



# **Payment module integration for WooCommerce**

Document version 1.10

# Contents

<b>1. RELEASE NOTES.....</b>	<b>3</b>
<b>2. MODULE FEATURES.....</b>	<b>5</b>
<b>3. READ CAREFULLY BEFORE GOING ANY FURTHER.....</b>	<b>6</b>
<b>4. INSTALLMENT PAYMENT FEATURES.....</b>	<b>7</b>
<b>5. PREREQUISITES.....</b>	<b>8</b>
<b>6. INSTALLING AND CONFIGURING THE PAYMENT MODULE.....</b>	<b>9</b>
6.1. Updating the module.....	9
6.2. Adding the payment module.....	9
6.3. Activating the payment module.....	10
<b>7. CONFIGURING THE PAYMENT MODULE.....</b>	<b>11</b>
7.1. General configuration.....	11
7.2. Standard payment.....	15
7.3. Payment in installments.....	17
7.4. Payment by subscription.....	19
7.5. Other payment methods.....	21
<b>8. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL.....</b>	<b>23</b>
8.1. Setting up the Instant Payment Notification.....	24
8.2. Setting up notifications in case of abandoned or canceled payments.....	25
8.3. Configuring the notification for recurring payments.....	26
8.4. Testing the Instant Payment Notification URL.....	27
<b>9. WHAT IS THE BUYER'S JOURNEY DURING A PAYMENT?.....</b>	<b>28</b>
<b>10. PROCEEDING TO TEST PHASE.....</b>	<b>30</b>
<b>11. SHIFTING THE SHOP TO PRODUCTION MODE.....</b>	<b>32</b>
<b>12. OBTAINING HELP.....</b>	<b>33</b>

# 1. RELEASE NOTES

Version	Date	Comments
1.10	6/22/2022	<p><u>New features</u></p> <ul style="list-style-type: none"> <li>• Addition of <b>Delivery options</b>.</li> <li>• Compatible with the WooCommerce Blocks plugin.</li> <li>• Recurring payment not created if there is no renewal date.</li> <li>• Making a refund via the CMS.</li> <li>• Making a payment via the CMS Back Office.</li> </ul> <p><u>Bug fixes</u></p> <ul style="list-style-type: none"> <li>• Embedded fields: problem with refreshing payment fields.</li> </ul>
1.9.5	5/5/2022	<p><u>New features</u></p> <ul style="list-style-type: none"> <li>• Update of the list of payment methods.</li> </ul>
1.9.4	9/27/2021	<p><u>Bug fixes</u></p> <ul style="list-style-type: none"> <li>• If the recurring payment is cancelled too soon after the payment is created, the buyer is debited for the current month but the merchant does not receive the information via the CMS.</li> </ul>
1.9.3	7/15/2021	<p><u>Bug fixes</u></p> <ul style="list-style-type: none"> <li>• The deadlines for a payment by subscription were not created via WooCommerce.</li> </ul>
1.9.2	7/6/2021	<p><u>New features</u></p> <ul style="list-style-type: none"> <li>• The authorized amount is displayed in order details.</li> </ul> <p><u>Bug fixes</u></p> <ul style="list-style-type: none"> <li>• Improved cancellation process for subscriptions in view of avoiding error messages.</li> </ul>
1.9.1	6/21/2021	<p><u>New features</u></p> <ul style="list-style-type: none"> <li>• Improved error messages in case of payment failure.</li> <li>• Compatible with subscription creation via the Merchant Back Office.</li> <li>• Update old payment methods for subscriptions when calling the IPN.</li> <li>• Compatible with the WooCommerce option <b>Allow customers to log in to an existing account during checkout</b>.</li> <li>• Compatible with the WooCommerce option <b>Allow customers to create an account during checkout</b>.</li> </ul> <p><u>Bug fixes</u></p> <ul style="list-style-type: none"> <li>• First deadline created twice when there is no trial period.</li> <li>• Fatal error when a buyer wants to change the payment method for their subscription.</li> <li>• The manually added payment method is not displayed in the list <b>Other payment methods</b>.</li> <li>• Compatible with the subscription rules of the end of the month.</li> </ul>
1.9	4/21/2021	<p><u>New features</u></p> <ul style="list-style-type: none"> <li>• Create a support ticket via the <b>Module configuration</b> section.</li> <li>• Create a support ticket via a CMS order.</li> <li>• The REST API keys have been transferred to the section <b>General configuration of the module</b>.</li> <li>• The REST API key configuration section has been reorganized and precisions have been added to the parameter description.</li> </ul>

Version	Date	Comments
		<ul style="list-style-type: none"> <li>• Possibility to configure the URLs of the REST API.</li> <li>• Addition of the <b>Category association</b> parameter.</li> <li>• Possibility to add a payment method manually, if it is not present in the list of available payment methods.</li> <li>• Embedded form: the pop-in is now customizable in the section <b>Card data entry mode</b>.</li> <li>• Embedded form: Customize the label <b>Save my card</b>.</li> <li>• Do not remove the <b>Description</b> parameter, regardless of the value selected for the <b>Card data entry mode</b> configuration.</li> <li>• Displays the brand of the payment method stored for payment by token.</li> <li>• Payment by token: a link has been added to enable the buyer to delete their recorded payment method.</li> <li>• Verification of token validity before proceeding to payment.</li> <li>• The <b>vads_order_info</b> variables have been replaced with <b>vads_ext_info</b>.</li> <li>• Possibility to add a menu to the buyer in order to display their registered payment methods.</li> </ul>
1.0	3/18/2013	Initial version.

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## 2. MODULE FEATURES

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The payment module offers the following functionalities:

- Immediate payment
- Payment in installments with the possibility to offer several options (2, 3, 4 installments, etc.)
- Payment by token (requires subscription to the payment by token option)
- Payment by subscription
- Customizable submodule for all payment methods
- Compatibility with WooCommerce version 2.x-6.x
- Compatibility with the multi-site mode of WordPress
- Multi-language compatibility
- Multi-currency compatibility
- Automatic redirection to the shop once the payment is made
- Definition of a minimum/maximum amount for each payment type
- Custom 3D Secure depending on the order amount
- Management of the order status for accepted payments
- Payment page integrated into the checkout flow (display in an iframe)
- Embedded payment fields (REST API)
- Possibility to enable or disable module logs
- Payment via the Back Office of your CMS (requires a VAD contract)
- Partial or full refund via your CMS (requires the *REST Web Services* option)
- 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 by OSB 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.

Frequent errors:

- Your WooCommerce shop is in maintenance mode
- Your Instant Payment Notification URL is protected by an .htaccess file
- You have blocked the IP addresses of the payment gateway
- 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.

The screenshot shows a window titled "Details of a transaction in progress: 615145 (Order reference: 29)". It features a navigation bar with tabs: Details, 3D Secure, Buyer, Extra, Delivery, Shopping cart, Risk assessment, and Event log. The Event log tab is active, displaying a table with the following data:

Date	Operation	User	Details
18/06/2019 17:05:22	Merchant confirmation e-mail in progress	BATCH	to: vin...
18/06/2019 17:05:22	Buyer confirmation e-mail in progress	BATCH	to: sy...
18/06/2019 17:05:22	Instant Payment Notification	E_COMMERCE	SENT, ...

Below the table, there is a section titled "Complementary information: Instant Payment Notification" with the following text: "SENT, rule=URL de notification à la fin du paiement, duration=~1,4s, response= <span style='display: none;'>OK-Accepted payment, order has been updated. </span>". A "Close" button is located at the bottom right of the window.

**IMPORTANT:** Other topics are also presented in our FAQ which lists the most frequently asked questions and is regularly updated. The FAQ module is available via the link below in the **Payment modules** section > **WooCommerce 2.x-6.x**:

<https://secure.osb.pf/doc/fr-FR//en-EN/faq/sitemap.html>

## 4. INSTALLMENT PAYMENT FEATURES

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This module also allows you to offer the possibility to pay in installments. In module settings, you can choose the number of installments and the delay in days between each installment.

This module will allow you to view an order in your WooCommerce Back Office with the total amount that has been paid using the “payment in 3 installments with no fees” module, for instance.

During the first installment payment, an authorization request for the amount of the first installment is sent (if the capture date is before the current date + 6). Therefore, you cannot be sure that the upcoming installments will be honored. Remember to check that the upcoming installments are authorized.

Starting from the second installment, the IPN is no longer called, as WooCommerce does not support such notifications for finalized orders. It is needless to resend the IPN from the Back Office.

However, it is possible to be notified by e-mail in case one of the following installment payments is refused. All you need to do is enable and configure the **Installment payment rejection e-mail** rule. This rule can be found in the **Settings > Notification rules** menu > **E-mail sent to the merchant** tab of the Merchant Back Office.

### Additional feature implemented into this module

For installment payments, the PayZen by OSB payment gateway allows to also choose the amount of the first installment.

#### **Example:**

*For an amount of 10 000 XPF 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 5 000 XPF and that the two others will be of 2 500 XPF.*

### Payment method view

In module settings, you can define the minimum amount starting from which you wish to offer installment payment.

You can also set up the maximum amount until which you wish to offer installment payment.

To sum up, you must define a range for enabling payment in installments.

## 5. PREREQUISITES

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

- **Payment module file:** OSB\_WooCommerce\_2.x-6.x\_v1.10.x.zip
- **Your shop ID**
- **Test or production key**

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



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

<https://secure.osb.pf/vads-merchant/>

**WARNING:** all our payment modules are tested with a minimal PHP version, this version can be accessed via our online document archive:

<https://secure.osb.pf/doc/fr-FR//en-EN/plugins/#woocommerce>

If you have an older version, we invite you to contact the technical manager in charge of your site so that he updates the PHP version of the server. Thus, our support service will be able to assist you if you encounter a problem with our module.



## 6. INSTALLING AND CONFIGURING THE PAYMENT MODULE

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### 6.1. Updating the module

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To update the payment module, you must first disable and then delete the previous version.

**WARNING:** make sure you save the parameters of your module before you disable it and, most importantly, save the production key that is no longer visible in your Merchant Back Office.

Moreover, the new version of the module introduces a new setting: **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. From the Wordpress Back Office, go to the **Plugins > Installed Plugins** menu.
2. Search for the **OSB for WooCommerce** module.
3. To deactivate the payment module, click **Deactivate**.
4. Then click on **Delete** in order to delete the module from your shop.
5. The steps for installing a new module are described in the next chapter.

### 6.2. Adding the payment module

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The OSB payment module can be added in two ways:

#### Automatic installation:

The first method consists in adding the payment module via the **WordPress Back Office**:

1. Sign in to your **WordPress** admin interface.
2. Go to **Extensions > Installed Extensions**.
3. Click on **Add**.
4. Select **Upload Plugin**.
5. Click **Browse**.
6. Search for the payment module on your hard drive.
7. Click **Install**.

#### Manual installation:

The second method consists in copying the module via FTP. To do this, copy the woo-osb-payment folder into the /wp-content/plugins/ folder of your website.

Once the module is installed, click **Activate** to activate the module (**Extensions / Installed extensions**).

## 6.3. Activating the payment module

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If you have not already enabled the PayZen by OSB payment module upon the installation:

1. Sign in to your **Wordpress Back Office**.
2. Click **Plugins > Installed Plugins**.
3. Search for the **OSB for WooCommerce** module.
4. Click **Activate**.

## 7. CONFIGURING THE PAYMENT MODULE

1. In the WordPress back-end, go to **WooCommerce > Settings**.
2. Click on the **Payments** tab.
3. Search for the **OSB** modules.
4. Search for the **General configuration** sub-module and click **Configure** before configuring the other sub-modules.
5. The other sub-modules will have to be configured, if necessary.
6. The details of each parameter are described in the following chapters.

### 7.1. General configuration

Basic settings	
Logs	Allows to enable or disable module logs. The logs will be available in the /wp-content/uploads/wc-logs/ directory on the server. This parameter is <b>enabled</b> by default.

Access to the payment gateway	
Shop ID	Indicate the 8-digit shop ID, available in your Merchant Back Office ( <b>Settings &gt; Shop &gt; Keys</b> ).
Test key	Specify the test key available via your Merchant Back Office ( <b>Settings &gt; Shop &gt; Keys</b> ).
Production key	Specify the production key available in your Merchant Back Office ( <b>Settings &gt; Shop &gt; Keys</b> ). 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 ( <b>TEST</b> or <b>PRODUCTION</b> ). 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 ( <b>Settings &gt; Shop &gt; Keys</b> ). 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 ( <b>Settings &gt; Notification rules &gt; Instant Payment Notification URL at the end of the payment &gt; Instant Payment Notification URL of the API form V1, V2</b> menu). For more information, see the chapter and the sub-chapters on <b>Configuring the notification URL</b> .
Payment page URL	This field is pre-populated by default: <a href="https://secure.osb.pf/vads-payment/">https://secure.osb.pf/vads-payment/</a>

REST API keys	
Test password	Password allowing to use Web Services or embedded payment fields in test mode. The password is available in your Merchant Back Office ( <b>Settings &gt; Shops &gt; REST API keys</b> ).
Production password	Password allowing to use Web Services or embedded form in production mode. The password is available in your Merchant Back Office ( <b>Settings &gt; Shops &gt; REST API keys</b> ).
IPN URL of the REST API	This field is pre-populated by default:

REST API keys	
	<a href="https://api.secure.osb.pf/api-payment/">https://api.secure.osb.pf/api-payment/</a> It is recommended to leave the <b>default</b> value.
Public test key	The test public key must be filled in if you use the embedded payment fields, such as <b>Card data entry mode</b> . The public key is available via your Merchant Back Office ( <b>Settings &gt; Shops &gt; REST API keys</b> ).
Public production key	The production public key must be filled in if you use the embedded payment fields, such as <b>Card data entry mode</b> . The public key is available via your Merchant Back Office ( <b>Settings &gt; Shops &gt; REST API keys</b> ).
HMAC-SHA-256 test key	The test HMAC-SHA-256 key must be filled in if you use the embedded payment fields, such as the <b>Card data entry mode</b> . The HMAC-SHA-256 key is available from your Merchant Back Office ( <b>Settings &gt; Shops &gt; REST API keys</b> ).
HMAC-SHA-256 production key	The production HMAC-SHA-256 key must be filled in if you use the embedded payment fields, such as the <b>Card data entry mode</b> . The HMAC-SHA-256 key is available from your Merchant Back Office ( <b>Settings &gt; Shops &gt; REST API keys</b> ).
JavaScript client URL	This field is pre-populated by default: <a href="https://api.secure.osb.pf/static/">https://api.secure.osb.pf/static/</a> It is recommended to leave the <b>default</b> value.
REST API Instant Payment Notification URL	URL to copy in your Merchant Back Office ( <b>Settings &gt; Notification rules &gt; Instant Payment Notification URL at the end of the payment &gt; REST API Instant Payment Notification URL</b> menu). For more information, see the chapter and the sub-chapters on <b>Configuring the notification URL</b> .

Payment page	
Default language	This option allows you to choose the default language of the payment page in case the language of WooCommerce is not supported by PayZen by OSB. If the language(s) used by the WooCommerce is (are) implemented into PayZen by OSB, the payment page will be displayed in the language of WooCommerce when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. The buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all 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.
Capture delay	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Merchant Back Office ( <b>Settings &gt; Shop &gt; Configuration</b> - section: Capture delay). It is recommended to not populate this parameter.
Validation mode	<u><b>Back Office configuration:</b></u> recommended value. Allows to use the configuration defined in the Merchant Back Office (Settings > Shop > Configuration section: validation mode). <u><b>Automatic:</b></u> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. <u><b>Manual:</b></u> This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. <u><b>Warning:</b></u> if the transaction is not validated by the merchant before the expiration date of the authorization request, it will never be captured in the bank.

Custom 3DS	
Managing 3DS	<ul style="list-style-type: none"> <li>• <b>In 3DS1:</b> disables the 3DS1 process during an e-commerce payment. Requires the <b>Selective 3DS1</b> option.</li> <li>• <b>In 3DS2:</b> Allows you to request authentication without interaction (frictionless). Requires the <b>Frictionless 3DS2</b> option.</li> </ul>

Return to shop	
Automatic redirection	This option allows you 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)	If 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.
Message before redirection (success)	If the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the screen 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)	If 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.
Message before redirection (failure)	If the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the screen 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 <b>GET</b> or <b>POST</b> modes. The <b>GET</b> mode is more convenient for the buyer as it allows you to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment making then click on "Accept" to return to the shop.
Order status	Select the Registered orders status. It is recommended to leave the <b>default</b> value.

Additional options	
Category association	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"> <li>• Quickly associate a category with all the products in your catalog</li> <li>• Associate a type with each category in your catalog</li> </ul> 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
Payment method title	The payment module will automatically detect all the available transporters on your website.
Type	Allows you to choose the type of transporter from the following options: <b>Delivery company:</b> Transporters (La Poste, Colissimo, UPS, DHL, etc.). <b>Store pick-up:</b> Item pickup directly from the merchant. <b>Relay point:</b> Use of a network of delivery points (Kiala, Alveol, etc.). <b>Pick-up at a station:</b> Item pickup at an airport, a train station or a travel agency.
Speed	Shipping speed: <b>Express</b> (less than 24h) or standard. <b>Standard</b> <b>Priority</b> (reserved to Click & Collect).

Additional options	
Delay	<p>In case of picking up the item at the shop (Click &amp; Collect) with priority delivery, select the delivery delay from the following options:</p> <p>≤ 1 hour</p> <p>&gt; 1 hour</p> <p>Immediate</p> <p>24/7</p>

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

## 7.2. Standard payment

Module option	
Activation	Check the box to enable the payment method. This mode is set to <b>Enabled</b> 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 is available in several languages, a drop-down list will appear to the right of the method title. Changing the language allows you to enter a different title in each language.
Description	This option allows you to define the description of the payment method. If your shop supports several languages, you can also define the description 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"><li>• <b>All countries:</b> the payment method is available for all countries.</li><li>• <b>Specific countries:</b> after choosing this option, the list of <b>Authorized countries</b> appears. Press and hold "<b>Ctrl</b>" and select the countries of your choice from the list of <b>Authorized countries</b>.</li></ul>
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 for which you do not wish to offer this payment method.

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 <b>General configuration</b> section will be applied. If the <b>Capture delay</b> field of the <b>General configuration</b> is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. <b>General configuration of the module:</b> recommended value. Allows you to apply the configuration defined in the <b>General configuration</b> section. <b>Back Office configuration:</b> Allows you to use the configuration defined in the Merchant Back Office (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 Merchant 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.
Card types	This field allows to select the cards logo to be displayed on the payment page. Warning: The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen by OSB offer. It is recommended to leave this parameter empty.

Advanced options	
Card data entry mode	The module provides the following operating modes: <u>Bank data acquisition on the payment gateway</u> Card type selection and data entry is done on the PayZen by OSB payment page. <u>Card type selection on the merchant website</u>

Advanced options	
	<p>The card type is selected on the merchant website, the list of available payment methods depends on the configuration of accepted card types (see “Card type configuration”).</p> <p>Once the card type has been selected, the buyer will be invited to enter their bank data on the PayZen by OSB payment page.</p> <p><i>Payment page integrated into the checkout flow (iframe mode)</i></p> <p>This feature allows the integration of the PayZen by OSB payment page via a tunnel on your merchant website.</p> <p>In this case, PCI DSS certification is not necessary.</p> <p><b>WARNING</b></p> <p>Some payment methods are not compatible with integration by iframe. For more information please see this documentation:  <a href="#">Click here to see the documentation</a></p> <p><i>Payment fields embedded on the merchant website (REST API)</i></p> <p>This option enables the integration of embedded payment fields (card number, expiry date, cvv) on your merchant website.</p> <p>The configuration of the REST API keys present in <b>General configuration &gt; REST API keys</b> is mandatory if you enable this functionality.</p> <p>PCI DSS certification is not necessary in this case, however it is strongly recommended that your merchant website is secure in order to reassure buyers.</p> <p><b>To use this solution, the merchant must subscribe to the TEST API option (use of REST API payment).</b></p> <p><i>Payment fields embedded in a pop-in (REST API)</i></p> <p>This option allows you to integrate the payment fields (card number, expiry date, cvv) in a pop-in on your merchant website.</p> <p>The configuration of the REST API keys present in <b>General configuration &gt; REST API keys</b> is mandatory if you enable this functionality.</p> <p>PCI DSS certification is not necessary in this case, however it is strongly recommended that your merchant website is secure in order to reassure buyers.</p> <p><b>To use this solution, the merchant must subscribe to the TEST API option (use of REST API payment).</b></p>
Theme	Choose the theme you would like to use to display the embedded payment fields.
Custom fields placeholders	<p>This option will allow you to define the label that will get displayed by default in the embedded payment fields.</p> <p>If your shop supports several languages, you can also define the title of the payment method for each language.</p>
Card registration label	<p>Enter the label that you wish to display for the button <b>Save my card</b>.</p> <p>The <b>Payment by token</b> settings must be enabled to have this text displayed.</p> <p>If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.</p>
Payment attempts number	<p>Maximum number of payment retries after a failed payment, this value must be between 0 and 9.</p> <p>If this value is not specified, the default value will be 3.</p>
Payment by token	<p>The payment by token allows you to pay for the order without having to enter the card details upon each payment.</p> <p>During the payment, the buyer decides whether he/she wishes to register his/her card details by ticking the corresponding box available in the payment page.</p> <p>The box will be displayed only if the buyer is connected to the merchant website.</p> <p>This option is <b>disabled</b> by default.</p> <p><b>WARNING:</b></p> <p><b>The ‘payment by token’ option must be enabled in your OSB shop.</b></p>

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



## 7.3. Payment in installments

Module option	
Activation	Check the box to enable the payment method. By default, this method is <b>Disabled</b> .
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 is available in several languages, a drop-down list will appear to the right of the method title. Changing the language allows you to enter a different title in each language.
Description	This option allows you to define the description of the payment method. If your shop supports several languages, you can also define the description 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"><li>• <b>All countries:</b> the payment method is available for all countries.</li><li>• <b>Specific countries:</b> after choosing this option, the list of <b>Authorized countries</b> appears. Press and hold “<b>Ctrl</b>” and select the countries of your choice from the list of <b>Authorized countries</b>.</li></ul>
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 for which you do not wish to offer this payment method.

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 <b>General configuration</b> section will be applied. If the <b>Capture delay</b> field of the <b>General configuration</b> is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. <b>General configuration of the module:</b> recommended value. Allows you to apply the configuration defined in the <b>General configuration</b> section. <b>Back Office configuration:</b> Allows you to use the configuration defined in the Merchant Back Office (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 Merchant 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.
Card types	This field allows to select the cards logo to be displayed on the payment page. Warning: The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen by OSB offer. It is recommended to leave this parameter empty.

Advanced options	
Card type selection	The module provides 2 operating modes: <u>On the payment gateway</u> The card type is selected on the OSB payment page. <u>On the merchant website</u> The card type is chosen when the buyer selects the “Pay by credit card in installments” payment method.

Advanced options	
	The list of available payment methods depends on the configuration of accepted card types (see "Configuration of the card type").

Multi payment option	
<b>Payment option</b>	<p>This module allows you to create as many credit card installment payment options as you like.</p> <p>Each payment option will have a different code that will be displayed in the order table.</p> <p>To add a payment option, click on <b>Add</b>.</p> <p>When you are done, remember to save your changes.</p>
<b>Label</b>	<p>Text describing the installment payment option as it will be offered to the buyer.</p> <p>Example: Pay in 3 installments with no fees</p>
<b>Minimum amount</b>	Allows you to define the minimum amount required to make the payment option available.
<b>Maximum amount</b>	Allows you to define the maximum amount required to make the payment option available.
<b>Merchant ID</b>	<p>The Merchant ID to use with the option, in case your shop has several Merchant IDs.</p> <p><b>It is recommended to leave this field empty.</b></p>
<b>Number</b>	<p>Number of installments:</p> <p><b>3</b> for payment in 3 installments</p> <p><b>4</b> for payment in 4 installments</p> <p>etc.</p>
<b>Period</b>	Period (in days) between each installment.
<b>First installment</b>	<p>Amount of the first installment, expressed as a percentage of the total amount.</p> <p>Example:</p> <p>For an amount of 10 000 XPF 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 5 000 XPF and that the two others will be of 2 500 XPF.</p> <p>For 50% enter <b>50</b>.</p> <p>If you want the amount of every installment to be the same, leave this field empty.</p>

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

## 7.4. Payment by subscription

**WARNING:** to be able to use this feature, you must enable the **subscription** option in your OSB shop.

Module option	
Activation	Check the box to enable the payment method. By default, this method is <b>Disabled</b> .
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 is available in several languages, a drop-down list will appear to the right of the method title. Changing the language allows you to enter a different title in each language.
Description	This option allows you to define the description of the payment method. If your shop supports several languages, you can also define the description 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"><li>• <b>All countries:</b> the payment method is available for all countries.</li><li>• <b>Specific countries:</b> after choosing this option, the list of <b>Authorized countries</b> appears. Press and hold "<b>Ctrl</b>" and select the countries of your choice from the list of <b>Authorized countries</b>.</li></ul>
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for <b>ALL GROUPS</b> , 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 for which you do not wish to offer this payment method. By defining a minimum amount for <b>ALL GROUPS</b> , 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 <b>General configuration</b> section will be applied. If the <b>Capture delay</b> field of the <b>General configuration</b> is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. <b><u>General configuration of the module:</u></b> recommended value. Allows you to apply the configuration defined in the <b>General configuration</b> section. <b><u>Back Office configuration:</u></b> Allows you to use the configuration defined in the Merchant Back Office (Settings > Shop > Configuration – section: validation mode). <b><u>Automatic:</u></b> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. <b><u>Manual:</u></b> This value indicates that the transactions will require manual validation by the merchant via the Merchant 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.

Advanced options	
Subscription management	If you offer a subscription service on your website, you must select one of the 3 offers:

Advanced options	
	<p><u>WooCommerce Subscriptions</u> In case your website subscriptions are handled by the <b>WooCommerce Subscriptions</b> module.</p> <p><u>Subscription</u> In case you use the <b>Subscription - WooCommerce Subscriptions</b> module.</p> <p><u>Custom</u> In case you have developed your own subscription management solution.</p>

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

**IMPORTANT:** To cancel a subscription via the WooCommerce Back Office, it is mandatory to:

- Use **WooCommerce Subscriptions**, if you use another module you must ask a developer to integrate this feature for you.
- Have the **Web Services REST Subscription** option.
- Configure the **REST API keys** Web Services.

You can configure Web Services in the payment module: **General configuration > REST API keys >** the parameters in question are **Test password** and **Production password**.

## 7.5. Other payment methods

It is recommended to enable this option if you have configured the card data entry mode with “Embedded payment fields”, and if you would like to offer other payment methods than CB, VISA, VISA ELECTRON, MASTERCARD, MAESTRO, AMEX that are not present in the other submodules.

Module option	
Activation	Check the box to enable the payment method. By default, this method is <b>Disabled</b> .
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 is available in several languages, a drop-down list will appear to the right of the method title. Changing the language allows you to enter a different title in each language.
Description	This option allows you to define the description of the payment method. If your shop supports several languages, you can also define the description 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"><li>• <b>All countries:</b> the payment method is available for all countries.</li><li>• <b>Specific countries:</b> after choosing this option, the list of <b>Authorized countries</b> appears. Press and hold “<b>Ctrl</b>” and select the countries of your choice from the list of <b>Authorized countries</b>.</li></ul>
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for <b>ALL GROUPS</b> , 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 for which you do not wish to offer this payment method. By defining a minimum amount for <b>ALL GROUPS</b> , 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	
Group payment methods	By enabling this option, all the payment methods added in this section will be displayed within the same payment submodule. Otherwise, each payment method will be represented in a different submodule. This parameter is set to <b>Disabled</b> by default.
Label	Text describing the payment option as it will be offered to the buyer. The label will be displayed only if the <b>Group payment methods</b> option is <b>disabled</b> . Example: Pay via Bancontact If your shop supports several languages, you can also define the label of the payment method for each language.
Payment method	Choose the payment method you would like to offer.
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 for which you do not wish to offer this payment method.
Authorized countries	Select the country that you would like to authorize for the selected payment method. If no countries are selected from the list, all countries will be authorized. Hold down the <b>Ctrl</b> key to select or deselect several countries.
Validation mode	Validation mode for this payment method.

Payment options	
	<p><b>General configuration of the module:</b> recommended value.</p> <p>Allows you to apply the configuration defined in the <b>General configuration</b> section.</p> <p><b>Back Office configuration:</b></p> <p>Allows you to use the configuration defined in the Merchant Back Office (Settings &gt; Shop &gt; Configuration – section: validation mode).</p> <p><b>Automatic:</b></p> <p>This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p><b>Manual:</b></p> <p>This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.</p> <p><b>Warning:</b> 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 <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in WooCommerce.</p>
<b>Capture delay</b>	<p>Delay (in days) before the capture for this payment method.</p> <p>If you leave this field empty, the value configured in the <b>General configuration</b> section will be applied.</p> <p>If the <b>Capture delay</b> field of the <b>General configuration</b> is also empty, the value configured in the Merchant Back Office will be applied.</p>
<b>Shopping cart data</b>	<p>Check this box if you wish to send the shopping cart details to the payment gateway.</p>
<b>Add payment methods</b>	<p>If you want to create payment methods that are not present in the <b>Payment methods</b> list, you can add them manually in the payment module:</p> <ol style="list-style-type: none"> <li>1. Click the Add button.</li> <li>2. Enter the technical code provided by OSB. This code must be exactly the same as the one present in the <a href="#">Dictionnaire des données</a> in the <b>Card types (vads_payment_cards)</b> column. If your payment method is not on the list, it is not available in OSB</li> <li>3. Enter the <b>name</b> of the payment method to be added.</li> <li>4. Save your changes.</li> <li>5. Once the payment method created, you will have to add and configure it from the <b>Payment methods</b> section (previous parameter). The new payment method will be displayed at the end of the <b>Payment methods</b> list.</li> </ol>

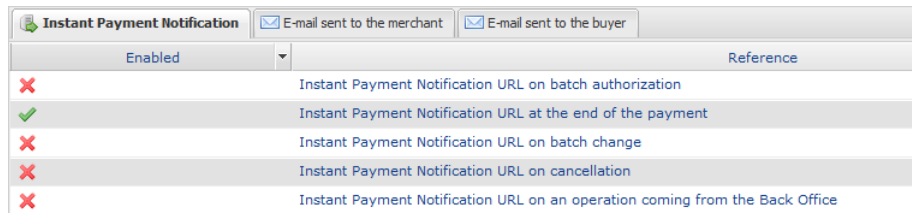
Once you have completed the configuration, click **Save**.

## 8. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

The Merchant Back Office provides several types of notifications. They allow to manage the events that will generate a call to the merchant website and to configure the URL of the contact page.

To access notification rule management:

1. Sign in to: <https://secure.osb.pf/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 the payment
- Instant Payment Notification URL on cancellation
- Instant Payment Notification URL when creating a recurring payment

## 8.1. Setting up the Instant Payment Notification

---

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

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 the payment.

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of the payment**.
2. Select **Enable the rule**.
3. Right-click **Instant Payment Notification URL at the end of the payment** once again.
4. Select **Manage the rule**.
5. Enter the **E-mail address(es) to notify in case of failure**.
6. To specify several e-mail addresses, separate them with a semi-colon.
7. 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).

A notification will be considered as failed if the HTTP code returned by the merchant server is not in the following list: **200, 201, 202, 203, 204, 205, 206, 301, 302, 303, 307, 308**.

**Automatic retry does not apply to notifications manually triggered via the Merchant Back Office.**

Call attempts are scheduled at fixed intervals every 15 minutes (00, 15, 30, 45). After each failed attempt, a notification e-mail is sent to the e-mail address specified earlier.

8. 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)**: the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**`https://www.your-domain.com/?wc-api=WC_Gateway_OSB`**

Replace **your-domain.com** with the domain name of your website.

9. If you have enabled the **Embedded payment fields (REST API)** option as entry mode of card data, enter the URL in the **URL to call in TEST mode** and **URL to call in PRODUCTION mode (Notification of the REST API section)**. The URL to copy is present in the module configuration (**REST API notification URL**).

The URL must resemble the one below:

**`https://www.your-domain.com/?wc-api=WC_Gateway_OSB_Notify_Rest`**

Replace **your-domain.com** with the domain name of your website.

10. Save the changes.



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

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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 **Instant Payment Notification URL on cancellation**.

2. Select **Manage the rule**.

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

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

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

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

6. 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): the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**`https://www.your-domain.com/?wc-api=WC_Gateway_OSB`**

Replace **your-domain.com** with the domain name of your website.

7. Save the changes.

8. Once again, right-click **Instant Payment Notification URL on cancellation**.

9. Select **Enable the rule**.

### 8.3. Configuring the notification for recurring payments

---

This notification is required for communicating the result of a payment request for a subscription.

In your Merchant Back Office, you must configure a URL that will be systematically called after a subscription-type payment. It will inform the merchant website about the payment result.

This parameter is called Instant Payment Notification URL when creating a recurring payment.

To set up this notification:

1. Right-click **Instant Payment Notification URL when creating a recurring payment**.
2. Select **Enable the rule**.
3. Right-click **Instant Payment Notification URL when creating a recurring 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)**: the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**`https://www.your-domain.com/?wc-api=WC_Gateway_OSB`**

Replace **your-domain.com** with the domain name of your website.

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).

A notification will be considered as failed if the HTTP code returned by the merchant server is not in the following list: **200, 201, 202, 203, 204, 205, 206, 301, 302, 303, 307, 308**.

**Automatic retry does not apply to notifications manually triggered via the Merchant Back Office.**

Call attempts are scheduled at fixed intervals every 15 minutes (00, 15, 30, 45). After each failed attempt, a notification e-mail is sent to the e-mail address specified earlier.

9. Save the changes.

## 8.4. 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. In the **WooCommerce > Orders** menu, check that the order status is **In progress**.

If the order status remains **Pending payment**, the call has failed.

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

## 9. WHAT IS THE BUYER'S JOURNEY DURING A PAYMENT?

1. The buyer selects the payment method **Payment by credit card**:

Strawberries × 1	50,00 €
<hr/>	
Subtotal	50,00 €
<hr/>	
Total	50,00 €

☒ Payment by credit card 


You will enter payment data after order confirmation.

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our [privacy policy](#).

PLACE ORDER

2. When the buyer clicks **Place the order**, they are redirected to the payment page:

[< Cancel and return to shop](#)Select your language : **EN** ▼



## Secure payment

Message customized by the merchant

Shop ID :



Order reference : 44

Amount : 5,000 XPF

\* Equivalent value, for information purposes

The address of this payment gateway prefixed with [https](#) indicates that you are on a secure site and you can safely pay for your purchase.



### Information for the payment

Card number  




Expiry date 

month ▼

year ▼

Security code  

**SUBMIT**



3. Once the payment is made, the buyer is redirected to the return page:

Thank you. Your order has been received.

ORDER NUMBER:  
**44**

DATE:  
**10 May 2022**

EMAIL:  
**marty.mcfly@hill-valley.com**

TOTAL:  
**50,00 €**

PAYMENT METHOD:  
**Payment by credit card**

### Order details

PRODUCT	TOTAL
Strawberries × 1	50,00 €
Subtotal:	50,00 €
Payment method:	Payment by credit card
Total:	50,00 €

## 10. PROCEEDING TO TEST PHASE

Once 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 for generating the production key is provided in the Merchant Back Office, **Settings > Shop > Keys** menu.

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 or REGISTER\_PAY.

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 production key

If your store does not have the test control table, it is not necessary to perform tests before going into production. You can directly click the **Generate production key** button to go into production. However, we recommend to make some payment tests to make sure that the payment solution is correctly integrated.

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 on the list. Click the **Refresh the table** button if the status has not been updated automatically.
6. Once the 4 tests have been validated, the **Generate 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 or REGISTER\_PAY.

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

The production key is now available.

## 11. SHIFTING THE SHOP TO PRODUCTION MODE

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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 key 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 parameters have been configured for your store, we recommend to make a real payment to make sure that your banking contract is functional.

You will then be able to cancel the payment via the Merchant Back Office.

### **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:**

Once 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 correct.
- Save the changes.



## 12. OBTAINING HELP

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Looking for help? Check our FAQ on our website

<https://secure.osb.pf/doc/en-EN/faq/sitemap.html>

If you have any technical questions or need assistance, our tech support is available

- from Monday to Friday from 7 a.m. to 5 p.m.
- Saturday from 8 AM to 12 AM

by phone at: (689) 40 46 09 09 (Call charges for this number: the cost of a local call from a landline).

by e-mail: [support@osb.pf](mailto:support@osb.pf)

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

To help us process your demands faster, please specify your shop ID in your query (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**).