Payment module integration for Hikashop 2.x, 3.x and 4.x

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1. RELEASE NOTES

Version	Date	Comments
2.1.x	12/31/2018	New features • Addition of the “Signature algorithm” parameter for the HMAC-SHA-256. • Update of the message concerning the transition to production mode on the return page. • Addition of Spanish translations.
2.0.0	5/31/2017	New features • Compatibility with Hikashop version 3.x • Adding log files generation. • Adding the payment in installment in the same module. • Ability to create several payment options for the installments payment method. • Files and folders have been renamed. • Addition of the German language. • Possibility to enter alphanumeric certificate. Bugfix • Rounding issue when sending the amount to the payment gateway.
1.1.0	12/10/2015	New features • Compatible with the commercial version of Hikashop.
1.0	8/20/2013	Creation of the document

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2. MODULE FEATURES

- Immediate payment
- Payment in installments with the possibility to offer several options (2, 3, 4 installments, etc.)
- Compatibility with HikaShop version 2.x-4.x
- Multi-language compatibility
- Multi-currency compatibility
- compatible with the commercial version of Hikashop.
- Custom 3D Secure depending on the order amount
- Management of the order status for accepted payments
- Management of the order status for declined payments
- Possibility to enable or disable module logs
- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL)

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3. READ CAREFULLY BEFORE GOING ANY FURTHER

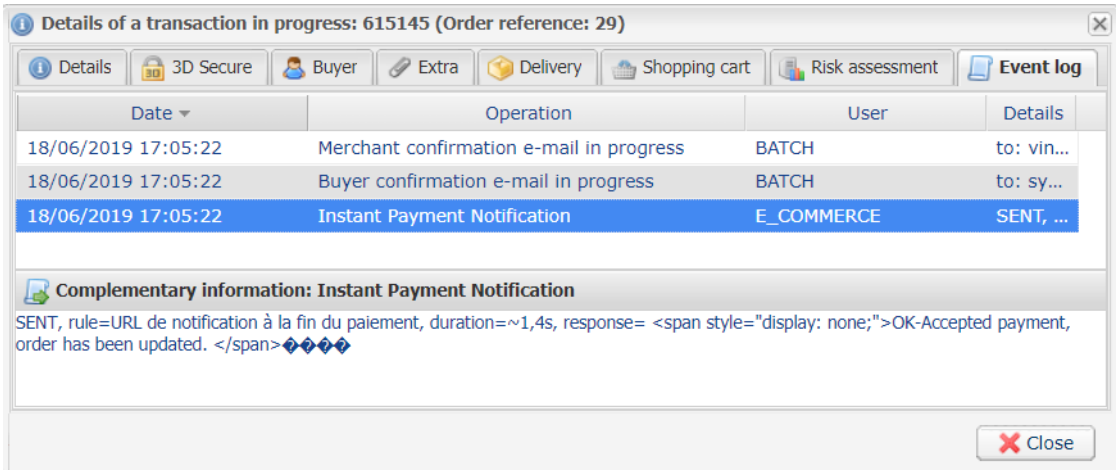
The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Systempay gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected.

Frequent errors:

- **Your HikaShop 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.



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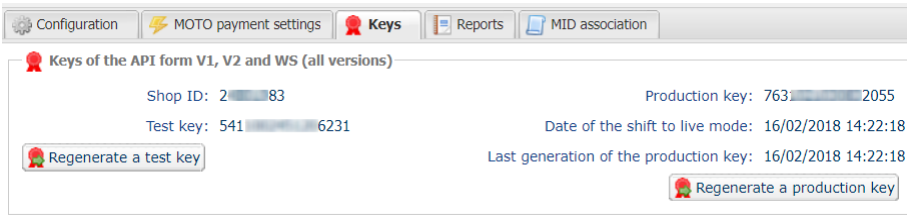
4. PREREQUISITES

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

- **Payment module file**: Systempay_HikaShop_2.x-4.x_v2.1.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://paiement.systempay.fr/vads-merchant/

WARNING: All our payment modules are tested from a minimal PHP version, this version is visible from our documentary site:

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.

Please note that the 7.0 version is no longer supported by PHP: *http://php.net/supported-versions.php*

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5. INSTALLATION AND CONFIGURATION OF THE PAYMENT MODULE

5.1. Updating the module

In the case where a previous version of the Systempay module is installed on your shop, you must uninstall it before adding.

WARNING: before deleting the payment module, do not forget to save your settings and especially to note the production certificate that is no longer visible in the Back Office.

If you are using version 1.5 or earlier of Joomla, you must manually delete the following files:

vads_api.php

vads_configuration.php

vads_end.php

vads.php

vads.xml

These files are located in the /plugins/hikashoppayment directory .

If you are using version 1.6 or higher of Joomla, connect to your FTP server then delete the vads directory or systempay directory located in /plugins/hikashoppayment. Then proceed to add the new version by following the step described in next chapter.

5.2. Adding payment modules

The module installs as an extension of Joomla.

From the Joomla Admin Panel, Go to **Extensions**> **Manage**> **Installation** and transfer the Systempay_HikaShop_2.x-4.x_v2.1.x.zip file.

To activate the payment method you will have to go to **Extensions**> **Plug-ins** and look for Systempay:

- **Systempay Payment Plugin** is the one-time payment.
- **Systempay Payment in installments Plugin** is the payment in installments.

Click on the red cross in the Status column to activate the payment method.

5.3. Configuring the payment module

1. Go to the **Components** > **Hikashop** > **Settings** menu.
2. In the general configuration of Hikashop go to **System**> **Payment Methods**.
3. Click on **New (+)**.
4. The list of payment methods is displayed, click on **Systempay Payment Plugin** for one-time payment or **Systempay Payment in installments Plugin** for payment in installments.

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5.3.1. General configuration

General configuration	
Published	By clicking yes you activate the payment module.
Images	Define the logo that will be displayed when selecting payment methods. You have the possibility to choose several logos.
Price	By entering a value, you define an additional commission cost.
Percentage	By entering a value, you define a commission percentage.
Tax category	Select a category for the tax, by default no category is selected.

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5.3.2. One-time payment

Access to the payment gateway	
Shop ID	Indicate 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** > **Instant Payment Notification URL at the end of the payment** > **Instant Payment Notification URL of the API form V1, V2** menu). For more information, see the chapter and the sub-chapters on **Configuring the notification URL**.
Payment page URL	This field is pre-populated by default: *https://paiement.systempay.fr/vads-payment/*

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of HikaShop is not supported by Systempay. If the language(s) used by the HikaShop is (are) implemented into Systempay, the payment page will be displayed in the language of HikaShop 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 “`Ctrl`” key and click on the desired languages. Available languages: 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 (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 of the authorization request, it will never 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 HikaShop.

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Payment page	
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 Systempay offer. It is recommended to leave this parameter empty.

Custom 3DS	

Managing 3DS	• **In 3DS1: Disables** the 3DS1 process during an e-commerce payment. Requires the **Selective 3DS1** option.
	IMPORTANT
	This feature will become obsolete as soon as the 3DS1 version is no longer supported by the networks.
	As of October 2020, issuers can refuse the transaction if 3D Secure authentication has not been performed.
	This behavior is called "Soft Decline".
	To reduce the number of rejected payments, the payment gateway automatically makes a new payment attempt with 3D Secure authentication, when possible.
	• **In 3DS2:** Allows to request authentication without interaction (frictionless). Requires the **Frictionless** 3DS2 option.
	  • For payments made in euro, if the amount is lower than €30, a request for frictionless is transmitted to the DS. **If the request for frictionless is accepted by the issuer, the merchant loses the payment guarantee.**
	  • For payments made in euros, if the amount is greater than €30, the value transmitted by the merchant is ignored and the management of cardholder authentication is delegated to the gateway.
	  • For payments made in a currency other than euro, a request for frictionless is transmitted to the DS.

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)	If 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)	If the **automatic redirection** 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 **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)	If the **automatic redirection** 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 **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 (payment accepted)	Select the Registered orders status. It is recommended to leave the **default** value.
Order status (payment declined)	Select the status to apply to failed orders. It is recommended to leave the **default** value.

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

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5.3.3. Installment payment

Access to the payment gateway	
Shop ID	Indicate 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** > **Instant Payment Notification URL at the end of the payment** > **Instant Payment Notification URL of the API form V1, V2** menu). For more information, see the chapter and the sub-chapters on **Configuring the notification URL**.
Payment page URL	This field is pre-populated by default: *https://paiement.systempay.fr/vads-payment/*

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of HikaShop is not supported by Systempay. If the language(s) used by the HikaShop is (are) implemented into Systempay, the payment page will be displayed in the language of HikaShop 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 “`Ctrl`” key and click on the desired languages. Available languages: 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 (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 of the authorization request, it will never 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 HikaShop.

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Payment page	
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 Systempay offer. It is recommended to leave this parameter empty.

Custom 3DS	
Managing 3DS	• **In 3DS1: Disables** the 3DS1 process during an e-commerce payment. Requires the **Selective 3DS1** option. **IMPORTANT** **This feature will become obsolete as soon as the 3DS1 version is no longer supported by the networks.** **As of October 2020, issuers can refuse the transaction if 3D Secure authentication has not been performed.** **This behavior is called "Soft Decline".** **To reduce the number of rejected payments, the payment gateway automatically makes a new payment attempt with 3D Secure authentication, when possible.** • **In 3DS2:** Allows to request authentication without interaction (frictionless). Requires the **Frictionless** 3DS2 option. • For payments made in euro, if the amount is lower than €30, a request for frictionless is transmitted to the DS. **If the request for frictionless is accepted by the issuer, the merchant loses the payment guarantee.** • For payments made in euros, if the amount is greater than €30, the value transmitted by the merchant is ignored and the management of cardholder authentication is delegated to the gateway. • For payments made in a currency other than euro, a request for frictionless is transmitted to the DS.

Payment options	
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**. When you are done, remember 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	The 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.
Period	Period (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 EUR 100 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 EUR 50 an that the two

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Payment options	
	others will be of EUR 25. For 50% enter **50**. If you want the amount of every installment to be the same, leave this field empty.

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)	If 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)	If the **automatic redirection** 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 **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)	If the **automatic redirection** 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 **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 (payment accepted)	Select the Registered orders status. It is recommended to leave the **default** value.
Order status (payment declined)	Select the status to apply to failed orders. It is recommended to leave the **default** value.

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

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5.3.4. Restrictions

Restrictions	
Area	You can restrict the payment method to a zone. By clicking on the edit icon, a window opens allowing you to select a zone. You can also remove this restriction by clicking the delete icon.
Shipping mode	With this option, you can choose the delivery method for which this payment method will be available. For example, if you choose UPS, this payment method will only be used if UPS is selected as the delivery method. Note: If you have selected **None**, or if you do not choose any shipping method, this payment method will still be available.
Currency	Choose the currencies allowed by this payment method.
Minimum price	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for, the payment method will not be enabled for users with a smaller shopping cart amount.
Maximum price	This field defines the maximum amount for which you wish to offer this payment method. By setting a maximum amount, the payment method will not be offered to all users who own a basket with a higher amount.
Tax	In selecting yes, the payment method is only displayed for products with taxes.
Minimum quantity	You can set a minimum quantity. If the orders are below this quantity, the user will not be able to pay with the payment method.
Maximum quantity	You can define a maximum quantity. If the orders are above this quantity, the user will not be able to pay with the payment method.
Minimum weight	You can set a minimum weight. If the orders are below this weight, the user will not be able to pay with the payment method. The weight of the order will be calculated on the basis of the weight of each of the products it contains.
Maximum weight	You can set a maximum weight. If the orders are above this weight, the user will not be able to pay with the payment method. The weight of the order will be calculated on the basis of the weight of each of the products it contains.
Minimum volume	You can set a minimum volume. If the orders are below this volume, the user will not be able to pay with the payment method. The volume of the order will be calculated on the basis of the volume of each of the products it contains.
Maximum volume	You can set a maximum volume. If the orders are above this volume, the user will not be able to pay with the payment method. The volume of the order will be calculated on the basis of the volume of each of the products it contains.
Prefix	You can restrict the payment method for postal codes, including as a prefix with this option.
zip code minimum	You can restrict the payment method for postal codes within a certain range where it is the minimum possible value.
zip code maximum	You can restrict the payment method for postal codes within a certain range where it is the maximum possible value.
Suffix	You can restrict the payment method for postal codes, including as a suffix with this option.

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6. 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://paiement.systempay.fr/vads-merchant/*.
2. Go to the following menu: **Settings** > **Notification rules**.

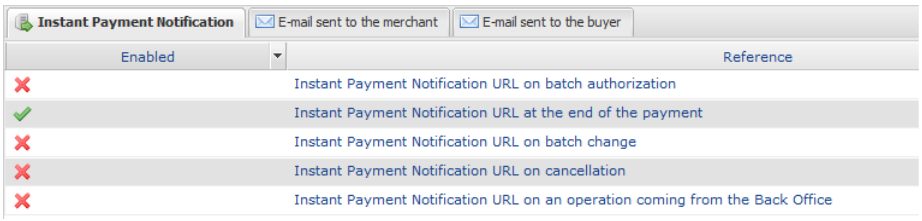

Figure 1: Notification rules

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

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6.1. Setting up the Instant Payment Notification

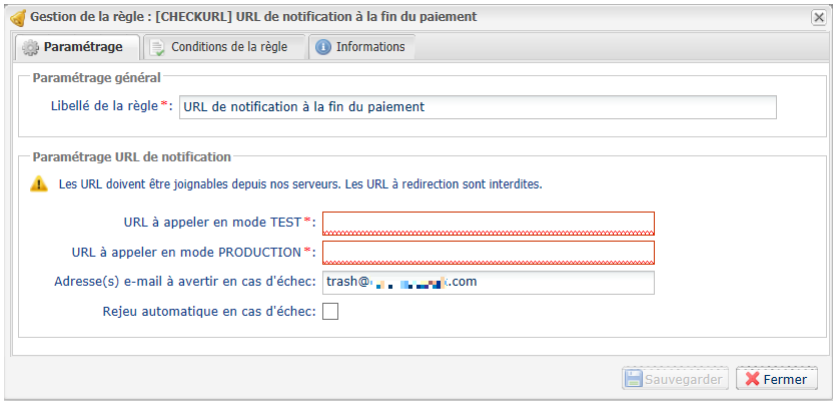
This notification is required to communicate the result of a payment request.

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 **Manage the rule**.
3. Enter the URL of your page in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode.**



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

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

   For more information, see chapter **Activating the automatic retry**
7. Save the changes.

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

The payment gateway can systematically notify the merchant website:

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

  The maximum length of a payment session is 10 minutes.

To set up this notification:

1. Right-click **Instant Payment Notification URL on cancellation**.
2. Select **Manage the rule**.
3. Enter the URL of your page in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode.**
4. 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.mon-domaine.fr/index.php?option=com_hikashop&ctrl=checkout&task=notify&notif_payment=systempay&tmpl=component
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).
8. Save the changes.
9. Once again, right-click **Instant Payment Notification URL on cancellation**
10. Select **Enable the rule**.

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6.3. 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 **Components** > **Hikashop**> **Orders** menu, make sure that the status of your order is **Confirmed**.

If the order status remains **Created**, the call has failed.

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7. PROCEEDING TO TEST PHASE

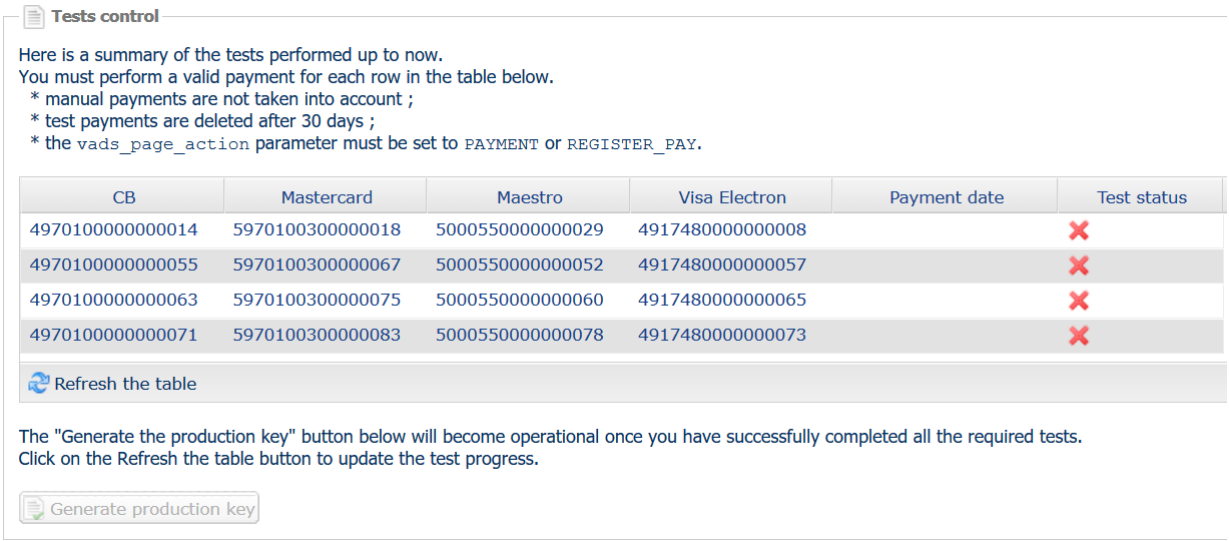
Before the shop goes into production, it is necessary to carry out tests to ensure that the merchant website and the payment gateway are working properly.

The test payment requests must:

- contain the **vads_ctx_mode** field set to **TEST**
- use the **test key** for signature computation

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 tests to be performed to generate the production key is provided in the Merchant Back Office, **Settings** > **Shop** > **Keys** menu.



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. Once redirected to the payment page, select the card type of your choice.
3. Refer to the list of tests to identify the card number to use.
4. 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.
5. Once the 4 tests have been validated, the **Generate production key** button becomes available.

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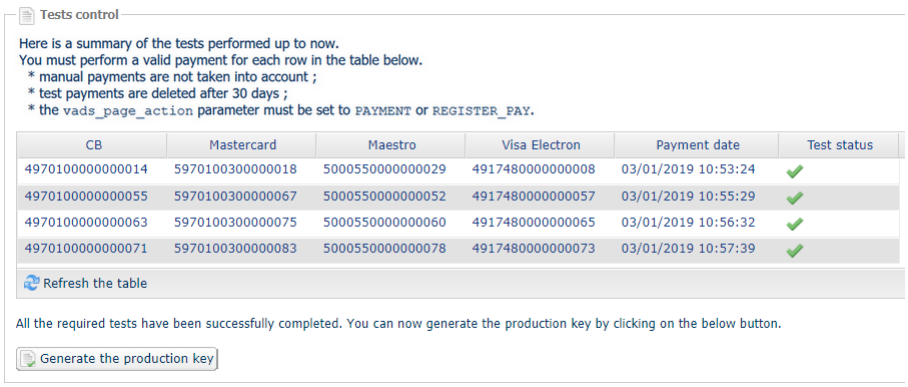

6. Click the **Generate production key** button and accept the notification messages that will appear.

The production key is now available.

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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 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 you 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.

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9. OBTAINING HELP

Looking for help? Check our FAQ on our website

https://paiement.systempay.fr/doc/en-EN/faq/sitemap.html

For any technical inquiries or if you need any help, contact *technical support*.

To help us process your requests, 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**).

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