



**Payment module integration for
ShopWare platform v4.x and 5.x**

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1. RELEASE NOTES

Version	Date	Comments
1.3.0	31/07/2019	<u>New features</u> <ul style="list-style-type: none">• SHA-256 Label for the signature algorithm replaced by HMAC-SHA-256• Added Spanish translations.• Translations updated.• Modification of the notice concerning the transition to production mode on the return page.• The buyer's brand selection is displayed in the order details.• Possibility to configure an order status in case of successful payment. <u>Bug fixes</u> <ul style="list-style-type: none">• Display error in the order details within the ShopWare Back Office.
1.2.0	27/06/2018	<u>New features</u> <ul style="list-style-type: none">• Compatibility with the last 5.x versions.• Addition of the "Signature algorithm" parameter for the HMAC-SHA-256.• Displays an error message on the return page when an error occurs instead of redirecting the buyer to the homepage.• Translations updated.
1.1.1	10/10/2017	<ul style="list-style-type: none">• Compatible with PHP 5.3.
1.1	24/11/2016	<ul style="list-style-type: none">• Bug correction: correction of the display of payment description in the order e-mail.• Compatibility with versions 5.2.x of ShopWare.• "In progress" order status and "paid" payment status when the payment is successful.• Code refactoring.• Compatibility with version 4.0 of ShopWare.• Improvement of order processing in multi-shop mode.• Removed control over certificate format.• Correction and improvement of the code for compatibility with the ShopWare Store.
1.0	16/03/2016	Initial version

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2. MODULE FEATURES

The payment module offers the following features:

- Single payment,
- compatibility with ShopWare (Community Edition), version 4.x-5.x,
- multi-language compatibility,
- multi-currency compatibility,
- selective 3D-Secure depending on the order amount,
- automatic redirection to the shop once the payment has been made,
- definition of a minimum/maximum amount for each payment method,
- 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 PayZen 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 ShopWare shop is in maintenance mode**
- **If your Instant Payment Notification URL is protected by an .htaccess file**
- **If you have blocked the IP addresses of the payment gateway**
- **If you have not encoded the notification URL in the Merchant Back Office**

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

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

Date	Operation	User	Details
25/11/2016 12:24:18	Merchant confirmation e-mai...	BATCH	
25/11/2016 12:24:18	Buyer confirmation e-mail in...	BATCH	
25/11/2016 12:24:18	Instant Payment Notification	E_COMMERCE	SENT, rule=Instant Pay...

Complementary information: Instant Payment Notification
SENT, rule=Instant Payment Notification URL at the end of the payment, duration=~0,7s, response= OK-410448=Valid payment processed ◆◆◆◆◆

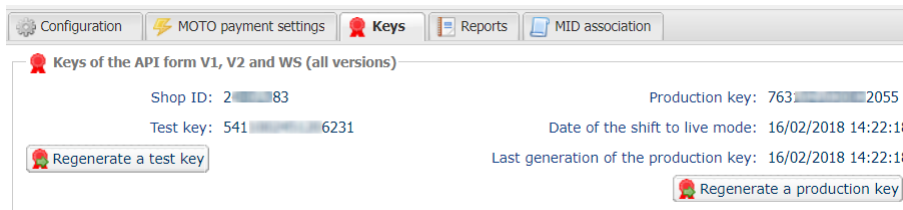
Close

4. PREREQUISITES

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

- **Payment module file:** PayZen_ShopWare_4.x-5.x_v1.3.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>

5. INSTALLING THE PAYMENT MODULE

5.1. Updating the module

To update the payment module, you must first delete its previous version.

WARNING: Do not forget to save the parameters of your module before you uninstall it and make sure you save the production key that is no longer visible in the PayZen Back Office.

Moreover, the new version of the module introduces a new setting: **Signature algorithm**. By default, this field is set to **HMAC-SHA-256** and its value must be the same as in the PayZen Back Office (**Settings > Shop**). If the algorithm is different, the parameter must be changed via the PayZen Back Office.

1. Open the Plugin Manager (**Settings > Plugin Manager**),
2. Go to the **Management** section and click on **Installed**,
3. Search the PayZen module, then click **(-)** to uninstall it,
4. Click **Delete** to delete this module,
5. Refer to the following chapters for adding and installing the new module.



5.2. Installing the module

The PayZen payment module is installed via the **Plugin Manager** of ShopWare.

1. Open the Plugin Manager (**Settings > Plugin Manager**),
2. Go to the **Management** section and click on **Installed**,
3. Click the **Upload plugin** button.
4. In the new window, select the zip file of the payment module, then click **Select**,
The second method consists in copying the module via FTP. To do that, merge or create the **Frontend** folder with the one in **engine/Shopware/Plugins/Community**,
5. In **Plugin Manager**, the **PayZen Payment** module appears in **Uninstalled**.
6. Click **(+)** to install the module.
7. The Plugin Manager requests to empty the cache, click **Yes**.

5.3. Selecting a module for a shipping mode

Once the module has been installed, it must be selected for a shipping mode for PayZen to become available as a payment method.

1. Go to **Configuration > Shipping costs**. The **Shipping cost management** window will appear.
2. Select a shipping method and click  *Edit shipping costs*. A new window opens.
3. Click the **Payment method selection** tab.
4. In the **Blocked** column on the left, select PayZen by clicking on it, then click  to add PayZen to payment methods available for this shipping mode:

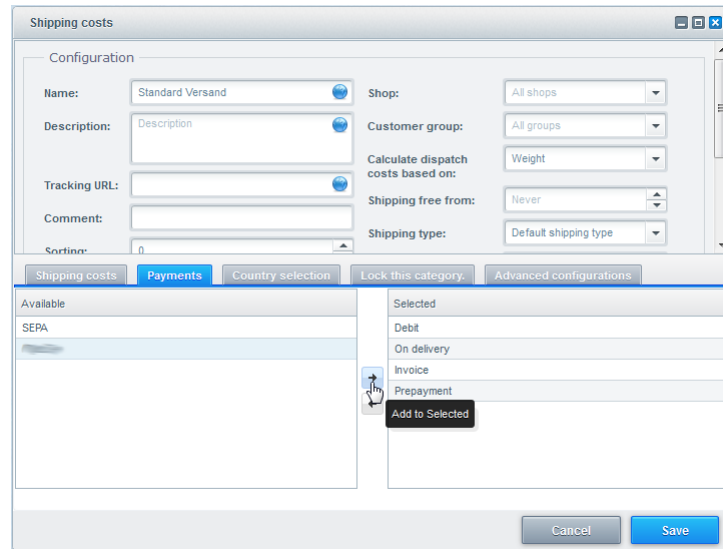


Figure 1: Selecting a module for a shipping mode

5. Click **Save** to save the configuration.
6. Repeat the operation for all shipping modes for which you wish to offer PayZen.

6. CONFIGURING THE PAYMENT MODULE

1. Open the Plugin Manager (**Settings > Plugin Manager**),
2. Go to the **Management** section and click on **Installed**,
3. The **PayZen Payment** module appears in **Installed**. Click **Open**, the module configuration window will appear.

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 > Keys). 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.your-domain.com/payment_payzen/process
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 ShopWare is not supported by PayZen. If the language(s) used by the ShopWare is (are) implemented into PayZen, the payment page will be displayed in the language of ShopWare 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> 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.

Payment page	
	<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 ShopWare.</p>
Card types	<p>This field allows to select the cards logo to be displayed on the payment page.</p> <p>Warning:</p> <p>The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen offer.</p> <p>It is recommended to leave the parameter empty.</p>

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

Restrictions	
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method.

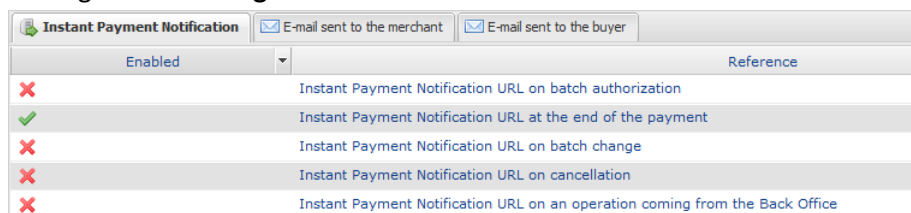
Return to shop	
Automatic redirection	<p>This option allows to automatically redirect the buyer to the merchant website.</p> <p>This option depends on the following settings.</p> <p>This option is disabled by default.</p>
Time before redirection (success)	In case the automatic redirection option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	<p>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.</p> <p>The default message is:</p> <p>“Redirection to the shop in a moment”.</p>
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)	<p>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.</p> <p>The default message is:</p> <p>“Redirection to the shop in a moment”.</p>
Return mode	<p>During the redirection to the shop, these parameters are returned to the shop in GET or POST modes.</p> <p>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.</p>
Order status (payment accepted)	Select the Registered orders status. It is recommended to keep the default value.

7. 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 2: 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

7.1. 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 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 (Notification URL of the Hosted payment page V1, V2 section)**:
`http://www.your-domain.com/payment_payzen/process`
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 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 Merchant Back Office the notification to the URL already specified above.

7.2. 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 has been created in the **Clients > Orders** menu.

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

8. 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.

9. 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.

10. OBTAINING HELP

Viewing online documentation

Need some help? Please, check online documentation

In France	https://payzen.io/fr-FR/faq/sitemap.html
In Europe	https://payzen.io/en-EN/faq/sitemap.html
In Latin America (except Brazil)	https://payzen.io/lat/faq/sitemap.html
In Brazil	https://payzen.io/pt-BR/faq/sitemap.html
In India	https://payzen.io/in/faq/sitemap.html

We are constantly improving the understanding and proper use of our technical documentation. We appreciate any constructive remarks on your part.

Please send your comments and suggestions about the documentation to the e-mail address pole.documentation@lyra-network.com.

Getting in touch with technical support

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

	By phone	By e-mail
In France	0811708709 <small>Service fee 0,06 € / min + call charge</small>	support@payzen.eu
In Europe	+33 820902103 <small>Service fee 0,12 € / min + call charge</small>	support@payzen.eu
In Latin America (except Brazil)	N/A	soporte@payzen.lat
In Brazil	+55 (11) 3336-9217 +55 (11) 3336-9209	suporte@payzen.com.br
In India	+91 (022) 33864910 / 932	operations.department@lyra-network.co.in

and 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**).