amount" value="500" />
<input type="hidden" name="vads_trans_date" value="20140327145218" />
<input type="hidden" name="vads_trans_id" value="571381" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="xYw1UnU3BACGhf3UEyqbQzpwuvZDEkCAWAE5fgbtfxI=" />
<input type="submit" name="pay" value="Pay"/></form>
```

16.3. Transmitting buyer details

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

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

1. Use the fields required for your use case (see chapter **Generating a payment form**) to create your payment form.
2. Use optional fields according to your requirements. *These fields will be returned in the response and will include the value transmitted in the form.*

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

3. Compute the value of the `signature` field using all the fields of your form that start with `vads_` (see chapter **Computing the signature).**

```
<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="4000" />
<input type="hidden" name="vads_capture_delay" value="0" />
<input type="hidden" name="vads_ctx_mode" value="PRODUCTION" />
<input type="hidden" name="vads_currency" value="978" />
<input type="hidden" name="vads_cust_country" value="FR" />
<input type="hidden" name="vads_cust_email" value="dupont.albert@exemple.com" />
<input type="hidden" name="vads_cust_first_name" value="Albert" />
<input type="hidden" name="vads_cust_last_name" value="Dupont" />
<input type="hidden" name="vads_cust_title" value="M." />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_trans_date" value="20140327133115" />
<input type="hidden" name="vads_trans_id" value="522754" />
<input type="hidden" name="vads_version" value="V2" />
<input type="hidden" name="signature" value="7896adcaf7338930db9715afa123531f42"/>
<input type="submit" name="pay" value="Pay"/>
</form>
```

17. CHECKING FIELD CONSISTENCY

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

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

The applied equation is:

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

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

18. SENDING THE PAYMENT REQUEST

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

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

18.1. Redirecting the buyer to the payment page

The URL of the payment gateway is:

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

Example of parameters sent to the payment gateway:

```
<form method="POST" action="https://secure.lyra.com/vads-payment/">
<input type="hidden" name="vads_action_mode" value="INTERACTIVE" />
<input type="hidden" name="vads_amount" value="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="FR" />
<input type="hidden" name="vads_cust_email" value="me@example.com" />
<input type="hidden" name="vads_order_id" value="CMD012859" />
<input type="hidden" name="vads_page_action" value="PAYMENT" />
<input type="hidden" name="vads_payment_config" value="SINGLE" />
<input type="hidden" name="vads_site_id" value="12345678" />
<input type="hidden" name="vads_trans_date" value="20190626101407" />
<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>
```

18.2. Processing errors

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

In TEST mode

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

In PRODUCTION mode

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

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

It contains:

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

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

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

19. ANALYZING THE PAYMENT RESULT

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

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

19.1. 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 already been updated.

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

Its value allows you to define the order status.

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

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

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

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

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

Table 7: Analysis of the payment amount and currency

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

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

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

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

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

Three values are possible:

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

9. Proceed to order update.

19.2. Analyzing the result of the authorization request

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

This field is set to:

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

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

20. MANAGING YOUR PAYPAL TRANSACTIONS VIA THE EXPERT BACK OFFICE

20.1. Viewing PayPal transactions in the Expert Back Office

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

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

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

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

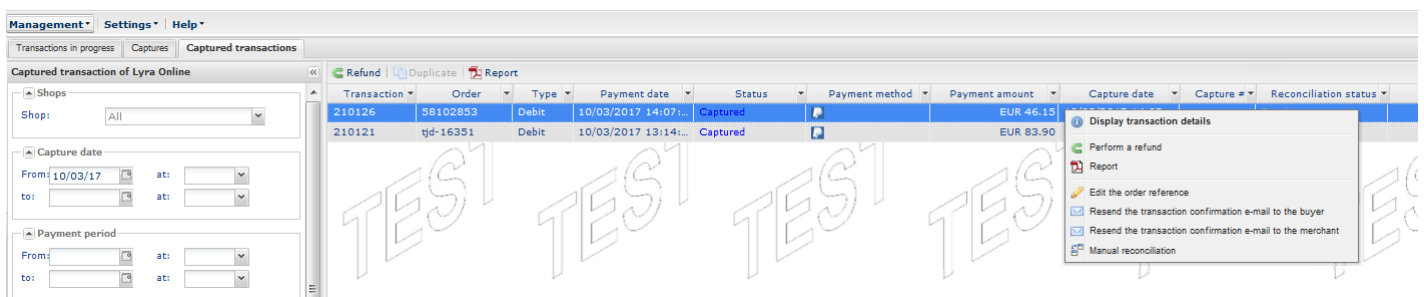
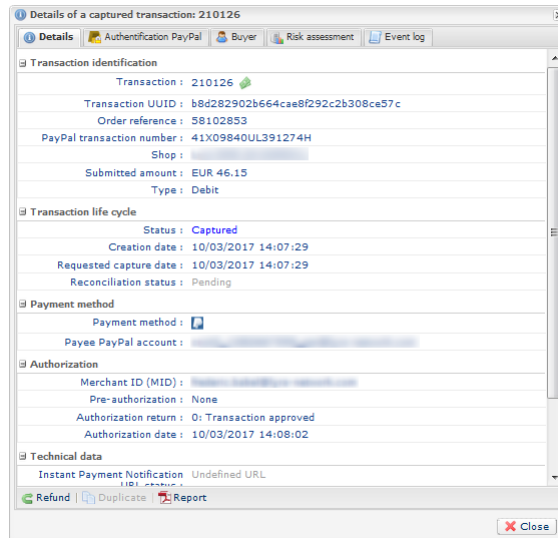


Figure 1: Captured transactions - PayPal tab

The **Details of a captured transaction** dialog box appears.



The details include:

- **Transaction type**
Debit in case of a payment Credit in case of a refund
- **The transaction amount**
- **The transaction status**
"Presented" status for an immediate payment
- **The PayPal account of the buyer who performed the payment**
- **The PayPal certificate of the transaction**

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

- The payment appears in the **Transactions is progress** tab with the status **Control in progress**.
- The **vads_result** field is returned with the 00 value during the call to notification URL (IPN). It is important to also check in your script that the **vads_trans_status** field is not set to UNDER_VERIFICATION (control in progress by PayPal).

20.2. Modifying a transaction

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

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

In order to modify a transaction:

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

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

4. Specify the presentation date.

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

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

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

5. Click **Validate**.

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

20.3. Validating a transaction

The validation mode is automatic for immediate payments.

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

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

In this case, the transaction will have the following status:

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

Validating a transaction with the "To be validated and authorized" status

This status appears when:

- The validation mode is manual,
- The initial capture delay is more than 3 days

1. Right-click on the PayPal transaction with the **To be validated and authorized** status.
2. Select **Validate**.
3. Confirm the validation of the selected transaction.

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

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

Validating a transaction with the "To be validated" status

This status appears when:

- The validation mode is manual,
- The initial capture delay is less than 3 days

1. Right-click on the PayPal transaction with the **To be validated** status.
2. Select **Validate**.
3. Confirm the validation of the selected transaction.

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

20.4. Cancel a transaction

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

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

The transaction status changes to **Canceled**.

Note

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

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

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

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

20.5. Capturing the order in installments

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

To use this option, the merchant must:

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

Here is an example that illustrates this case:

The merchant receives a payment of ,00 EUR100 for 2 items:

- An item for ,00 EUR30 that can be shipped and captured immediately.
- A ,00 EUR70 item that is not available in stock but that the merchant is able to obtain, ship and capture afterwards.

The steps for carrying out these two captures are:

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

2. Select **Cancel**.

This operation cancels the transaction.

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

3. Confirm the cancellation of the selected transaction.

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

5. Select **Duplicate**.

This operation duplicates the canceled transaction to specify an amount and a presentation date for the first item's capture. The amount is partial (,00 EUR30).

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

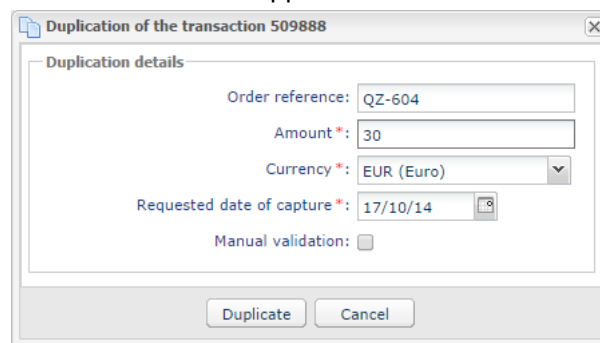


Figure 2: Duplicating a transaction

6. Enter the amount of the first item that you would like to capture (e.g. ,00 EUR30) and its presentation date.

7. Click **Duplicate**.

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

To proceed to capturing the second item:

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

9. Select **Duplicate**.

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

10. Enter the amount that corresponds to the amount of the second item (e.g. ,00 EUR70) and its presentation date.

11. Click **Duplicate**.

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

No other amounts can be captured for this transaction.

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

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

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

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

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

13. Select **Close**.

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

20.6. Partially capturing an order

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

To use this option, the merchant must:

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

Here is an example that illustrates this case:

The merchant receives a payment of ,00 EUR100 for 2 items:

- An item for ,00 EUR30 that the merchant can immediately ship and capture.
- An item for ,00 EUR70 that the merchant no longer possesses and that they will not be able to honor.

In this case, the steps are:

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

2. Select **Cancel**.

This operation cancels the transaction.

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

3. Confirm the cancellation of the selected transaction.

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

5. Select **Duplicate**.

This operation duplicates the canceled transaction to specify an amount and a presentation date for the first item's capture. The amount is partial (,00 EUR30).

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

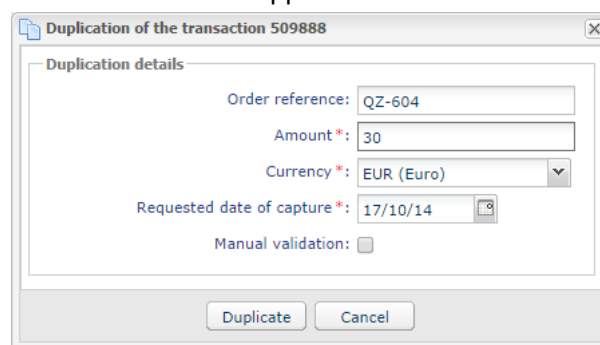


Figure 3: Duplicating a transaction

6. Enter the amount of the first item that you would like to capture (e.g. ,00 EUR30) and its presentation date.

7. Click **Duplicate**.

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

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

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

9. Select **Close**.

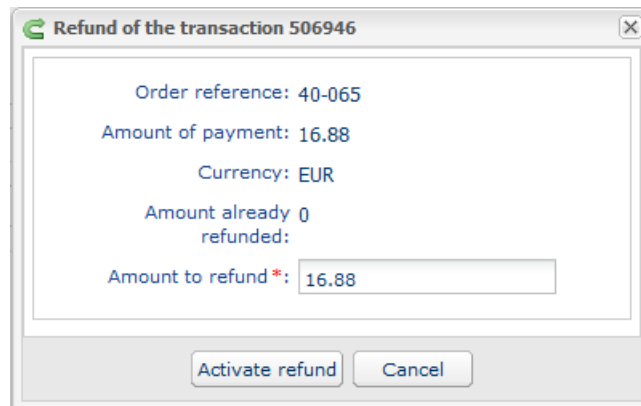
No other amounts can be captured for this transaction.

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

20.7. Refunding a captured transaction

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

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



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

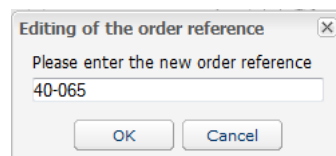
Details of this operation appear.

20.8. Editing the order reference

This operation allows the merchant to change the order reference.

To edit the order reference of a transaction:

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



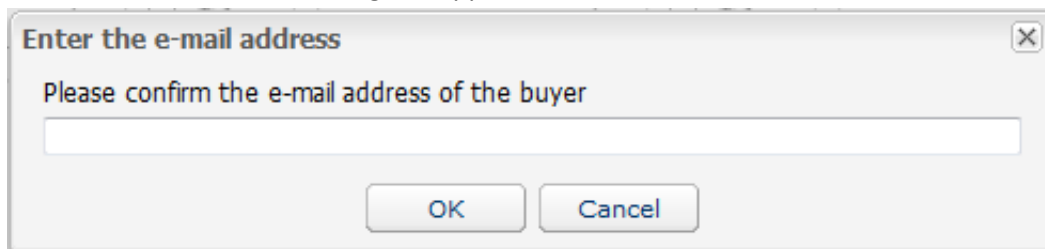
3. Enter the new order reference.
4. Click **OK**.

20.9. Resending transaction confirmation e-mail to the buyer

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

1. Look for the transaction.
2. Right-click the transaction.
3. Right-click the transaction and click **Resending transaction confirmation e-mail to the buyer**.

The Enter e-mail address dialog box appears.



4. Enter the e-mail address.
5. Click **OK**.

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

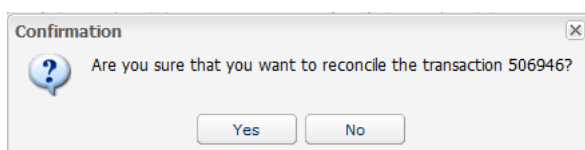
To resend the transaction confirmation e-mail to the merchant:

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

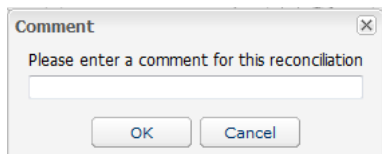
20.11. Reconciling a transaction manually

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

1. From the **Captured transactions** tab, look for the relevant transaction.
2. Right-click the transaction.
3. Select **Manual reconciliation**.
4. Click **Yes** to confirm the manual reconciliation of the selected transaction.



The **Comment** dialog box appears.



5. Enter a comment for this reconciliation.

6. Click **OK**.

The transaction status changes to **Reconciled**.