



**COLLECTING SOLUTION**

## **Payment module integration for Salesforce**

Document version 1.0

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## 1. RELEASE NOTES

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Version	Date	Comment
1.0	11/14/2023	Initial version.

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## 2. MODULE FEATURES

Payment types	
Immediate payment	✓
Deferred payment	✓
Payment in installments	✗
Payment by token*	✗
Payment by wallet*	✓

Bank card data entry	
Redirection	✓
I-frame	✗
Smartform*	✓
Web Service*	✗

Payment module	
Multi language	✓
Multi currency	✓
Custom submodule	✗
Automatic redirection at the end of payment	✓
Custom 3DS*	✗

\*Functionalities subject to an option.

### 3. PREREQUISITES

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Before you proceed to integrating the payment module, make sure you have access to the:

- **Salesforce Back Office**
- **Expert Back Office**

**Salesforce Back Office:**

Log in from your site's Salesforce Back Office.

Reach out to your technical service if you cannot sign in.

**Expert Back Office :**

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

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

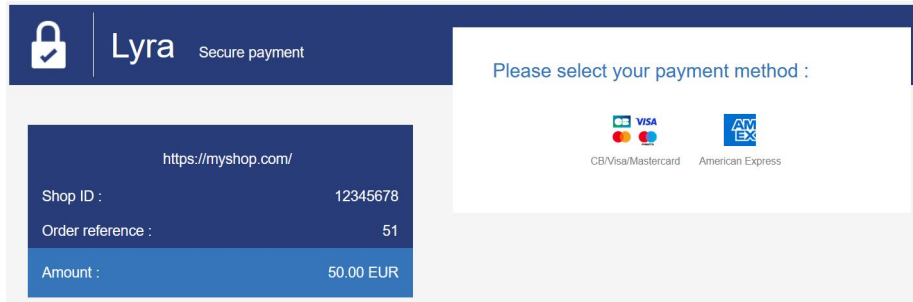
Click “**Other actions**” and sign in to your Expert Back Office.

## 4. CHOOSING THE INTEGRATION TYPE

First of all, choose one of the integrations available in the following sub-chapters:

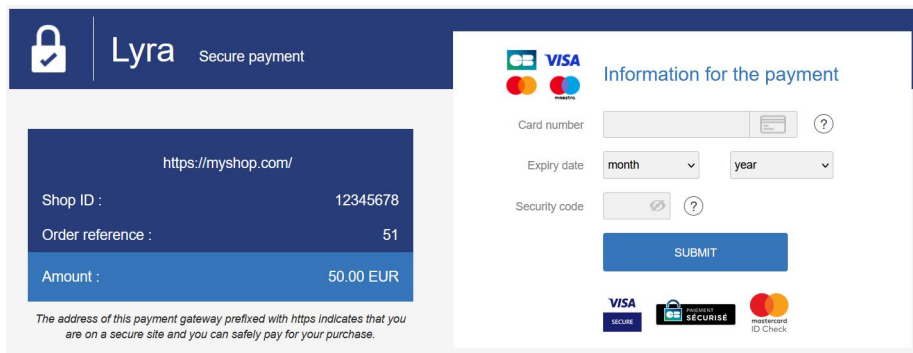
### 4.1. Bank data acquisition on the payment gateway

The buyer is redirected to the Lyra payment page to select their preferred payment method:



The screenshot shows the Lyra payment interface. On the left, a dark blue sidebar contains a lock icon and the text 'Lyra Secure payment'. Below this, a white box displays order details: 'https://myshop.com/' at the top, 'Shop ID : 12345678', 'Order reference : 51', and 'Amount : 50.00 EUR' in a blue bar. The main area on the right has a white background with the heading 'Please select your payment method :'. Below the heading are two logos: 'CB/Visa/Mastercard' and 'American Express'.

After choosing the payment method, the buyer is prompted to enter their bank details:

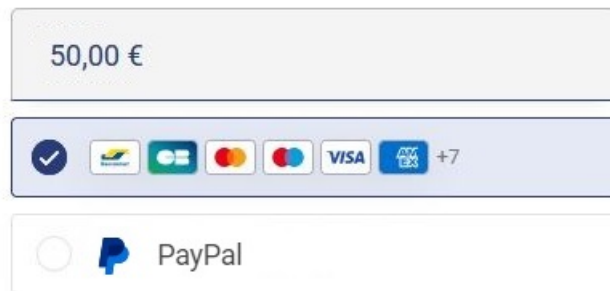


The screenshot shows the Lyra payment interface with the 'Information for the payment' section. The left sidebar is identical to the previous screenshot. The main area on the right has a white background with the heading 'Information for the payment'. Below the heading are four input fields: 'Card number' (with a card icon and a question mark), 'Expiry date' (with 'month' and 'year' dropdowns), 'Security code' (with a card icon and a question mark), and a blue 'SUBMIT' button. At the bottom, there are three logos: 'VISA SECURE', 'Mastercard SECURISER', and 'Mastercard ID Check'.

## 4.2. Smartform embedded on the merchant website (REST API)

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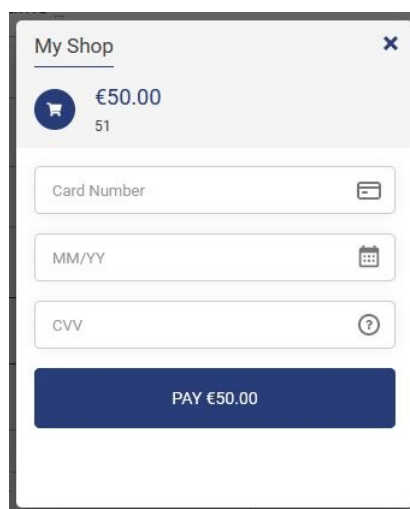
This mode lists the card payment button and those of compatible payment methods.



The image shows a payment interface. At the top, a light gray box displays '50,00 €'. Below it, a blue box contains a checkmark icon and logos for American Express, Mastercard, Visa, and others, followed by '+7'. At the bottom, a white box shows an unselected radio button, the PayPal logo, and the text 'PayPal'.

[Click on this link](#) to see the payment methods compatible with the Smartform.

The buyer will then be prompted to enter their bank details via a pop-in:



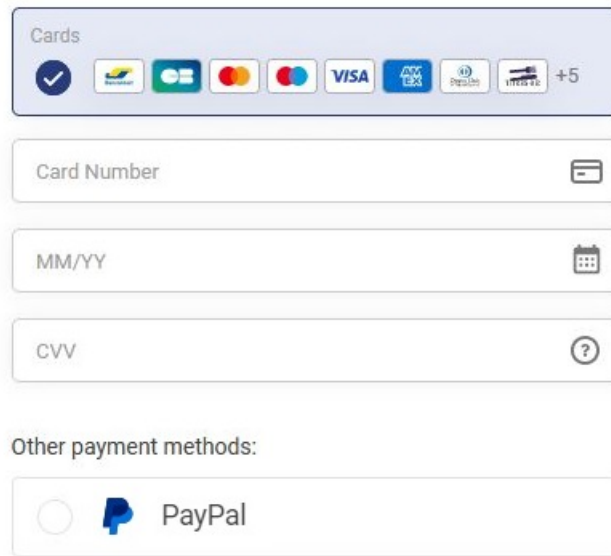
The image shows a mobile-style pop-in payment form. The title is 'My Shop' with a close button (X). Below the title, there is a shopping cart icon, the amount '€50.00', and a small number '51'. The form contains three input fields: 'Card Number' with a card icon, 'MM/YY' with a calendar icon, and 'CVV' with a question mark icon. At the bottom is a large blue button labeled 'PAY €50.00'.

To use this solution, you must:

- **opt for the TEST API option** (Use of REST payment API),
- **configure the REST API keys** present in the **REST API Keys** parameter of the Expert Back Office.

### 4.3. Extended Smartform embedded on the merchant website (REST API)

This mode displays embedded fields with compatible logos for card payment, and other compatible payment methods.



The image shows a payment form titled "Cards" with a blue header bar. Below the header, there is a row of logos for various payment methods: American Express, Discover, Mastercard, Visa, Visa Signature, and others, followed by a "+5" icon. Below the logos, there are three input fields: "Card Number" with a card icon, "MM/YY" with a calendar icon, and "CVV" with a question mark icon. Below these fields, there is a section titled "Other payment methods:" with a radio button and the PayPal logo and text.

[Click on this link](#) to see the payment methods compatible with the Smartform.

To use this solution, you must:

- **opt for the TEST API option** (Use of REST payment API),
- **configure the REST API keys** present in the **REST API Keys** parameter of the Expert Back Office.



## 5. QUICKLY INSTALLING AND CONFIGURING THE

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This chapter will help you configure and quickly make your shop go into production.

If you would like to obtain more details on module configuration, see chapter **Detailed parameters of the payment module**.

### 5.1. Installation

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#### 5.1.1. Installing the cartridge

1. Download the module via the following link:

It contains two folders:

- **cartridges**: which contains two cartridges
  - **int\_lyra**
  - **bm\_lyra** (Used for displaying the details of Lyra in the order payment summary).
- **LyraMetaData**: Lyra metadata required for the **Import MetaData** chapter.

2. Upload the downloaded module to your Salesforce IDE.

3. Add **int\_lyra** to the **Current cartridge path** of your website.

In **Administration > Manage sites > Your Site ID > Parameters** > add **int\_lyra** and click on **Apply**.

4. Add **bm\_lyra** to the **Current cartridge path** of the Business Manager.

In **Administration > Manage sites > Business Manager > Parameters** > add **bm\_lyra** and click on **Apply**.

#### 5.1.2. Importing MetaData

1. Retrieve your **LyraMetaData** folder from your cartridge.

2. Rename the **yourSiteId** folder in **LyraMetaData/sites/**

The name **yourSiteId** must be replaced with the ID of your ecommerce storefront (the ID can be found in **Administration > Sites > Manage sites**).

3. Compress the folder into a zip file.

4. Upload it to your website via **Administration > Site Import & Export**.

#### 5.1.3. Building the code

Execute the following command:

```
npm run build
```

## 5.2. Knowing your integration

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First of all, you must know the integration type that you have chosen (see chapter **Choosing the integration type**)

If you have chosen one of the following integrations, see chapter **Integrating the redirection**:

- Bank data acquisition on the payment gateway.

If you have chosen one of the following integrations, see chapter **Integrating the embedded form**:

- Smartform embedded on the merchant website (REST API).
- Extended Smartform embedded on the merchant website (REST API).

## 5.3. Integrating the redirection

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### 5.3.1. Adding a payment method

In order to add payment by redirection:

1. Sign in to the **Salesforce Back Office**.
2. Go to the **Merchant tools** menu.
3. Click on **Ordering**.
4. Click on **Payment Methods**.
5. Click **New**.
6. Enter a name for the payment module, for example: **Lyra**.
7. Enter a name in the **Name** column, this name will appear when the buyer selects their payment mode.  
Example: Payment by credit card.
8. In order to enable the payment module, select **Yes** in the **Enabled** column.
9. Choose the sorting order for the payment module. If you enter 1, the module will appear first.
10. Go to the **Details** section at the bottom of the page.
11. For the **Payment processor** parameter select **LYRA\_COLLECT\_PAYMENT**.
12. Click **Apply** to save the changes.

Note: It is possible to **create the same payment method several times**, for instance for offering a different configuration for each payment method.

### 5.3.2. Configuring the shop

1. Sign in to your **Lyra Expert Back Office** with your identifiers: <https://secure.lyra.com/portal/>.
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Sign in to the **Salesforce Back Office**.
6. Go to the **Merchant tools** menu.
7. Click on **Custom preferences** located in **Site preferences**.
8. Click **Lyra - General configuration**.
9. Paste your **Shop ID** in the **Shop ID** parameter.
10. Return to the **Expert Back Office**.
11. Copy your **Test key**.
12. Return to the **Salesforce Back Office**.
13. Paste your **Test key**.
14. Click **Save**.

### 5.3.3. Check your batch

The notification URL batch will be executed every 15 minutes to update the order payment status. Lyra will send a notification with the status of the order, which will be saved in a Customized Object.

1. Go to **Administration** -> **Jobs**.
2. Click on **LyraNotification**.
3. Click on **Schedule and History**.
4. Configure the Jobs as follows:
  - a. **Trigger**: Select the recurrence interval.
  - b. **From**: Date before the current date.
  - c. **To**: Date far away in the future.
  - d. **Amount**: Enter 15.
  - e. **Interval**: Select minutes.
  - f. **Run Only On These Days**: Check all boxes.

### 5.3.4. Configuring the Instant Payment Notification URL

1. Sign in to the **Salesforce Back Office**.
2. Go to **Merchant tools** > **SEO** > **URL rules** > **Pipeline URLs**.
3. On the **New Alias** line, enter the following values:  
Colonne Alias : **notification**  
Colonne Pipeline : **Lyra-Notification**
4. Click **Apply**.
5. Sign in to the **Expert Back Office Lyra**: <https://secure.lyra.com/portal/>.
6. Go to **Settings** > **Notification rules**.
7. Double click **IPN URL at the end of payment**.
8. Check the **Automatic retry in case of failure** box.
9. Search for the Instant Payment Notification URL of the API form V1, V2 section.
10. Paste the URL below into **URL to call in TEST mode** and **URL to call in PRODUCTION mode**.  
<https://www.your-domain-salesforce.com/s/yourSiteId/notification>  
Replace **your-domain-salesforce.com** by your Salesforce domain name.  
Replace **yourSiteId** by your Salesforce Identifier. This identifier is accessible via the Salesforce Back Office in **Administration** > **Sites** > **Manage Sites**.

11. Click **Save**.
12. Double click **Instant Payment Notification URL on batch authorization** and follow the steps 7 to 10.
13. Double click **Instant Payment Notification URL on batch change** and follow the steps 7 to 10.
14. If the configured rules are marked by a red cross, select the rule and click on the **Enable the rule** button at the bottom of the screen.

### 5.3.5. Testing the payment on your website

To make a test payment:

1. Make an order on your merchant website as if you were one of your buyers.
2. Select the Lyra payment mode.
3. Choose a payment method if your configuration offers it.
4. Click on one of the card numbers displayed on the screen, all the fields will be populated automatically.
5. Confirm your payment.
6. Make sure that the payment appears correctly in the Salesforce Back Office.

### 5.3.6. Going into production

To go into production via the redirection:

1. Sign in via **Expert Back Office Lyra**.
2. Go to **Settings > Shop** then click on the **Keys** tab.
3. Copy the production key.
4. Sign in to your **Salesforce Back Office**.
5. Go to the **Merchant tools** menu.
6. Click on **Custom preferences** located in **Site preferences**.
7. Click on **Lyra - General configuration**.

8. Paste your **Key** in the **PRODUCTION key** parameter.
9. Switch the **Mode** parameter to **PRODUCTION** and save the changes.
10. You shop can now receive real payments.

## 5.4. Integrating the embedded form

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### 5.4.1. Adding a payment method

In order to add the embedded payment:

1. Sign in to the **Salesforce Back Office**.
2. Go to the **Merchant tools** menu.
3. Click on **Payment Methods** located in **Ordering**.
4. Click **New**.
5. Enter a name for the payment module, for example: **Lyra**.
6. Enter a name in the **Name** column, this name will appear when the buyer selects their payment mode.  
Example: Payment by credit card.
7. In order to enable the payment module, select **Yes** in the **Enabled** column.
8. Choose the sorting order for the payment module. If you enter 1, the module will appear first.
9. Go to the **Details** section at the bottom of the page.
10. For the **Payment processor** parameter, select **LYRA\_COLLECT\_EMBEDDED\_PAYMENT**.
11. Click **Apply** to save the changes.

### 5.4.2. Configuring the shop

1. Sign in to your **Lyra Expert Back Office** with your identifiers: <https://secure.lyra.com/portal/>.
2. Go to **Settings > Shop**.
3. Click the **Keys** tab.
4. Copy your **Shop ID**.
5. Sign in to the **Salesforce Back Office**.
6. Go to the **Merchant tools** menu.
7. Click on **Custom preferences** located in **Site preferences**.
8. Click **Lyra - General configuration**.
9. Paste your **Shop ID** in the **Shop ID** parameter.
10. Return to the **Expert Back Office**.
11. Copy your **Test key**.
12. Return to the **Salesforce Back Office**.
13. Paste your **Test key**.
14. Return to **Expert Back Office Lyra** and click the **REST API keys** tab.
15. Copy your **Test password**.
16. Return to the **Salesforce Back Office**.
17. Paste your **Test password** to **REST API keys**.
18. Follow the same steps for the **Public test key** and **HMAC-SHA-256 test key** parameters.
19. Click **Save**.

### 5.4.3. Check your batch

The notification URL batch will be executed every 15 minutes to update the order payment status. Lyra will send a notification with the status of the order, which will be saved in a Customized Object.

1. Go to **Administration** -> **Jobs**.
2. Click on **LyraNotification**.
3. Click on **Schedule and History**.
4. Configure the Jobs as follows:
  - a. **Trigger**: Select the recurrence interval.
  - b. **From**: Date before the current date.
  - c. **To**: Date far away in the future.
  - d. **Amount**: Enter 15.
  - e. **Interval**: Select minutes.
  - f. **Run Only On These Days**: Check all boxes.

### 5.4.4. Configuring the Instant Payment Notification URL

1. Sign in to the **Salesforce Back Office**.
2. Go to **Merchant tools** > **SEO** > **URL rules** > **Pipeline URLs**.
3. On the **New Alias** line, enter the following values:  
Colonne Alias : **notification**  
Colonne Pipeline : **Lyra-Notification**
4. Click **Apply**.
5. Sign in to the **Expert Back Office Lyra**: <https://secure.lyra.com/portal/>.
6. Go to **Settings** > **Notification rules**.
7. Double click **IPN URL at the end of payment**.
8. Check the **Automatic retry in case of failure** box.
9. Search for the REST API Instant Payment Notification URL part.
10. Paste the URL below into **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode**.  
<https://www.your-domain-salesforce.com/s/yourSiteId/notification>  
Replace **your-domain-salesforce.com** by your Salesforce domain name.  
Replace **yourSiteId** by your Salesforce Identifier. This identifier is accessible via the Salesforce Back Office in **Administration** > **Sites** > **Manage Sites**.



11. Click **Save**.

12. Double click **Instant Payment Notification URL on batch authorization** and follow the steps 7 to 10.

13. Double click **Instant Payment Notification URL on batch change** and follow the steps 7 to 10.

14. If the configured rules are marked by a red cross, select the rule and click on the **Enable the rule** button at the bottom of the screen.

### 5.4.5. Testing the payment on your website

To make a test payment:

1. Make an order on your merchant website as if you were one of your buyers.
2. Select the Lyra payment mode.
3. Choose a payment method if your configuration offers it.
4. Click on one of the card numbers displayed on the screen, all the fields will be populated automatically.
5. Confirm your payment.
6. Make sure that the payment appears correctly in the Salesforce Back Office.

### 5.4.6. Going into production

To go into production via the redirection:

1. Sign in from the Lyra Expert Back Office.
2. Go to **Settings > Shop** then click on the **API REST Keys** tab.
3. Copy the **Production password** and the **HMAC-SHA-256 production key** displayed on the screen.
4. Sign in to your **Salesforce Back Office**.
5. Go to the **Merchant tools** menu.
6. Click on **Custom preferences** located in **Site preferences**.
7. Click on **Lyra - General configuration**.

8. Paste the 2 parameters previously copied to the **Production password** and **HMAC-SHA-256 production key**.
9. Switch the **Mode** parameter to **PRODUCTION** and save the changes.
10. You shop can now receive real payments.

## 6. DETAILED PARAMETERS OF THE PAYMENT MODULE

In this section, you will find the details of each parameter offered by payment module.

### 6.1. Parameter description

#### 6.1.1. Installation parameters

Details	
Description	Used for describing the payment method. This description will only be visible to the merchant.
Image	Add an image for the payment method. This image will only be visible to the merchant.
Payment processor	Select one of the following systems: <ol style="list-style-type: none"><li>1. <b>LYRA_COLLECT_PAYMENT</b> to add payment by redirection.</li><li>2. <b>LYRA_COLLECT_EMBEDDED_PAYMENT</b> to add payment via Smartform.</li></ol>
Country	Select the country for which you wish to enable the payment method. Select <b>All</b> to allow all countries.
Currencies	Select the currencies for which you wish to enable the payment method. Select <b>All</b> to allow all currencies.
Customer groups	Select the customer groups for which you wish to enable the payment method. Select <b>All</b> to allow all customer groups.
Min/Max Payment Ranges	Configure the amount range for offering the payment method. Select <b>All</b> to allow all amounts.
Payment method	Select the suggested payment method to offer this payment method. Select <b>NONE</b> to allow all payment methods.
Validation mode	<b>None or Null:</b> Recommended value. Allows to use the configuration defined in the Expert Back Office. (menu: Settings > Shop > Configuration section: validation mode). <b>Automatic:</b> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. <b>Manual:</b> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. <b>Warning:</b> if the transaction is not validated by the merchant before the expiration date of the authorization request, it will never be captured in the bank.
Capture delay	Number of days before the capture at the bank. If you leave this field empty, the value configured in the Expert Back Office section will be applied.

#### 6.1.2. General configuration

General configuration	
Shop ID	Indicate the 8-digit shop ID, available in your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
Test key	Specify the test key available via your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
Production key	Specify the production key available in your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
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.

General configuration	
	The TEST mode is always available.
Test password	Password allowing to use Web Services or embedded payment fields in test mode. The password is available in your Expert Back Office (Menu: <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 Expert Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
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 Expert Back Office (Menu: <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 Expert Back Office (Menu: <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 Expert Back Office (Menu: <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 Expert Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
JavaScript client URL	This field is pre-populated by default: <a href="https://static.lyra.com/static/">https://static.lyra.com/static/</a> It is recommended to leave the <b>default</b> value.
Validation mode	<b>Null:</b> Recommended value. Allows to use the configuration defined in the Expert Back Office (menu: Settings > Shop > Configuration section: validation mode). <b>Automatic:</b> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. <b>Manual:</b> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. <b>Warning:</b> if the transaction is not validated by the merchant before the expiration date of the authorization request, it will never be captured in the bank.
Capture delay	Number of days before the capture at the bank. If you leave this field empty, the value configured in the Expert Back Office section will be applied.

### 6.1.3. Payment by redirection

Payment by redirection	
Payment page URL	This field is pre-populated by default: <a href="https://secure.lyra.com/vads-payment/">https://secure.lyra.com/vads-payment/</a>
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 <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.

Payment by redirection	
<b>Message before redirection (failure)</b>	<p>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.</p> <p>The default message is: "Redirection to the shop in a moment".</p>
<b>Return mode</b>	<p>During the redirection to the shop, these parameters are returned to the shop in <b>GET</b> or <b>POST</b> modes.</p> <p>The <b>GET</b> mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.</p>

#### 6.1.4. Payment with embedded form

Payment with embedded form	
<b>Display in a pop-in</b>	This option allows to integrate the Smartform in a pop-in on your merchant website.
<b>Payment data entry mode</b>	<ul style="list-style-type: none"> <li>• <b>Extended Smartform embedded on the merchant website:</b></li> <li>• <b>Smartform embedded on the merchant website:</b></li> </ul>
<b>Payment by token</b>	<p>Select Yes to enable payment by token.</p> <p>Payment by token is managed automatically via the customer Wallet.</p>
<b>Payment attempts number</b>	<p>Maximum number of payment retries after a failed payment, this value must be between 0 and 2.</p> <p>If this value is not specified, the default value will be 2.</p>
<b>Compact mode</b>	Select <b>Yes</b> to display the smartform in compact mode.
<b>Card types</b>	<p>This field allows to filter the payment methods on the Smartform.</p> <p>Warning:</p> <p>The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer.</p> <p>It is recommended to select the <b>None</b> value.</p>
<b>Theme</b>	Select the theme of your choice.
<b>Threshold for grouping payment methods</b>	<p>From the number entered in this parameter, payment methods will be grouped together.</p> <p>It is recommended to leave this field empty.</p>

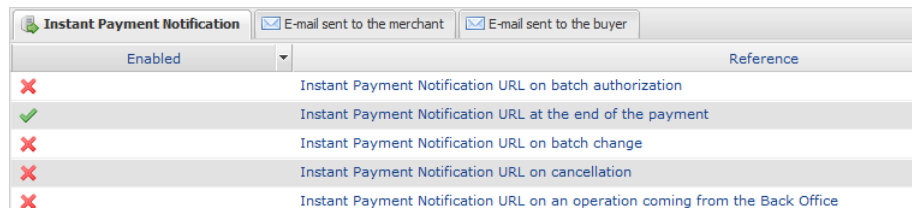
## 6.2. Instant Payment Notification URL

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The Expert 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.lyra.com/portal/>.
2. Click **Other actions** and sign into your Expert Back Office
3. 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 batch authorization
- Instant Payment Notification URL on batch change

## 6.2.1. Notification URL definitions

### Instant Payment Notification URL at the end of the payment:

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

In your Expert Back Office, you must set up a URL that will be systematically called after a payment. It will inform the merchant website of the payment result even if your client has not clicked on return to the shop.

### Instant Payment Notification URL on batch change:

It is recommended to enable this notification for **PayPal** transactions in order to manage the **UNDER\_VERIFICATION** status. The merchant website will be notified about the acceptance or refusal by PayPal.

If you propose the **SEPA** payment method, **you must activate this rule** so that your merchant site is notified of the transaction's final status.

If **manual validation** payment has been configured, **you must enable this rule** for your merchant website to be notified when a transaction expires.

### Instant Payment Notification URL on batch authorization:

These settings are required for communicating the result of a deferred payment:

- If the payment has been accepted,
- If the payment has been refused.

### **Example:**

For a deferred payment with a capture delay of 60 days, the authorization request is not made at the moment of the payment. The merchant website will be contacted at the moment of the authorization request via the **Instant Payment Notification URL on batch authorization** rule.

## 6.2.2. Configuring the Instant Payment Notification URLs

In order to configure a notification URL:

1. Make sure that the notification URL is enabled (see chapter “Instant Payment Notification URL”).
2. **Double click** the notification URL that you would like to configure.
3. Enter the **E-mail address(es) to notify in case of failure**.

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

4. Check the **Automatic retry in case of failure** box.

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

5. Populate 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 specified in the module configuration (**Notification URL**).

The URL must resemble the one below:

**`https://www.your-domain-salesforce.com/s/yourSiteId/notification`**

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

6. If you have configured the embedded form as integration type, populate the fields **Target URL of the IPN to call in TEST mode** and **Target URL of the IPN to call in PRODUCTION mode (REST API Instant Payment Notification URL 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-salesforce.com/s/yourSiteId/notification`**

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

7. Click **Save**.

**WARNING:** The value **yourSiteId** of the URL must be replaced by your Salesforce identifier. This identifier is accessible via the Salesforce Back Office in **Administration > Sites > Manage sites**.



## 7. OBTAINING HELP

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Looking for help? See our FAQ:

<https://docs.lyra.com/fr/collect/faq/faq-homepage.html>

For any technical inquiries or if you need any help, contact [technical support](#).

To help us process your demands, please enter your customer code (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

This information is available in the Merchant Back Office top of menu.