



Payment module integration for Magento 2

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1. RELEASE NOTES

Version	Date	Comments
2.4	13/05/2019	<p><u>New features</u></p> <ul style="list-style-type: none"> • Addition of the Embedded payment fields (REST API) feature. • Addition of the Gift card submodule. • Addition of the Full CB submodule. • Addition of the PayPal submodule. • Addition of the SEPA submodule. • Addition of Payment by token feature. • Addition of buttons on Magento Backend to accept or decline a payment (in case of fraud suspicion). • Validation of a payment from Magento backend. • Ability to cancel a payment in iframe mode. • Ability to disable shopping cart data if not mandatory for the payment.
2.3.2	10/12/2018	<p><u>New features</u></p> <ul style="list-style-type: none"> • SHA-256 Label for the signature algorithm replaced by HMAC-SHA-256 • Sends the phone number registered in the customer account in the vads_cust_cell_phone field (required for some payment methods). • Update of logos for several payment methods. • Saving the UUID in the order payment details. • Added Spanish translations. • Modification of the notice concerning the transition to production mode on the return page. • Error Message on Improved Failure Payment. <p><u>Bug fixes</u></p> <ul style="list-style-type: none"> • Retrieves the selected payment method, when the payment method selection on the merchant site is activated.
2.3.1	12/07/2018	<p><u>New features</u></p> <ul style="list-style-type: none"> • Signature algorithm in SHA-256 by default. • Ignore the spaces at the beginning or at the end of the returned certificates when computing the signature.
2.3.0	23/05/2018	<p><u>New features</u></p> <ul style="list-style-type: none"> • Addition of the "Signature algorithm" field to allow the selection of SHA-256 algorithm.
2.1.4	12/03/2018	<p><u>Bug fixes</u></p> <ul style="list-style-type: none"> • Adding the component load order in etc/module.xml to avoid an exception during Magento installation using comand-line interface. • Check value type in logo uploader to avoid a PHP warning during import data from configuration files.
2.1.3	07/11/2017	<p><u>New features</u></p> <ul style="list-style-type: none"> • Compatibility with Magento version 2.2
2.1.2	14/08/2017	<p><u>New features</u></p> <ul style="list-style-type: none"> • Installment payment: the payment schedule is displayed in the transaction details.

Version	Date	Comments
		<ul style="list-style-type: none"> Payment in a foreign currency : the amount is displayed, in the transaction details, in the merchant ID base currency. The payment page can be displayed inside iFrame. <u>Bug fixes</u> <ul style="list-style-type: none"> An "Incompatible argument type" error occurred during Magento compilation.
2.1.1	24/01/2017	<u>New features</u> <ul style="list-style-type: none"> Modification of the module structure in view of making it available on the Magento marketplace. Modification of the vendor (lyranetwork). <u>Bug fixes</u> <ul style="list-style-type: none"> A blocking error used to appear when buyers were using their browser history to return to the shopping cart page.
2.1.0	03/11/2016	<u>New features</u> <ul style="list-style-type: none"> Possibility to pay for orders created via the back office (MOTO mode). Possibility to make full or partial refunds via the back office (API web services V5). Addition of the "Ticket EcoChèque" card type. Removal of format controls for test and production certificates. <u>Bug fixes</u> <ul style="list-style-type: none"> The version of the CMS was no longer correctly detected via Magento 2.1. Notification URLs were no longer correctly displayed via Magento 2.1 During payments in installments, the selection of the payment option no longer worked in Magento 2.1
2.0.1	01/06/2016	<u>New features</u> <ul style="list-style-type: none"> Improvement of the administration panel display. Improvement of the log system and of the error format. Update of the translation file in German. <u>Bug fixes</u> <ul style="list-style-type: none"> Activation of the module used to block order creation via the backend. In multi-store mode, the buyers were not redirected to the right shop after the payment. After saving the module configuration, if the cache was not refreshed, a new click on the "Save" button used to provoke a JS error. The capture delay was not taken into account if it was set to 0 days in the sub-modules. The event order_cancel_after used to be not sent upon cancellation of an order. Verification of the validity of the selected currency prior to verification of the base currency. The virtual methods for multiple payments (payzen_multi_Nx) are no longer deleted and then recreated when the module configuration is saved.
2.0.0	11/03/2016	Initial version.

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2. MODULE FEATURES

The payment module offers the following features:

- compatibility with Magento version 2.x,
- multi-shop/multi-view compatibility
- multi-language compatibility,
- multi-currency compatibility,
- automatic redirection to the shop at the end of payment,
- definition of a minimum/maximum amount for each payment method per client group,
- embedded payment fields (REST API),
- payment page integrated into the checkout flow (display in an Iframe),
- systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL).

Possibility to offer the following payment methods, via a dedicated sub-module:

- Single payment,
- payment in installments with the possibility to offer several options for installment payments (2, 3, 4 installments, etc.),
- Payment by token (requires subscription to the payment by token option).
- SEPA payment (Direct Debit one-off or mandate registration only),
- payment by gift card,
- PayPal payment,
- Full CB payment,

Features subject to an option:

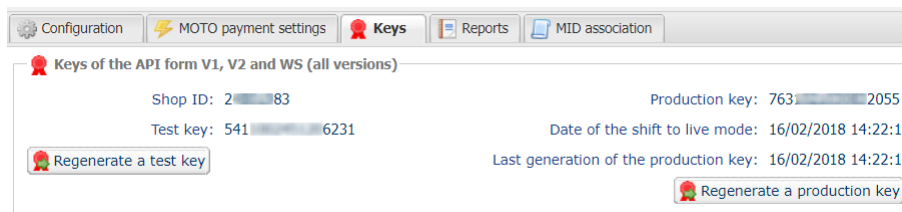
- selective 3D-Secure depending on the order amount,
- payment from the CMS backend (requires subscription to the *Payment by Web Services* option),
- partial or full refund (requires the *Web Services* option),
- payment validation (requires the *Web Services* option),
- accept or decline a payment in case of fraud suspicion (requires the *Web Services* option),

3. PREREQUISITES

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

- **Payment module file:** PayZen_Magento_2.x_v2.4.x.zip
- **Your shop ID**
- **Test or Production key**

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



Reminder, your Merchant Back Office is available at this address:

<https://secure.payzen.eu/vads-merchant/>

WARNING: All our payment modules are tested starting from PHP version 5.3.

Therefore, all the later PHP versions are no longer supported by our modules. If you have an earlier version, you should ask your host to install a more recent version on your server prior to contacting us.

Please note that the version 5.3 is already no longer supported by php: <http://php.net/supported-versions.php>

4. INSTALLATION OF THE PAYMENT MODULE

The PayZen payment module is installed via the Magento **Component Manager**.

As for all the other extensions, make sure you have configured and activated the job scheduler (crontab) as explained in the Magento documentation:

<http://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli-subcommands-cron.html>

4.1. Update via FTP

WARNING: Since the module version 1.9.0, a new parameter has been added: **Signature algorithm**. This parameter is set by default to **SHA-256** and must be identical to the one in Merchant Back Office (**Settings > Shop**). If the algorithm is different, the parameter will have to be modified via the Merchant Back Office.

1. Save your shop ID as well as your certificates provided in the module's Back Office.
2. Using a FTP client, change to the payzen module installation directory.
The module is installed either in `/app/code/Lyranetwork/` or in `/app/code/Lyra/` if you had installed a version older than 2.1.1.
3. Delete the installation directory and all the sub-folders.
4. See the next chapter to proceed to install the new version

4.2. Installation via FTP

1. Create a folder **Lyranetwork** in `app/code`.
2. Create a sub-folder **payzen** in `app/code/Lyranetwork`.
3. Transfer the files from the `PayZen_Magento_2.x_v2.4.x.zip` archive to `app/code/Lyranetwork/Payzen` with the help of an FTP client or via command prompt.
4. Empty Magento cache via the administration panel (**System > Cache Management**).
5. Now activate the module either by command-line interface or from the user interface

Activation from command-line interface

Before you begin, make sure you have read the Magento documentation :

<http://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli.html>

1. Start the command interpreter (BASH shell).
2. Change to your Magento installation directory

```
cd <your Magento install dir>
```

3. Enable the module :

```
php bin/magento module:enable --clear-static-content Lyranetwork_PayZen
```

4. Start the update of the database:

```
php bin/magento setup:upgrade
```

5. Generate and pre-compile classes :

```
php bin/magento setup:di:compile
```

6. Deploy static files :

```
php bin/magento setup:static-content:deploy [locale]
```

[locale] should be replaced by ISO-639 language codes for which to output static view files.

Example: **fr_FR** for french, **en_GB** for english.

7. Once the module is enabled, return to the administration panel to proceed to the configuration of the payment module.

Activation from the user interface

1. Open the Component Manager (**System > Web Setup Wizard > Component Manager**).
2. In the list of extensions detected by Magento, search for **Lyranetwork_PayZen**.
3. In the **Action** column, click on **Select**, then on **Enable**.
4. Magento will then perform several checks (PHP version, file permissions, presence of the cron, etc.). Click on **Start Readiness Check** to launch tests.
5. If Magento displays errors or alerts, contact your webmaster/host to fix them.
6. Once all the checks are finalized, click on **Next** to proceed to the next step.
7. If you wish, you can create a back-up of your installation (files and Database). Click on **Next** when you are ready to start the back-up process. This step can take several minutes.
8. Once the back-up has been created, click on **Enable**.
9. Magento will wait for the cron to pass by once again before activating the module. This step can take several minutes. If you experience any issues, contact your webmaster/host to analyze and fix the errors.
10. Once the module is enabled, return to the administration panel.

4.3. Installation via the MarketPlace

1. Connect to your Magento administration panel.
2. Open the Component Manager (**System > Web Setup Wizard > Component Manager**).
3. In the **Magento Marketplace Account** view, click on **Sign in** and enter your public and private keys.
4. Connect to the Magento marketplace.
5. Find the Payzen module and add it to the shopping cart.
6. The module is free, therefore you will not be charged. Finalize your purchase.
7. Return to your **Component Manager** and click on **Sync**.
8. A new element should appear in **New purchases**. Click on **Install**.
9. In the **Extension Grid** window, select the Payzen module and click on **Install**.

5. CONFIGURING THE PAYMENT MODULE

In the Magento administration panel:

1. Go to Magento administration panel and click **System > Configuration**
2. Then click on **SALES > Payment methods**
3. If your Magento installation has several websites, shops or views, change the **Current configuration scope** in the upper-left corner to the desired configuration.
4. Click to expand the PayZen section.

5.1. General configuration

Basic settings	
Logs	Allows to enable or disable module logs. The logs will be available in the /var/log directory on the server. This parameter is enabled by default.

Access to the payment gateway	
Shop ID	Specify the 8-digit shop ID available in your Merchant Back Office (Menu: Settings > Shop > Keys).
Test key	Specify the test key available via your Merchant Back Office (Menu: Settings > Shop > Keys).
Production key	Specify the production key available in your Merchant Back Office (Menu: Settings > Shop > Keys). Note that the production key will only become available after the test phase has been completed.
Mode	Allows to indicate the operating mode of the module (TEST or PRODUCTION) The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.
Signature algorithm	Algorithm used to compute the signature of the payment form. The algorithm must be the same as the one configured in the Merchant Back Office (Settings > Shop). If the algorithm is different, the parameter will have to be modified via the Merchant Back Office.
Instant Payment Notification URL	URL to copy in your Merchant Back Office (Settings > Notification rules > Notification URL at the end of payment > Notification URL of the Hosted payment page V1, V2 menu): http://www.mydomain.com/payzen/payment/check/
Payment page URL	This field is pre-populated by default: https://secure.payzen.eu/vads-payment/

Payment page	
Default languages	This option allows to choose the default language of the payment page in case the language of Magento is not supported by PayZen. If the language(s) used by the Magento is (are) implemented into PayZen, the payment page will be displayed in the language of Magento when the buyer clicks on "Pay".
Available languages	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 " Ctrl " key and click on the desired languages. <u>Available languages:</u>

Payment page	
	German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	By default, this parameter is managed in your Merchant Back Office. (Menu: Settings > Shop > Configuration - section: Capture delay) It is recommended to not populate this parameter.
Validation mode	Back Office Configuration: Recommended value. Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) Automatic: This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. Manual: This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: 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 Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Magento.

Customizing the payment page	
Theme configuration	Allows to customize the payment page by using specific keywords. If you use the multi-site mode, you can configure a different theme for each site. If you have create several models of customization in your Back Office, enter for example: <code>RESPONSIVE_MODEL=Model_2</code> if you want to use the skin of your Model_2. For more information on keywords, please see our online documentation: https://payzen.io/fr-FR/form-payment/standard-payment/vads-theme-config.html The vads_theme_config variable corresponds to this parameter. Warning : Certain keywords can only be used if the "Advanced customization" option has been enabled.
Shop name	You can define the name of your shop that will appear in order confirmation e-mails. If you use the multi-site mode, you can configure a different name for each site. If the field is empty, the shop name that was registered in the Merchant Back Office will be the one to appear in the e-mail.
Shop URL	You can define the shop URL that will appear on the payment page and in the order confirmation e-mail. If you use the multi-site mode, you can configure a different URL for each site. If the field is empty, the shop URL that was registered in the Merchant Back Office will be the one to appear on the payment page and in the e-mail.

Selective 3DS	
Disable 3DS	Amount below which 3DS will be disabled. Below this amount, 3DS risk assessment rules will not be applied. Leave empty to use the payment gateway configuration. WARNING : The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your PayZen shop. This option can only be enabled upon agreement of your bank. Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.

Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings. This option is disabled by default.
Time before redirection (success)	In case the automatic redirection option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.

Return to shop	
Message before redirection (success)	In case the automatic redirection 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".
Time before redirection (failure)	In case the automatic redirection option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
Message before redirection (failure)	In case the automatic redirection 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".
Return mode	During the redirection to the shop, these parameters are returned to the shop in GET or POST modes. The GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.
Order status	Select the Registered orders status. It is recommended to keep the default value.
Creating an invoice	Select Yes to create an invoice for each payment.

Additional options	
Association of categories	Associate a type with each category in your catalog. This parameter is required to perform fraud verification (subject to the option). You can: <ul style="list-style-type: none"> • quickly associate a category with all the products in your catalog, • associate a type with each category in your catalog. The categories are: Food and grocery Cars Entertainment Home and gardening Household appliances Auctions and group purchasing Flowers and presents Computers and software Health and beauty Services for individuals Services for companies Sports Clothes and accessories Travel Home audio, photo, video Telephony.

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

5.2. Configuration of the standard payment method

Module option	
Activation	In order to enable the payment method, select Enabled . This mode est set to Enabled by default.
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop supports several languages, you can also define the title of the payment method for each language.
Order	If you offer several payment methods, enter a number in the Sort order field to determine the position of this payment method. The payment methods appear in ascending order according to the Sort order value.
Logo	Choose the Logo that you wish to display during checkout.
Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.
Payment page	
Capture delay	Delay (in days) before the capture for this payment method. If you leave this field empty, the value configured in the General configuration section will be applied. If the Capture delay field of the General configuration is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. General configuration: Recommended value. Allows to apply the configuration defined in the General Configuration section. Back Office Configuration: Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) Automatic: This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. Manual: This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: 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 Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Magento.
Card types	This field allows to indicate the images used for cards that will be displayed on the payment page or on the merchant website (see "Card data entry"). Warning :

Payment page	
	The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen offer. It is recommended to select the ALL value.
Advanced options	
Card data entry mode	<p>The module offers this operating modes:</p> <p><i>Bank data acquisition on the payment gateway</i> Card type selection and data entry is done from the payment page PayZen.</p> <p><i>Card type selection on the merchant website</i> Card type is selected from the merchant website, the list of available payment methods depends on the configuration of accepted card types (see "Card type configuration") Once card type has been selected, the buyer will be invited to enter his bank data from the payment page PayZen.</p> <p><i>Payment page integrated into the checkout flow (iframe mode)</i> This option allows the integration of the payment page PayZen via a tunnel on your merchant website. PCI DSS certification is not necessary in this case.</p> <p><i>Embedded payment fields (REST API)</i> This option enables the integration of embedded payment fields (card number, expiry date, cvv) from your merchant website. PCI DSS certification is not necessary in this case, however it is strongly recommended for your merchant website to be secure in order to reassure buyers. To use this solution, the merchant must subscribe to the TEST API option (Use of REST API payment).</p>
Test password	<p>Password allowing to build the header Authorization string for test transactions (with test cards). The password is available from your Merchant Back Office (Menu: Settings > Shops > REST API keys).</p>
Production password	<p>Password allowing to build the header Authorization string for production transactions (with real cards). The password is available from your Merchant Back Office (Menu: Settings > Shops > REST API keys).</p>
Public test key	<p>Public key for creating test payment forms. Public key is available from your Merchant Back Office (Menu: Settings > Shops > REST API keys).</p>
Public production key	<p>Public key for creating production payment forms. Public key is available from your Merchant Back Office (Menu: Settings > Shops > REST API keys).</p>
HMAC-SHA-256 test key	<p>Allows to confirm data authenticity for test transactions. The HMAC-SHA-256 key is available from your Merchant Back Office (Menu: Settings > Shops > REST API keys).</p>
HMAC-SHA-256 production key	<p>Allows to confirm data authenticity for production transactions. The HMAC-SHA-256 key is available from your Merchant Back Office (Menu: Settings > Shops > REST API keys).</p>
REST API Instant Payment Notification URL	<p>URL to copy in your Merchant Back Office (Settings > Notification rules > Instant Payment Notification URL at the end of the payment > REST API Instant Payment Notification URL menu): http://www.mydomain.com/payzen/payment_rest/check/</p>
Theme	<p>Choose the theme you would like to use to display the embedded payment fields.</p>
Custom fields placeholders	<p>This option will allow you to define the label that will get displayed by default in the embedded payment fields. If your shop supports several languages, you can also define the title of the payment method for each language.</p>
Payment attempts number	<p>Maximum number of payment retries after a failed payment, this value must be between 0 and 10. Leave empty to use the value configured from the Merchant Back Office. This parameter is taken into account only in the case where Payment failed management option in General Configuration has been set to Save order and go back to order history.</p>

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

5.3. Installment payment

Module option	
Activation	In order to enable the payment method, select Enabled . By default, this method is Disabled .
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop supports several languages, you can also define the title of the payment method for each language.
Order	If you offer several payment methods, enter a number in the Sort order field to determine the position of this payment method. The payment methods appear in ascending order according to the Sort order value.
Logo	Choose the Logo that you wish to display during checkout.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment page	
Capture delay	Delay (in days) before the capture for this payment method. If you leave this field empty, the value configured in the General configuration section will be applied. If the Capture delay field of the General configuration is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. General configuration: Recommended value. Allows to apply the configuration defined in the General Configuration section. Back Office Configuration: Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) Automatic: This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. Manual: This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: 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 Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Magento.
Card types	This field allows to indicate the images used for cards that will be displayed on the payment page or on the merchant website (see "Card data entry"). Warning :

Payment page	
	The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen offer. It is recommended to select the ALL value.

Advanced options	
Card data entry mode	The module offers this operating modes: <i>Bank data acquisition on the payment gateway</i> Card type selection and data entry is done from the payment page PayZen. <i>Card type selection on the merchant website</i> Card type is selected from the merchant website, the list of available payment methods depends on the configuration of accepted card types (see "Card type configuration") Once card type has been selected, the buyer will be invited to enter his bank data from the payment page PayZen.

Installment payment option	
Payment option	This module allows you to create as many credit card installment payment options as you like. Each payment option will have a different code that will be displayed in the order table. To add a payment option, click on Add . Once you have completed the configuration, do not forget to click on Save in order to save your changes.
Label	Text describing the installment payment option as it will be offered to the buyer. Example: Pay in 3 installments with no fees
Minimum amount	Allows to define the minimum amount required to make the payment option available.
Maximum amount	Allows to define the maximum amount required to make the payment option available.
Merchant ID	Merchant ID to use with the option in case your shop has several merchant IDs. It is recommended to leave this field empty.
Number	Number of installments: 3 for payment in 3 installments 4 for payment in 4 installments Etc.
Delay	Delay (in days) between each installment.
First installment	Amount of the first installment, expressed as a percentage of the total amount. Example: For an amount of 100 euros paid in 3 installments, you can set the percentage of the first payment at 50% of the amount. This means that the amount of the first installment will be 50euros and that the two others will be of 25euros. For 50% enter 50 . If you wish to set identical amounts for all installments, leave the field empty.

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

5.4. Gift card payment

Module option	
Activation	To enable the gift card payment method, select Enabled . By default, this option is Disabled . The activation redirects the buyer directly to the gift card payment method. However, this payment method can also appear on the payment page if the buyer selects the one-time payment method (if there are no restrictions in General Configuration > Card Types).
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop supports several languages, you can also define the title of the payment method for each language.
Order	If you offer several payment methods, enter a number in the Sort order field to determine the position of this payment method. The payment methods appear in ascending order according to the Sort order value.
Logo	Choose the Logo that you wish to display during checkout.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment page	
Capture delay	Delay (in days) before the capture for this payment method. If you leave this field empty, the value configured in the General configuration section will be applied. If the Capture delay field of the General configuration is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Back Office Configuration: Recommended value. Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) Automatic: This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. Manual: This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: 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 Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Magento.

Installment payment option	
Gift card types	<p>Select the images for gift cards that will be used on the payment page or on the merchant website.</p> <p>The payment types offered to the buyer on the payment page depend on the contracts and options associated with your offer PayZen</p>
Add cards	<p>If you have requested PayZen to create a gift card for your company and it does not appear in the list above, you can add it manually in the payment module:</p> <ol style="list-style-type: none"> 1. Click on the Add button. 2. Enter the technical code provided by PayZen. 3. Enter the label of the gift card to add. 4. Click Upload to upload the logo of your gift card. It will be displayed during the selection of the payment method.

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

5.5. Full CB Payment

To use this payment method, **the merchant** must :

- Send a request to **BNPP PF**.
- Obtain his or her **Full CB** agreement number.
- Have the authorized payment type. Depending on his or her contract, the merchant is allowed to offer:
 - Either the payment in 3 installments.
 - Or the payment in 3 installments and the payment in 4 installments.

Full CB payment is available for the buyer only if the order amount is within the limits defined by **BNPP PF**. Minimum and maximum amounts are defined by the merchant and are between 100 and 1500 euros.

To use this payment method, **the buyer** must:

- Opt for the solution and accept to pay application fees to **BNPP PF** in the payment path.
- Possess a valid ID and accept to provide the personal information requested at the moment of purchase.
- Make a mandatory wire transfer of the total amount:
 - Of 1/3 of the purchase amount and the remainder in 2 equal monthly payments without interest for 3xCB.
 - Of 25% of the purchase amount and the remainder in 3 equal monthly payments without interest for 4xCB.

Module option	
Activation	To enable the Full CB payment method, select Enabled . By default, this option is Disabled . Activation redirects the buyer directly to the FullCB payment page. However, this payment method can also appear on the payment page if the buyer selects the One-Time payment method (if there are no restrictions in General configuration > Card Types).
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop supports several languages, you can also define the title of the payment method for each language.
Order	If you offer several payment methods, enter a number in the Sort order field to determine the position of this payment method. The payment methods appear in ascending order according to the Sort order value.
Logo	Choose the Logo that you wish to display during checkout.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method.

Restrictions	
	By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment options	
Enable the selection of options.	Select Yes if you wish to force the use of a payment option available with your Full CB merchant ID. This option is set to No by default.
Label	Enter the label of the option that will be displayed during checkout. Default values : <ul style="list-style-type: none"> • Payment in 3 installments • Payment in 4 installments
Minimum amount	Enter the minimum amount for each option.
Maximum amount	Fill the maximum amount for each option.
Interest rate	Indicate the interest rate applied to the payments. Default values : <ul style="list-style-type: none"> • 1.4 for payment in 3 installments. • 2.1 for payment in 4 installments.
Fee cap	Indicate the payment option fee cap. Default values: <ul style="list-style-type: none"> • 9 for payment in 3 installments. • 12 for payment in 4 installments.

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

5.6. SEPA payment

To use this payment method, the merchant must :

- Sign an EBICS T electronic transfer contract with his/her bank or request to create a new EBICS T user for his/her EBICS contract.
- Select the Payment by SEPA Direct Debit option via PayZen.
- Communicate his or her Creditor ID (ICS) to PayZen.

Module option	
Activation	To enable the SEPA payment method, select Enabled . By default, this option is Disabled . Activation redirects the buyer directly to the SEPA payment page. However, this payment method can also appear on the payment page if the buyer selects the One-Time payment method (if there are no restrictions in General configuration > Card Types).
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop supports several languages, you can also define the title of the payment method for each language.
Order	If you offer several payment methods, enter a number in the Sort order field to determine the position of this payment method. The payment methods appear in ascending order according to the Sort order value.
Logo	Choose the Logo that you wish to display during checkout.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment page	
Capture delay	Delay (in days) before the capture for this payment method. If you leave this field empty, the value configured in the General configuration section will be applied. If the Capture delay field of the General configuration is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. General configuration: Recommended value. Allows to apply the configuration defined in the General Configuration section. Back Office Configuration: Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) Automatic:

Payment page	
	<p>This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p>Manual: This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.</p> <p>Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.</p> <p>Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Magento.</p>

Payment options	
SEPA direct debit mode	<p>Select the SEPA direct debit mode:</p> <ul style="list-style-type: none"> • One-off SEPA direct debit: The signed mandate applies to a single direct debit. • Register a recurring SEPA mandate with direct debit: The signed mandate allows for a series of direct debits, a payment is created when the mandate is registered. • Register a recurring SEPA mandate without direct debit: The signed mandate allows for a series of direct debits, no payments are created when the mandate is registered. <p>This mode is set to One-Off SEPA direct debit by default.</p> <p>The Payment by identifier option must be enabled for your shop if you want to use the second and third cases.</p>

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

WARNING: In the Magento Back Office, the payment will be displayed with the "**Pending funds transfer**" status. As opposed to payment by credit card, the final stage of a transaction for SEPA payments is when the payment is reconciled with the merchant's bank account.

The merchant will therefore have to check that his/her account has been credited with this payment. He/she will then be able to modify the order status in the Magento Back Office to "**Accepted payment**".

5.7. PayPal payment

For the merchant

The process of adding the PayPal payment option to your merchant website is simple. It consists in:

- 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.

Module option	
Activation	To enable the PayPal payment method, select Enabled . By default, this option is Disabled . Activation redirects the buyer directly to the PayPal payment page. However, this payment method can also appear on the payment page if the buyer selects the One-Time payment method (if there are no restrictions in General configuration > Card Types).
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop supports several languages, you can also define the title of the payment method for each language.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> • All countries: the payment method is available for all countries. • Specific countries: after choosing this option, the list of Authorized countries appears. Press and hold "Ctrl" and select the countries of your choice from the list of Authorized countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for ALL GROUPS , the payment method will not be enabled for users with a smaller shopping cart amount. It is also possible to define a minimum amount for each customer group in your shop.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method. By defining a maximum amount for ALL GROUPS , the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment page	
Capture delay	Delay (in days) before the capture for this payment method. If you leave this field empty, the value configured in the General configuration section will be applied. If the Capture delay field of the General configuration is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. General configuration: Recommended value. Allows to apply the configuration defined in the General Configuration section. Back Office Configuration:

Payment page	
	<p>Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode)</p> <p><i>Automatic:</i> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p><i>Manual:</i> This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.</p> <p><u>Warning:</u> if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.</p> <p>Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Magento.</p>

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

WARNING: In some cases, PayPal retains a transaction because of suspected fraud. If this occurs, we will label the order with the status "Pending PayPal payment" in Magento.

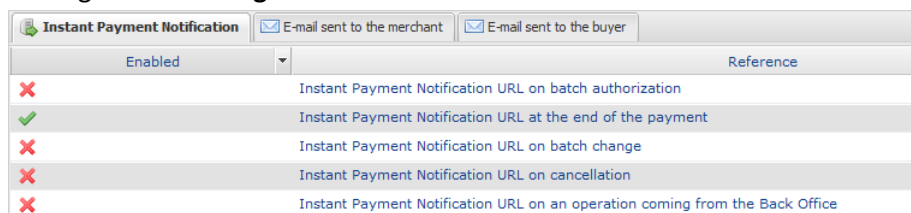
For the order status to be updated in Magento once the payment has been validated by PayPal, you must configure the notification rule **Instant Payment Notification URL on batch change** (see chapter **Setting up the Instant Payment Notification URL**).

6. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

Several types of notifications are provided in the Merchant 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.payzen.eu/vads-merchant/>.
2. Go to the following menu: **Settings > Notification rules.**



Instant Payment Notification	
<input checked="" type="checkbox"/> E-mail sent to the merchant <input checked="" type="checkbox"/> E-mail sent to the buyer	
Enabled	Reference
✘	Instant Payment Notification URL on batch authorization
✔	Instant Payment Notification URL at the end of the payment
✘	Instant Payment Notification URL on batch change
✘	Instant Payment Notification URL on cancellation
✘	Instant Payment Notification URL on an operation coming from the Back Office

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 batch change

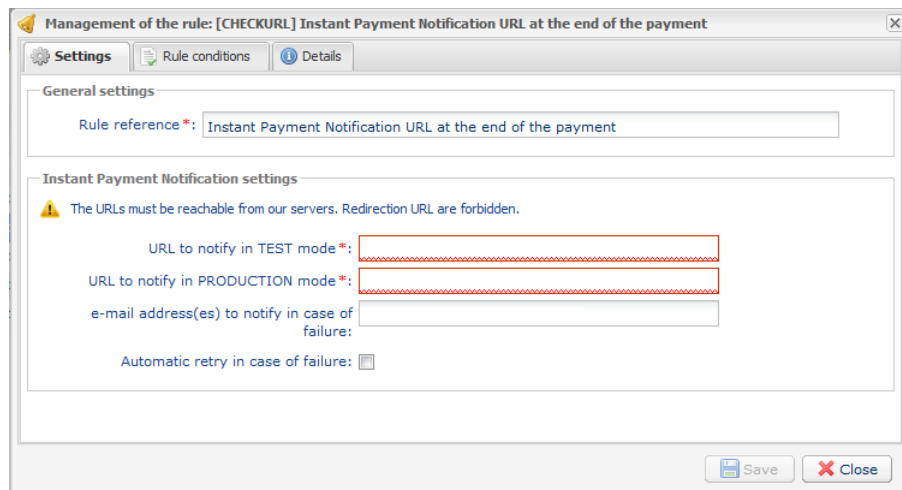
6.1. Setting up the Instant Payment Notification

In your Merchant 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 at the end of payment.

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of payment**.
2. Select **Enable the rule**.
3. Right-click again **Instant Payment Notification URL at the end of payment**.
4. Select **Manage the rule**.
5. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode**: <http://www.mydomain.com/payzen/payment/check/>



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, showing "General settings" with a "Rule reference" field containing "Instant Payment Notification URL at the end of the payment". Below this is the "Instant Payment Notification settings" section, which includes a warning icon and the text "The URLs must be reachable from our servers. Redirection URL are forbidden." There are four input 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" (a checkbox). The "Save" and "Close" buttons are at the bottom right.

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

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

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

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

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

9. Save the modifications.

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

It contains:

- The HTTP code of the encountered error
- Parts of error analysis
- Its consequences

- Instructions to resend from the Merchant 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.

This customization is **mandatory** if you are using the **FacilyPay Oney** payment method.

To set up this notification:

1. Right-click **Instant Payment Notification URL on cancellation**.
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**: <http://www.mydomain.com/payzen/payment/check/>
4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.
6. Set up the parameters for **Automatic retry in case of failure**.

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

7. Save the modifications.

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

It contains:

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

6.3. Setting up a notification on batch change

It is recommended to enable this notification for **PayPal** transactions in order to manage the **UNDER_VERIFICATION** status. The merchant site will be notified of acceptance or refusal by PayPal

In case you have enabled the **Oney** payment method, **you must enable this rule** so that your merchant website is notified when orders are accepted or rejected by Oney.

In case you have enabled the **Klarna** payment method, **you must enable this rule** so that your merchant website is notified when orders are accepted or rejected by Klarna.

To set up this notification:

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

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

It contains:

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

6.4. Testing the Instant Payment Notification URL

In order to make sure that the Instant Payment Notification functions correctly, follow these steps:

1. Make sure that your URL is available online: your shop must neither be **in maintenance mode** nor be protected by an .htaccess file.
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 Merchant 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.
7. Make sure that the order status is **Processing** or **Pending** in the Magento Back Office.

If the order status is still **Pending** (pending_payment), this means that the call has failed.

7. PROCEEDING TO TEST PHASE

Now that the payment module has been configured and you have specified the IPN URLs, you can move on to test phase in order to generate the production key.

Different cases of payments can be simulated by using test card numbers specified on the payment page. The merchant will be able to test all 3D Secure authentication results (if the merchant is enrolled and 3DS is not disabled).

The list of the tests to perform is provided in the Merchant Back Office, via the menu **Settings > Shop > Keys**.

Tests control

Here is a summary of the tests performed up to now.
You must perform a valid payment for each row in the table below.
* manual payments are not taken into account ;
* test payments are deleted after 30 days ;
* the vads_page_action parameter must be set to PAYMENT.

CB	Mastercard	Maestro	Visa Electron	Payment date	Test status
4970100000000014	5970100300000018	5000550000000029	4917480000000008		✘
4970100000000055	5970100300000067	5000550000000052	4917480000000057		✘
4970100000000063	5970100300000075	5000550000000060	4917480000000065		✘
4970100000000071	5970100300000083	5000550000000078	4917480000000073		✘

Refresh the table

The "Generate the production key" button below will become operational once you have successfully completed all the required tests.
Click on the Refresh the table button to update the test progress.

Generate the production key

Each row of the list contains card numbers associated with the same scenario (i.e. 2 accepted payments and 2 refused payments).

Each column corresponds to a different card type: CB/VISA, MASTERCARD, MAESTRO, VISA ELECTRON).

To perform the test phase:

1. Make an order on your merchant website as if you were one of your buyers.
2. Select the payment method "**Payment by credit card**".
3. Once redirected to the payment page, select the card type of your choice.
4. Refer to the list of tests to identify the card number to use.
5. Once a test has been validated, its status is updated in the list. Click on **Refresh the table** button if the status has not been updated automatically.
6. Once the 4 tests have been validated, the **Generate the production key** button becomes available.

Tests control

Here is a summary of the tests performed up to now.
You must perform a valid payment for each row in the table below.
* manual payments are not taken into account ;
* test payments are deleted after 30 days ;
* the vads_page_action parameter must be set to PAYMENT.

CB	Mastercard	Maestro	Visa Electron	Payment date	Test status
4970100000000014	5970100300000018	5000550000000029	4917480000000008	03/01/2019 10:53:24	✔
4970100000000055	5970100300000067	5000550000000052	4917480000000057	03/01/2019 10:55:29	✔
4970100000000063	5970100300000075	5000550000000060	4917480000000065	03/01/2019 10:56:32	✔
4970100000000071	5970100300000083	5000550000000078	4917480000000073	03/01/2019 10:57:39	✔

Refresh the table

All the required tests have been successfully completed. You can now generate the production key by clicking on the below button.

Generate the production key

7. Click the **Generate the production key** button and accept the notification messages that will appear.

The production key is now available.

8. SHIFTING THE SHOP TO PRODUCTION MODE

After you receive a confirmation e-mail informing you that a key has been generated, you can configure the payment method by following the steps below:

- Retrieve the production certificate available in the Merchant Back Office (**Settings > Shop > Keys**).
- In the module configuration parameters:
 - Populate the **Production key** field.
 - Switch from TEST to 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 Merchant 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.

Note on the TEST mode:

When your shop is in production mode, the TEST mode remains available.

To work in test mode, follow the steps below:

- Switch from PRODUCTION to TEST mode.
- Make sure that the **Test key** is correctly specified.
- Save the changes.

9. PAYMENT VIA THE MAGENTO BACK OFFICE

The merchant has:

- opted for an offer that includes a VAD contract for manual payments,
 - opted for an offer that includes the option "Payment by another channel".
1. Via the **Sales** menu > **Orders** menu the merchant clicks on "**Create New Order**"
 2. The merchant selects the user account or creates a new one.
 3. If the Magento module has several shops, the merchant selects the shop where he/she wishes to create the order.
 4. The merchant fills the shopping cart.
 5. The merchant selects the payment method.
 6. The merchant selects the shipping method.
 7. The merchant validates the order.
 8. The browser is redirected to the payment page. The merchant proceeds to payment by filling in the card details transmitted by the buyer. For this payment mode, the 3D-Secure authentication is not required.
 9. At the end of the payment, the browser is redirected to the order detail page.

10. FULL/PARTIAL REFUND

This module allows to partially or fully refund an order via Magento and to automatically perform the operations required for the associated transaction in PayZen.

The orders paid in installments by bank card must be refunded directly via the Merchant Back Office.

The PayZen offer allowing the use of Web Service "standards" must be enabled for this option.

To perform a refund:

1. In the menu **Sales > Invoices** > Select the order for refund.
2. Click on the **Credit Memo** button.
3. Enter the number of items and the amount for the refund and click on the **Refund** button.

The module generates a `getPaymentDetails` request to obtain the status of the transaction.

Depending on the result, it triggers a call:

- `updatePayment` to lower the transaction amount before capture in the bank
- `cancelPayment` to cancel the transaction before capture in the bank
- `refundPayment` to fully or partially refund the transaction.

4. The order is automatically updated in Magento.

11. GETTING IN TOUCH WITH TECHNICAL SUPPORT

Looking for help? Check our FAQ on our website

<https://payzen.io/fr-FR/faq/sitemap.html>

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

by phone at:

0811708709

Service fee 0.06 € / min
+ call charge

by e-mail:

support@payzen.eu

via your Merchant Back Office:

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

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

This information is available in the "registration of your shop" e-mail or in the Merchant Back Office (**Settings** > **Shop** > **Configuration**).