



**COLLECTING SOLUTION**

## **Payment module integration for Ecwid**

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# 1. RELEASE NOTES

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Version	Date	Comments
1.1.0	06/05/2019	Creation of the document

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## 2. MODULE FEATURES

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- Single payment,
- compatibility with Ecwid,
- Compatible with the Wix Ecwid app.
- multi-language compatibility,
- multi-currency compatibility,
- selective 3D-Secure depending on the order amount,
- automatic redirection to the shop at the end of payment,
- systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL).

### 3. READ CAREFULLY BEFORE GOING ANY FURTHER

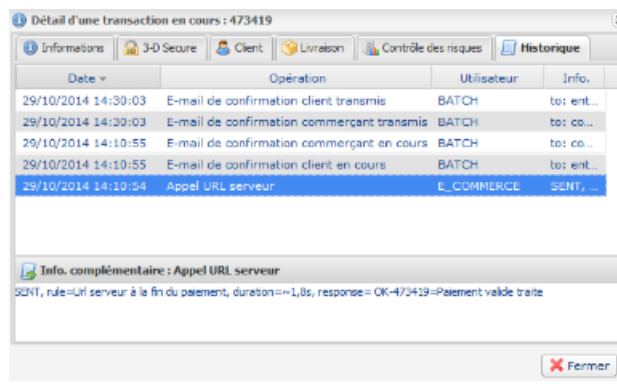
The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Lyra gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected. It is essential to understand the difference between the Instant Payment Notification URL and the return URL which is called only if the buyer clicks on "Return to shop".

#### Common errors:

- **If your Ecwid shop is in maintenance mode**
- **If you have blocked the IP addresses of the payment gateway**
- **If you have not encoded the notification URL in the Expert Back Office**

#### How to check that the Instant Payment Notification URL has been called:

Via the Expert Back Office, display the payment details (double click), then go to the «**Event log**» tab.



Date	Opération	Utilisateur	Info.
29/10/2014 14:30:03	E-mail de confirmation client transmis	BATCH	to: ent...
29/10/2014 14:30:03	E-mail de confirmation commerçant transmis	BATCH	to: co...
29/10/2014 14:10:55	E-mail de confirmation commerçant en cours	BATCH	to: co...
29/10/2014 14:10:55	E-mail de confirmation client en cours	BATCH	to: ent...
29/10/2014 14:10:54	Appel URL serveur	L_COMMERCE	SENT, ...

**Info. complémentaire : Appel URL serveur**  
SENT, rule=Url serveur à la fin du paiement, duration=-1,0s, response=OK-473419= Paiement valide traité

Fermer

## 4. PREREQUISITES

Before integrating the payment module, please make sure that you are in possession of the following elements:

- **Your shop ID**
- **Test or Production key**

The Shop ID and the keys are available on the Expert Back Office (Menu: **Settings > Shop > Keys** )

Configuration MOTO payment settings **Keys** Reports MID association

**Keys of the API form V1, V2 and WS (all versions)**

Shop ID: 2[redacted]83 Production key: 763[redacted]2055

Test key: 541[redacted]6231 Date of the shift to live mode: 16/02/2018 14:22:18

Regenerate a test key Last generation of the production key: 16/02/2018 14:22:18

Regenerate a production key

Reminder, your Lyra Collect Back Office is available at this address:

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

Click Other actions and sign into your Expert Back Office.

## 5. INSTALLING AND CONFIGURING THE PAYMENT MODULE

### 5.1. Adding payment modules

1. To add the Lyra payment module click the following link :

<https://my.ecwid.com/cp/#apps:view=app&name=lyra-collect>

2. Click on **Install the module**.

3. You are then automatically redirected to the configuration section of the module.

### 5.2. Customization of the module

The labels and descriptions that appear on the merchant website are customizable from Ecwid.

In the Ecwid **Payment** menu, search for **Debit/Credit Card with Lyra** then click on **Action > Edit**.

Edit the label	
<b>The payment method label</b>	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method.
<b>Describe the payment method</b>	Description of the payment method, this information will appear below the title. By default this field is not filled.
<b>Title of instructions</b>	It is possible to add an instruction when the payment method is selected by the buyer. This option allows you to set the title of the instruction. By default this field is not filled.
<b>Inform your customers about the payment process management</b>	It is possible to add an instruction when the payment method is selected by the buyer. This option allows you to define a description of the instruction. By default this field is not filled.

## 5.3. Configuring the payment module

Select **Lyra** in the **Paiement** menu of Ecwid.

Access to the payment gateway	
<b>Shop ID</b>	Specify the 8-digit shop ID available in your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
<b>Test key</b>	Specify the test key available via your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
<b>Production key</b>	Specify the production key available in your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
<b>Mode</b>	Allows to indicate the operating mode of the module ( <b>TEST</b> or <b>PRODUCTION</b> ) The <b>PRODUCTION</b> mode becomes available only after the test phase has been completed. The <b>TEST</b> mode is always available.

Payment page	
<b>Default languages</b>	This option allows to choose the default language of the payment page in case the language of Ecwid is not supported by Lyra. If the language(s) used by the Ecwid is (are) implemented into Lyra, the payment page will be displayed in the language of Ecwid when the buyer clicks on "Pay".
<b>Available languages</b>	Allows to customize the language displayed on the payment page. Buyer will be able to select a language when he is redirected on the payment page. If you do not select any language, all the languages will be displayed on the payment page. To select a language, press and hold the " <b>Ctrl</b> " key and click on the desired languages. <u>Available languages:</u> German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
<b>Capture delay</b>	By default, this parameter is managed in your Expert Back Office. (Menu: <b>Settings &gt; Shop &gt; Configuration</b> - section: Capture delay) It is recommended to not populate this parameter.
<b>Validation mode</b>	<b>Back Office Configuration:</b> Recommended value. Allows to use the configuration defined in the Expert Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) <b>Automatic:</b> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. <b>Manual:</b> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. <b>Warning:</b> if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in Ecwid.

Selective 3DS	
<b>Disable 3DS</b>	Amount below which 3DS will be disabled. <b>WARNING :</b> <b>The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your Lyra shop.</b> <b>This option can only be enabled upon agreement of your bank.</b> <b>Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.</b>

Return to shop	
<b>Automatic redirection</b>	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings.



Return to shop	
	This option is disabled by default.
<b>Time before redirection (success)</b>	In case the <b>automatic redirection</b> option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
<b>Message before redirection (success)</b>	In case the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the platform following a successful payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
<b>Time before redirection (failure)</b>	In case the <b>automatic redirection</b> option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
<b>Message before redirection (failure)</b>	In case the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the gateway following a failed payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".

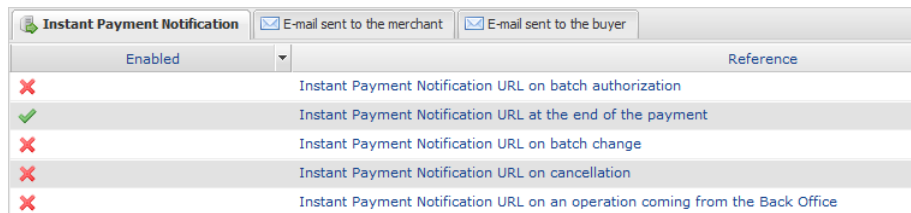
Once you have completed the configuration, click on **Update**.

## 6. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

Several types of notifications are provided in the Expert Back Office. They allow to manage 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 and to configure the URL of the contact page.

To access notification rule management:

1. Sign into: <https://secure.lyra.com/portal/>.
2. Click Other actions and sign into your Expert Back Office
3. Go to the following menu: **Settings > Notification rules.**



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

Figure 1: Notification rules

**Right click > Enable the rule** if a red cross appears in the **Enabled** column of the following rules:

- Instant Payment Notification URL at the end of payment
- Instant Payment Notification URL on cancellation
- Instant Payment Notification URL on an operation coming from the Back Office

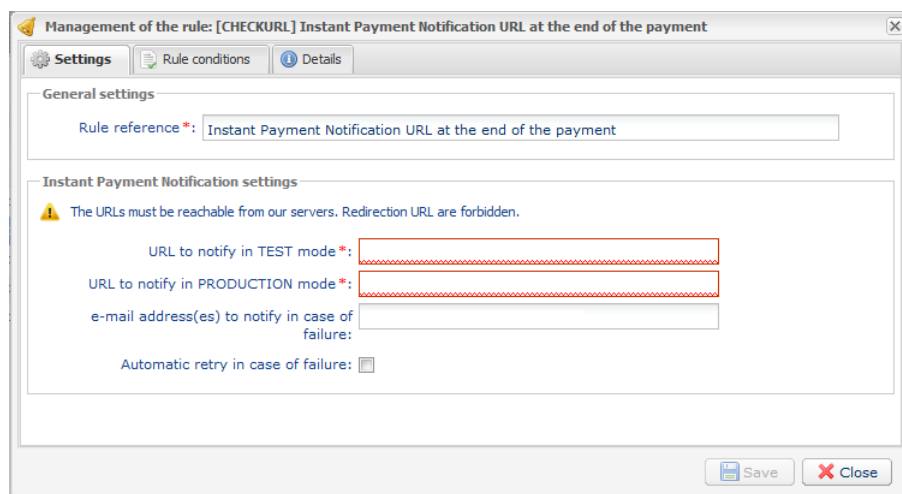
## 6.1. Setting up the Instant Payment Notification

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 payment.

To set up this notification:

1. Right-click the **Instant Payment Notification URL at the end of payment** line.
2. Select **Enable the rule**.
3. Make a right click on **Instant Payment Notification URL at the end of payment** once again.
4. Select **Manage the rule**.
5. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**: <https://secure.lyra.com/vads-payment/ecwid.callback.a?app-name=lyra-collect>



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 four fields: "URL to notify in TEST mode \*:", "URL to notify in PRODUCTION mode \*:", "e-mail address(es) to notify in case of failure:", and "Automatic retry in case of failure:" with a checkbox. At the bottom right are "Save" and "Close" buttons.

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

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

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

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

It contains:

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

## 6.2. Setting up notifications in case of abandoned or canceled payments

The payment gateway can systematically notify the merchant website:

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

**The maximum length of a payment session is 10 minutes.**

To set up this notification:

1. Right-click the **Instant Payment Notification URL on cancellation** line.
2. Select **Manage the rule**.
3. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**: <https://secure.lyra.com/vads-payment/ecwid.callback.a?app-name=lyra-collect>
4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.
6. Set up the parameters for **Automatic retry in case of failure**.  
This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).
7. Save changes.

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

It contains:

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

## 6.3. Instant Payment Notification URL on an operation coming from the Back Office

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In your Expert Back Office, you must configure a URL that will be systematically called after an operation made via the Expert Back Office. The payment gateway can systematically notify the merchant website if the following operations are performed via the Expert Back Office:

- Cancel

To set up this notification:

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

**2.** Select **Manage the rule**.

**3.** Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**: <https://secure.lyra.com/vads-payment/ecwid.callback.a?app-name=lyra-collect>

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

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

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

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

**7.** Save changes.

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

It contains:

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

## 6.4. Testing the Instant Payment Notification URL

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1. Make sure that your URL is available online: your shop must not be **in maintenance mode**.
2. Make sure that your notification URL is available without any redirection.
  - a. To do this, paste your notification URL to the address bar of your browser and launch the search.
  - b. Make sure your URL did not change.

If your URL has changed, for example from "*http*" to "*https*" or "*http://abc.net*" to "*http://www.abc.net*", it means a redirection is active on your website. Then, copy the URL from the address bar and modify the URL filled in the configuration of all notification rules.
3. Make sure that the "Automatic redirection" option is disabled in the payment module settings.
4. Check that the **Instant Payment Notification URL at the end of payment** is populated in the Expert Back Office (see above).
5. Make an order on your website and proceed to payment.
6. **Do not click on** "Return to shop" at the end of payment and close the current tab of your browser.

If the order has not been created in the Ecwid Back Office, this means that the call has failed.

## 7. SHIFTING THE SHOP TO PRODUCTION MODE

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After you receive a confirmation e-mail informing you that your shop has been created in the production environment, you can configure the payment method by following the steps below:

- Retrieve the shop ID and the production key available in the Expert Back Office (**Settings > Shop > Keys**).
- In the module configuration parameters:
  - Replace the shopID.
  - Replace the **Production key** field.
  - Select the PRODUCTION mode.
  - Save the changes.
- Make sure that you have specified the Instant Payment Notification URL in production mode, as described in the chapter **Setting up the Instant Payment Notification URL**.

Once the production settings have been configured, we recommend to make a first real payment.

You will then be able to cancel the payment via the Expert Back Office. This transaction will not be captured in the bank.

### **Note on the production key:**

For security reasons, this key will no longer be visible as soon as the first transaction in production mode is made in your shop.

## 8. GETTING IN TOUCH WITH TECHNICAL SUPPORT

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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](mailto:support-ecommerce@lyra-collect.com)

via your Expert Back Office:

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