



**Payment module integration  
for Prestashop 1.5, 1.6 and 1.7**

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# 1. RELEASE NOTES

Version	Date	Comment
1.12	1/8/2020	<u>New features</u> <ul style="list-style-type: none"><li>• Restrict payment submodules according to the country.</li><li>• Addition of the <b>SEPA direct debit mode</b> (REGISTER, REGISTER_PAY, PAIEMENT) feature.</li><li>• Addition of the <b>pop-in</b> feature for displaying an embedded form (REST API).</li><li>• Addition of <b>Payment by token</b> feature.</li><li>• The feature of bank data acquisition on the merchant website has been removed.</li><li>• A warning message has been added for Oney when the shipping method is updated.</li><li>• Addition of complementary options for the <b>Other payment methods</b> submodule. (validation mode, capture, cart data, countries).</li><li>• The values of the vads_order_info2 variable have been transferred to vads_order_info.</li><li>• Partial or full payment refund via the CMS Back Office.</li></ul>
1.11.4	29/11/2019	<u>Bug fixes</u> <ul style="list-style-type: none"><li>• "Duplicate entry" error on the `ps_message_readed` table encountered at the end of the payment (only visible in developer mode).</li></ul>
1.11.3	11/12/2019	<u>Bug fixes</u> <ul style="list-style-type: none"><li>• Inversion of the currency and effective_currency fields within the embedded form (REST API), which used to induce an amount error of multi-currency payments.</li><li>• Same transaction identifier generated in iframe mode.</li><li>• Return URL cannot be found from the latest Prestashop versions.</li></ul>
1.11.2	7/31/2019	<u>New features</u> <ul style="list-style-type: none"><li>• In the orders menu of Prestashop, the message containing the payment information is private and marked as read.</li></ul> <u>Bug fixes</u> <ul style="list-style-type: none"><li>• Iframe mode not compatible with certain themes.</li><li>• Compatibility with Prestashop 1.7.6 (systematical error 500 on Instant Payment Notification).</li><li>• The number 0 as a min and max submodule value is not taken into account.</li></ul>
1.0	10/25/2012	Initial version.

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## 2. MODULE FEATURES

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The payment module offers the following features:

- Single payment,
- payment in installments with the possibility to offer several options for installment payments (2, 3, 4 installments, etc.),
- Payment by token (requires subscription to the payment by token option).
- PayPal payment,
- Facily Pay Oney payment,
- ANCV payment,
- SEPA payment (Direct Debit one-off or mandate registration only),
- Sofort Banking payment,
- Full CB payment,
- customizable submodule for all payment methods,
- compatibility with PrestaShop version 1.5-1.7,
- multi-language compatibility,
- multi-currency compatibility,
- multi-shop compatibility, with a possibility to configure a different URL name displayed on the payment page,
- selective 3D Secure customizable by client group depending on the order amount,
- automatic redirection to the shop once the payment has been made,
- definition of a minimum/maximum amount for each payment method,
- definition of a minimum/maximum amount for each payment method per client group,
- definition of different capture delay or validation mode for each payment method,
- management of failed payments (possibility to register orders with failed payments),
- possibility to define the name of the payment method in all languages,
- automatic update of orders PrestaShop in case of validation, duplication, cancellation, refund, modification via the Merchant Back Office,
- theme configuration on the payment page (if the option is enabled),
- compatibility with the URL rewriting PrestaShop function,
- payment page integrated into the checkout flow (display in an Iframe),
- embedded payment fields (REST API),
- partial or full refund (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 gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected. It is essential to understand the difference between the Instant Payment Notification URL and the return URL which is called only if the buyer clicks on “Return to shop”.

Frequent errors:

- If your PrestaShop shop is in maintenance mode
- If your Instant Payment Notification URL is protected by an .htaccess file
- If you have blocked the IP addresses of the payment gateway
- If you have not encoded the notification URL in the Merchant Back Office

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

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

The screenshot shows a web interface 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 (which is active). Below the tabs is 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" containing the 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>". At the bottom right, there is a "Close" button.

## 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 PrestaShop 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 honoured. Remember to check that the upcoming installments are authorized.

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

### **Additional feature implemented into this module**

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

#### **Example:**

*For an amount of 100 EUR 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 50 EUR and that the two others will be of 25 EUR.*

### **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. FREQUENT PROBLEMS

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### When calling the Instant Payment Notification URL, I get the error 500:

Sometimes the error 500 appears when calling the Instant Payment Notification URL. This error is an application bug and it does not mean that the problem comes from our module. To view the error details, you must enable the apache logs of your server and search the call that provoked the error.

If you do not have access to the error logs of your server, you can display the error on the redirection page by doing the following:

1. Disable the Instant Payment Notification URL in the Merchant Back Office.

Reminder: to disable the IPN, go to **Settings / Notification rules** / Right-click on **Instant Payment Notification URL at the end of payment / Disable the rule**.

2. Display the errors by activating the DEV mode for your PrestaShop online shop. To do so, in the defines.inc.php file located in the config folder, replace:

```
define('_PS_MODE_DEV_', false);  
by: define('_PS_MODE_DEV_', true);
```

3. Make a test payment and click on the return to shop button, your error should appear on the screen.
4. Once the error appears, do not forget to disable the DEV mode for your PrestaShop online shop and to re-enable the Instant Payment Notification URL.

### Displaying the logo of the PayZen payment method in PrestaShop 1.7:

Since version 1.7 of PrestaShop, the payment method logos are no longer displayed. We have therefore adapted to this new presentation.

If you wish to display the logo, you must modify the code of the module as follows:

- Open the AbstractPayzenPayment.php file located in /modules/payzen/classes/payment/
- Go to line 142 approximately (public function getPaymentOption).
- Uncomment the line (remove //) containing setlogo and remove the ; on the previous line.

You will obtain:

```
$option->setCallToActionText($this->getTitle((int)$cart->id_lang))  
->setModuleName('payzen')  
->setLogo('../modules/payzen/views/img/'.$this->getLogo());
```

### Changing the logo of the PayZen payment method:

If you wish to change the logo suggested by default during the payment method selection, replace the **BannerLogo1.gif** file located in the **modules/payzen/views/img/** folder with your file without changing the file name.

For the logo of installment payments, replace the **BannerLogo2.gif** file.

### When installing PrestaShop, i get the message saying that the module could not be verified:

Since one of the latest versions of PrestaShop, this message appears when you try to install a version that does not originate from PrestaShop Add-ons.

PrestaShop attempts to redirect you to a paid version but the module that you have downloaded is fact the official version of PayZen and is perfectly compatible with PrestaShop.

You can safely proceed and click on **Continue the installation**.

#### **PayZen does not appear among payment methods:**

Sometimes the payment module does not appear in the list of payment methods (Front Office side).

This can happen when:

- **You have configured a maximum/minimum amount**

Make sure you have not configured any restrictions on the amount in the module. To do so, go to Module configuration and click on the Standard payment tab.

- **The option Disable the modules not developed by PrestaShop**

Make sure that the "Disable the modules not developed by PrestaShop" option is not set to **YES**. This option can be found in the **Advanced parameters/Performance** menu.

- **Your module needs to be reset**

This happens specifically when several modifications have been made within your PrestaShop online shop. Resetting the module will allow to reset your shop configuration with new parameters.

**WARNING:** If you have already configured the module, do not forget to backup the website identifier and the key before you start the reinitialization.

- **Country restrictions**

For all payment modules, PrestaShop only enables the default country in the country restriction. You will have to enable the desired countries via the PrestaShop Back Office so that the payment method is available in these areas.

The country restrictions can be configured in the PrestaShop Back Office via **Modules / Payment / Country restrictions**.

- **Currency ISO code**

Make sure that the **ISO 4217** code is respected in currency settings. For example, Euro must be configured with the EUR code.

The currency can be configured in the PrestaShop Back Office via **Localization / Currencies**.

#### **Payment in installments does not appear in the list of buyer's payment methods**

Sometimes the PayZen installment payment module does not appear in the list of payment methods (Front Office side).

This can happen when:

- **You have configured a maximum/minimum amount**

Make sure you have not configured any restrictions on the amount in the PayZen installment payment module. To do so, go to Module configuration and click on the **Installments payment** tab.

- **Payment option not created**

Make sure that you have created at least one payment option. If it is not the case, click the **Add** button to add an option.

- **The installment payment module is not enabled**



Payment in installments is disabled by default, make sure that the **Enabled** option is selected in the **Activation** settings of the submodule.

- **Advanced EU Compliance**

Only standard payment is functional with the **Advanced EU Compliance** module.

It is a technical constraint imposed by this module that only takes into account one payment option per module. Therefore, we have naturally chosen to enable standard payment.

The only possibility for using payment in installments with the **Advanced EU Compliance** module is to disable the **Enable the advanced order page** option in this module's settings. However, the order page will be displayed differently on the website.

Please note that PrestaShop stopped updating the **Advanced EU Compliance** module in versions 1.7.x.

**When calling the Instant Payment Notification URL, I get the error 404:**

After migrating PrestaShop 1.4 to version 1.5 or 1.6, you can often obtain the 404 error. This error is due to the fact that the Instant Payment Notification URL has changed since the version 1.3d (compatible with PrestaShop 1.4) of our payment module. Therefore, make sure that the IPN URL is no longer: <http://www.mydomain.com/modules/vads/validation.php>

And that it has been replaced with: <http://www.mydomain.com/modules/payzen/validation.php>

**Some orders return with a few cent difference between them**

If some orders appear with a difference of a few cents, this is not related to the payment module but to PrestaShop that does not correctly round the number between the amounts before and after tax.

This issue has been thoroughly discussed on the forum PrestaShop

**Error 22 – CUST\_COUNTRY during a payment:**

If you receive a PayZen e-mail with error **22 – CUST\_COUNTRY**, it means that the country code that you entered in PrestaShop does not comply with the ISO 3166 standard.

To modify the ISO code, in PrestaShop, go to the **Localization/Country** menu and enter a valid code.

For more information on ISO 3166 codes, see:

[http://www.iso.org/iso/fr/home/standards/country\\_codes.htm](http://www.iso.org/iso/fr/home/standards/country_codes.htm)

**Enabling the multi-shop feature:**

There are no differences for our payment module, it is configured the same way as any other module in PrestaShop.

The shop can be selected in the top left corner in the PrestaShop menu, you can select:

- **All shops** in order to edit the settings of all the shops.
- **A group** to edit all the shops of a group.
- **A shop** to edit the settings of one shop.

Usually the configuration is done for **All shops** and then edited for each shop. Do not forget to edit the name of the shop URL in **General configuration > Payment page customization**.

The module also supports the multi-shop mode for the call to the Instant Notification URL. You must enter the URL provided in the shop module by default in the Merchant Back Office. This step is described in the chapter **Setting up the Instant Payment Notification URL**.

**The xxx field of your billing address is invalid.**

If a buyer sees the message: the “Zip Code/Country” field of your billing address is invalid when choosing the payment method:

- In the **Standard payment** section, make sure that **Propose FacilyPay Oney** is set to No.
- Make sure that the **FacilyPay Oney payment** submodule is not enabled.

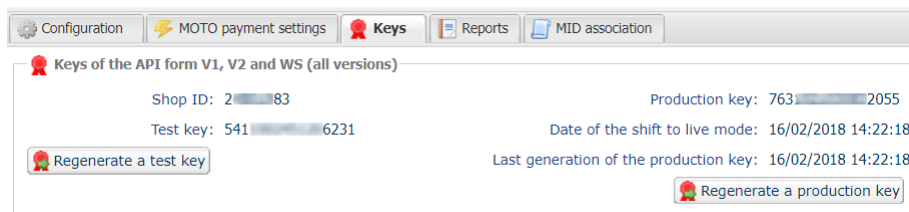
The activation of FacilyPay Oney creates restrictions on the address, phone number, zip code, country code, etc.. These restrictions will block buyers in foreign countries.

## 6. PREREQUISITES

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

- **Payment module file:** PayZen\_PrestaShop\_1.5-1.7\_v1.12.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.payzen.eu/vads-merchant/>

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

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

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

## 7. INSTALLING AND CONFIGURING THE PAYMENT MODULE

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### 7.1. Updating the module

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

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

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

From Prestashop 1.6:

1. Go to the **Modules and Services > Modules and Services** menu of the Prestashop Back Office.
2. Search for the **PayZen** payment module.
3. Click the arrow to get the dropdown list displayed, then select **Uninstall**.
4. Click the arrow to get the dropdown list displayed, then select **Delete**.
5. From now on, you can install the new module. This procedure is described in the next chapter.

From Prestashop 1.7:

1. Go to the **Module > Module Manager** menu of the Prestashop Back Office.
2. Search for the **PayZen** payment module.
3. Click the arrow to get the dropdown list displayed, then select **Uninstall**.
4. From now on, you can install the new module. This procedure is described in the next chapter.

## 7.2. Adding payment modules

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There are two ways of adding PayZen payment modules:

### Automatic installation:

The first method consists in adding the payment module via the PrestaShop Back Office.

From Prestashop 1.6:

1. Go to the **Modules and Services > Modules and Services** menu of the Prestashop Back Office.
2. Click on the **Add a new module** button.
3. In the Add a new module section, click the **Choose a file** button.
4. Select the payment module on your hard drive and click the **Upload this module** button.

From Prestashop 1.7:

1. Go to the **Module > Module Manager** menu of the Prestashop Back Office.
2. Click the **Install a module** button.
3. A pop-up gets displayed, click Select a file.
4. Select the payment module on your hard drive and click the **Open** button.

### Manual installation:

The second method consists in copying the module via FTP. To do this, copy the payzen folder from the module archive into the **modules** folder of your website.

## 7.3. Installing the payment module

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From Prestashop 1.6:

1. Go to the **Modules and Services > Modules and Services** menu of the Prestashop Back Office.
2. Search for the **PayZen** payment module.
3. Click **Install**.

From Prestashop 1.7:

1. The module is automatically installed when adding it, no further action is required.

## 7.4. Configuring the payment module

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From Prestashop 1.6:

1. Go to the **Modules and Services > Modules and Services** menu of the Prestashop Back Office.
2. Search for the **PayZen** payment module.
3. Click the **Configure** button.

From Prestashop 1.7:

1. Go to the **Module > Module Manager** menu of the Prestashop Back Office.
2. Search for the **PayZen** payment module.
3. Click the **Configure** button.

The payment module configuration is divided into several parts:

- **General configuration** Concerns the general configuration of the module.
- **Standard payment:** Allows to enable and configure standard payment.
- **Payment in installments:** Allows to enable and configure payment in installments.
- **FacilityPay Oney payment:** Allows to enable and configure the FacilityPay Oney payment method within a submodule.
- **Full CB payment:** Allows to enable and configure the Full CB payment method within a submodule.
- **ANCV payment:** Allows to enable and configure the ANCV payment method within a submodule.
- **SEPA payment:** Allows to enable and configure the SEPA payment method within a submodule.
- **SOFORT payment:** Allows to enable and configure the SOFORT payment method within a submodule.
- **PayPal payment:** Allows to enable and configure the PayPal payment method within a submodule.
- **Other payment means:** Enables the creation of one or several submodules in order to offer other payment means.

## General configuration

Basic settings	
Logs	Allows to enable or disable module logs. The logs will be available in the /var/logs, /log or /app/logs/ directory depending on your version of Prestashop. The module generates 1 log file per month. This parameter is <b>enabled</b> by default.
Access to the payment gateway	
Shop ID	Specify the 8-digit shop ID available in your Merchant Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
Test key	Specify the test key available via your Merchant Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
Production key	Specify the production key available in your Merchant Back Office (Menu: <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).
Payment page URL	This field is pre-populated by default: <a href="https://secure.payzen.eu/vads-payment/">https://secure.payzen.eu/vads-payment/</a>
REST API keys	
Test password	Password allowing to build the header Authorization string for test transactions (with test cards). The password is available from your Merchant Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
Production password	Password allowing to build the header Authorization string for production transactions (with real cards). The password is available from your Merchant Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
Public test key	Public key for creating test payment forms. Public key is available from your Merchant Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
Public production key	Public key for creating production payment forms. Public key is available from your Merchant Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
HMAC-SHA-256 test key	Allows to confirm data authenticity for test transactions. The HMAC-SHA-256 key is available from your Merchant Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
HMAC-SHA-256 production key	Allows to confirm data authenticity for production transactions. The HMAC-SHA-256 key is available from your Merchant Back Office (Menu: <b>Settings &gt; Shops &gt; REST API keys</b> ).
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).
Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of PrestaShop is not supported by PayZen.

Payment page	
	If the language(s) used by the PrestaShop is (are) implemented into PayZen, the payment page will be displayed in the language of PrestaShop when the buyer clicks on "Pay".
<b>Available languages</b>	<p>Allows to customize the language displayed on the payment page. Buyer will be able to select a language when he is redirected on the payment page. If you do not select any language, all the languages will be displayed on the payment page.</p> <p>To select a language, press and hold the " <code>Ctrl</code> " key and click on the desired languages.</p> <p><u>Available languages:</u> German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.</p>
<b>Capture delay</b>	<p>Indicates the delay (in days) before the capture.</p> <p>By default, this parameter is managed in your Merchant Back Office. (Menu: <b>Settings &gt; Shop &gt; Configuration</b> - section: Capture delay)</p> <p>It is recommended to not populate this parameter.</p>
<b>Validation mode</b>	<p><b><u>Back Office Configuration:</u></b> Recommended value.</p> <p>Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings &gt; Shop &gt; Configuration – section: validation mode)</p> <p><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.</p> <p><b><u>Manual:</u></b> This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.</p> <p><u>Warning:</u> if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.</p> <p>Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in PrestaShop.</p>

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

Selective 3DS	
<b>Disable 3D Secure by user group</b>	<p>Amount below which 3DS will be disabled by user groups.</p> <p>Below this amount, 3DS risk assessment rules will not be applied. Leave empty to use the payment gateway configuration.</p> <p><b>WARNING:</b> <b>The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your PayZen shop.</b></p>



Selective 3DS	
	<p><b>This option can only be enabled upon agreement of your bank.</b></p> <p><b>Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.</b></p>
Return to shop	
<b>Automatic redirection</b>	<p>This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings.</p> <p>This option is disabled by default.</p>
<b>Time before redirection (success)</b>	In case 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.
<b>Message before redirection (success)</b>	<p>In case the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the platform following a successful payment before your buyer is redirected to the shop.</p> <p>The default message is: "Redirection to the shop in a moment".</p>
<b>Time before redirection (failure)</b>	In case 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.
<b>Message before redirection (failure)</b>	<p>In case the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the gateway following a failed payment before your buyer is redirected to the shop.</p> <p>The default message is: "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 GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.</p>
<b>Management of failed payments</b>	<p>Configuration of the module behavior in case of a failed payment:</p> <p>Two options are available:</p> <ul style="list-style-type: none"> <li>• Return to the choice of payment method (default option)</li> <li>• Save the failed order and return to history</li> </ul> <p>In the second case, the order appears in the history with the <b>Payment error</b> or <b>Canceled</b> status.</p>
<b>Shopping cart Management</b>	<p>It is recommended to choose the option to <b>empty cart</b> in order to avoid differences in the amount in case of buyer's backtracking from the browser, modification of the shopping cart, then return to the payment page previously visited. In that case, the shopping cart will be cleared, but in case of cancellation or payment declined, the shopping cart will be restored.</p> <p>To keep the Prestashop default behavior, select the second option. However, you take the risk of having differences in the amount of some payments.</p>
Additional options	
<b>Association of categories</b>	<p>Associate a type with each category in your catalog. This information is required for FacilyPay payment as well as for risk assessment (the corresponding option must be enabled).</p> <p>You can:</p> <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> <p>The categories are:</p> <p>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.</p>
<b>Send advanced shipping details</b>	Select No if you don't want to send advanced shipping details for each payment (delivery company, type, shipping speed).
<b>Name</b>	The payment module will automatically detect all the transporters available on your website.

Additional options	
<b>Label</b>	Allows to define the label of a transporter when the field value is not compatible with the Oney payment method. The maximal length is 55 characters. The only authorized special characters are: space, slash, hyphen, apostrophe.
<b>Type</b>	Allows to define the type of transporter from the following choices: <b>Delivery company :</b> Transporters (La Poste, Colissimo, UPS, DHL, etc.) <b>Reclaim in shop :</b> Item pickup directly from the merchant. <b>Delivery point:</b> Using a network of delivery points (Kiala, Alveol, etc.) <b>Reclaim in station:</b> Item pickup at an airport, a train station or a travel agency.
<b>Speed</b>	Shipping speed: <b>Express</b> (less than 24h) or standard. <b>Standard</b> <b>Priority</b> (reserved to Click & Collect)
<b>Delay</b>	In case of picking up the item at the shop (Click & Collect) with priority delivery, select the delivery delay from the following options: <b>≤ 1 hour</b> <b>&gt; 1 hour</b> <b>Immediate</b> <b>24/7</b>
<b>Address</b>	In case of store pickup, populate this field as follows: NAME of the PICKUP POINT + POSTAL CODE + CITY

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

## Standard payment

Module option	
Activation	In order to enable the payment method, select <b>Enabled</b> . This mode est 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 supports several languages, you can also define the title of the payment method for each language.
Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> <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 "Ctrl" 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 beyond 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>General configuration:</b> Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section. <b>Back Office Configuration:</b> Allows to use the configuration defined in the Merchant 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 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. Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in PrestaShop.
Card types	This field allows to indicate the images used for cards that will be displayed on the payment page or on the merchant website (see "Card data entry"). <b>Warning:</b> The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen offer. It is recommended to select the <b>ALL</b> value.
Offer FacilyPay Oney	Select "Yes" to allow FacilyPay Oney payments as a standard payment. Before selecting this option, make sure you have a FacilyPay Oney contract. <b>Warning:</b> FacilyPay Oney cannot be enabled both in the FacilyPay Oney and the standard payment submodules.

Advanced options	
Card data entry mode	<p>The module offers this operating modes:</p> <p><u>Bank data acquisition on the payment gateway</u></p> <p>Card type selection and data entry is done from the payment page PayZen.</p> <p><u>Card type selection on the merchant website</u></p> <p>Card type is selected from the merchant website, the list of available payment methods depends on the configuration of accepted card types (see “Card type configuration”).</p> <p>Once the card type has been selected, the buyer will be invited to enter his or her bank data from the PayZen payment page .</p> <p><u>Payment page integrated into the checkout flow (iframe mode)</u></p> <p>This feature allows the integration of the payment page PayZen via a tunnel on your merchant website.</p> <p>PCI DSS certification is not necessary in this case.</p> <p><u>Embedded payment fields (REST API)</u></p> <p>This option enables the integration of embedded payment fields (card number, expiry date, cvv) from your merchant website.</p> <p>PCI DSS certification is not necessary in this case, however it is strongly recommended for your merchant website to be secure in order to reassure buyers.</p> <p><b>To use this solution, the merchant must subscribe to the TEST API option (Use of REST API payment).</b></p>
Display mode	<p>Select the display mode of your choice:</p> <ul style="list-style-type: none"> <li>• <b>Directly on the merchant website:</b> To display the payment areas directly via your merchant website.</li> <li>• <b>In a pop-in window:</b> Display the payment fields in a window that will appear on top of your merchant website.</li> </ul>
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>
Payment attempts number	<p>Maximum number of payment retries after a failed payment, this value must be between 0 and 10.</p> <p>Leave empty to use the value configured from the Merchant Back Office.</p> <p>This parameter is taken into account only in the case where <b>Payment failed management</b> option in General Configuration has been set to <b>Save order and go back to order history</b>.</p>
Payment by token	<p>The payment by token allows 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 PayZen shop.</b></p>

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

## Payment in installments

Module option	
Activation	In order to enable the payment method, select <b>Enabled</b> . 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 supports several languages, you can also define the title of the payment method for each language.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"> <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 "Ctrl" 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 beyond 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>General configuration:</b> Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section. <b>Back Office Configuration:</b> Allows to use the configuration defined in the Merchant 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 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. Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in PrestaShop.
Card types	This field allows to indicate the images used for cards that will be displayed on the payment page or on the merchant website (see "Card data entry"). Warning: The payment types offered to the buyer on the payment page depend on the contracts and options associated with your PayZen offer. It is recommended to select the <b>ALL</b> value.

Advanced options	
Card type selection	The module offers 2 operating modes:

Advanced options	
	<p><u>On the payment gateway</u> The card type is selected on the PayZen payment page.</p> <p><u>On the merchant website</u> The card type is chosen when the buyer selects the "Pay by credit card in installments" payment method The list of available payment methods depends on the configuration of accepted card types (see "Configuration of the card type")</p>

Payment options	
<b>Payment option</b>	<p>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 <b>Add</b>. Once you have completed the configuration, do not forget to click on <b>Save</b> in order to save your changes.</p>
<b>Label</b>	<p>Text describing the installment payment option as it will be offered to the buyer. Example: Pay in 3 installments with no fees</p>
<b>Minimum amount</b>	<p>Allows to define the minimum amount required to make the payment option available.</p>
<b>Maximum amount</b>	<p>Allows to define the maximum amount required to make the payment option available.</p>
<b>Merchant ID</b>	<p>Merchant ID to use with the option in case your shop has several merchant IDs. <b>It is recommended to leave this field empty.</b></p>
<b>Number</b>	<p>Number of installments: <b>3</b> for payment in 3 installments <b>4</b> for payment in 4 installments Etc.</p>
<b>Delay</b>	<p>Delay (in days) between each installment.</p>
<b>First installment</b>	<p>Amount of the first installment, expressed as a percentage of the total amount. Example: For an amount of 100 EUR 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 amount to 50 EUR and that the two others will be of 25 EUR. For 50% enter <b>50</b>. If you wish to set identical amounts for all installments, leave the field empty.</p>

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

## FacilityPay Oney payment

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

- sign a **FacilityPay** acceptance contract with Oney
- subscribe for the "**FacilityPay** payment" option via PayZen.

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

- Send a request for online credit to **FacilityPay**, no supporting paper documents are necessary.

Module option	
Activation	To enable the FacilityPay Oney payment method, select <b>Enabled</b> . By default, this option is <b>Disabled</b> . Activation redirects the buyer directly to the FacilityPay Oney payment page. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in <b>General configuration</b> > <b>Card Types</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 supports several languages, you can also define the title of the payment method for each language.
Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 beyond 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>General configuration:</b> Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section. <b>Back Office Configuration:</b> Allows to use the configuration defined in the Merchant 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 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.

Payment page	
	Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in PrestaShop.

Payment options	
<b>Enable the selection of options.</b>	Select <b>Yes</b> if you wish to force the use of a commercial option (OPC) available with your FacilyPay contract. This option is set to <b>No</b> by default.
<b>Label</b>	Enter the label of the option that will be displayed during checkout.
<b>Code</b>	Enter the technical code provided by Oney (e.g.: PNF3P).
<b>Minimum amount</b>	Enter the minimum amount to enable this OPC (commercial option).
<b>Maximum amount</b>	Enter the maximum amount to enable this OPC (commercial option).
<b>Number</b>	Enter the number of installments (3 for a payment in 3 installments, etc. ).
<b>Interest rate</b>	Indicate the interest rate applied to the payments. The indicated value is used only for the option label customization.

### Important notes

For the order status to be updated in PrestaShop, you must configure the **Instant Payment Notification URL on batch change** notification rule (see chapter "**Setting up the Instant Payment Notification URL**").

**IPN in case of cancellation** must be configured in order to prevent PrestaShop from sending the same order ID twice.

**WARNING:** If you change the configuration of transporters in the CMS, go to the payment module settings and save the changes so that the new data is taken into account. This action will allow the module to update the changes made on the transporter's side in our module. Otherwise, payments will be rejected with one of the following error codes: **94 – SHIP\_TO\_TYPE** or **92 – CUST\_STATUS**.



## Full CB Payment

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

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

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

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

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

Module option	
Activation	To enable the Full CB payment method, select <b>Enabled</b> . By default, this option is <b>Disabled</b> . Activation redirects the buyer directly to the FullCB payment page. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in <b>General configuration &gt; Card Types</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 supports several languages, you can also define the title of the payment method for each language.
Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 "Ctrl" 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 beyond 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	
<b>Enable the selection of options.</b>	Select <b>Yes</b> if you wish to force the use of a payment option available with your Full CB merchant ID. This option is set to <b>No</b> by default.
<b>Label</b>	Enter the label of the option that will be displayed during checkout. Default values : <ul style="list-style-type: none"> <li>• <b>Payment in 3 installments</b></li> <li>• <b>Payment in 4 installments</b></li> </ul>
<b>Minimum amount</b>	Enter the minimum amount for each option.
<b>Maximum amount</b>	Fill the maximum amount for each option.
<b>Interest rate</b>	Indicate the interest rate applied to the payments. Default values : <ul style="list-style-type: none"> <li>• <b>1.4</b> for payment in 3 installments.</li> <li>• <b>2.1</b> for payment in 4 installments.</li> </ul>
<b>Fee cap</b>	Indicate the payment option fee cap. Default values: <ul style="list-style-type: none"> <li>• <b>9</b> for payment in 3 installments.</li> <li>• <b>12</b> for payment in 4 installments.</li> </ul>

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

## ANCV payment

To use this payment method, the merchant must:

- Work in the tourism and leisure sector.
- Be an ANCV beneficiary, i.e. have signed the ANCV agreement.
- Request the activation of the e-Chèque-Vacances payment method via the payment gateway.

Module option	
Activation	To enable the ANCV payment method, select <b>Enabled</b> . By default, this method is <b>Disabled</b> . Activation redirects the buyer directly to the ANCV payment page. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in <b>General configuration &gt; Card Types</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 supports several languages, you can also define the title of the payment method for each language.
Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 "Ctrl" 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 beyond 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>General configuration:</b> Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section. <b>Back Office Configuration:</b> Allows to use the configuration defined in the Merchant 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 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.

Payment page	
	Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in PrestaShop.

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

## SEPA payment

To use this payment method, the merchant must:

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

Module option	
Activation	To enable the SEPA payment method, select <b>Enabled</b> . By default, this option is <b>Disabled</b> . Activation redirects the buyer directly to the SEPA payment page. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in <b>General configuration &gt; Card Types</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 supports several languages, you can also define the title of the payment method for each language.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 "Ctrl" 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 beyond 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>General configuration:</b> Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section. <b>Back Office Configuration:</b> Allows to use the configuration defined in the Merchant 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 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.

Payment page	
	Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in PrestaShop.
Payment option	
<b>SEPA direct debit mode</b>	<p>Select the SEPA direct debit mode:</p> <ul style="list-style-type: none"> <li>• <b>One-off SEPA direct debit:</b> The signed mandate applies to a single direct debit.</li> <li>• <b>Register a recurring SEPA mandate with direct debit:</b> The signed mandate allows for a series of direct debits, a payment is created when the mandate is registered.</li> <li>• <b>Register a recurring SEPA mandate without direct debit:</b> The signed mandate allows for a series of direct debits, no payments are created when the mandate is registered.</li> </ul> <p>This mode is set to <b>One-Off SEPA direct debit</b> by default.</p> <p><b>The Payment by identifier option must be enabled for your shop if you want to use the second and third cases.</b></p>

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

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

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

## PayPal payment

### For the merchant

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

- Creating a **PayPal account** if you do not have one.
- Using a **PayPal account** if you have one.
- Enabling the **Payment via PayPal** option with the help of your payment gateway sales representative.

### For the buyer

Signing up to PayPal is free and is done on the PayPal website. The buyer must:

- Create a PayPal account by entering an e-mail address and a password.
- Fill in all his or her personal details, address, etc.
- Fill in all the credit card details.

Module option	
Activation	To enable the PayPal payment method, select <b>Enabled</b> . By default, this option is <b>Disabled</b> . Activation redirects the buyer directly to the PayPal payment page. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in <b>General configuration &gt; Card Types</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 supports several languages, you can also define the title of the payment method for each language.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 "Ctrl" 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 beyond 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>General configuration</b> : Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section. <b>Back Office Configuration</b> :

Payment page	
	<p>Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings &gt; Shop &gt; Configuration – section: validation mode)</p> <p><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.</p> <p><b><u>Manual:</u></b> This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.</p> <p><b><u>Warning:</u></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 PrestaShop.</p>

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

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

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



## Sofort Payment

### For the merchant

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

- Creating a **SOFORT account** if you do not have an account.
- Using a **SOFORT account** if you have an account.
- Activating the option **Payment via SOFORT Banking** with the help of the sales contact of your payment gateway.

### For the buyer

Signing up to SOFORT Banking is free and is done on the SOFORT website. The buyer must:

- select the bank for which he has an online account,
- connect to his bank application,
- enter the confirmation code received from the bank (via SMS) in order to register or validate a bank transfer.

Module option	
Activation	To enable the SOFORT payment method, select <b>Enabled</b> . By default, this option is <b>Disabled</b> . Activation redirects the buyer directly to the SOFORT payment page. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in <b>General configuration &gt; Card Types</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 supports several languages, you can also define the title of the payment method for each language.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 "Ctrl" 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 beyond 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.

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

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

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

## Other payment methods

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

Module option	
Activation	In order to enable the payment method, select <b>Enabled</b> . This mode est 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 supports several languages, you can also define the title of the payment method for each language.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: <ul style="list-style-type: none"><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 "Ctrl" 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 beyond 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 means	By enabling this option, all the payment means added in this section will be displayed within the same payment submodule. Otherwise, each payment mean will be represented in a different submodule. This parameter is <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 means</b> option is <b>disabled</b> . Example: Pay via Bancontact Mistercash 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 are willing to offer.
Authorized countries	Select the country that you wish 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.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method.
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:</b> Recommended value. Allows to apply the configuration defined in the <b>General Configuration</b> section.

Payment options	
	<p><b><u>Back Office Configuration:</u></b> Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings &gt; Shop &gt; Configuration – section: validation mode)</p> <p><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.</p> <p><b><u>Manual:</u></b> This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.</p> <p><b><u>Warning:</u></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 PrestaShop.</p>
<b>Shopping cart data</b>	<p>Check this box if you wish to send the shopping cart details to the payment gateway.</p> <p>For some payment methods, such as Facilypay Oney and PayPal, the shopping cart details are required.</p>

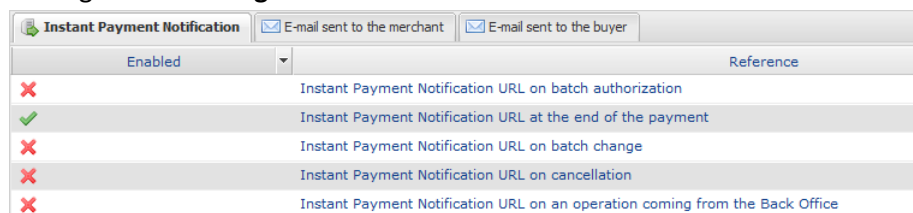
Once you have completed the configuration, click **Save**.

## 8. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

Several types of notifications are provided in the Merchant Back Office. They allow to manage events (payment abandoned by the buyer, payment canceled by the merchant, payment validated by the merchant, etc.) that will trigger a call to the merchant website and to configure the URL of the contact page.

To access notification rule management:

1. Sing in to: <https://secure.payzen.eu/vads-merchant/>.
2. Go to the following menu: **Settings > Notification rules.**



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

Figure 1: Notification rules

**Right click > Enable the rule** if a red cross appears in the **Enabled** column of the following rules:

- Instant Payment Notification URL at the end of the payment
- Instant Payment Notification URL on cancellation
- Instant Payment Notification URL on an operation coming from the Back Office
- Instant Payment Notification URL on batch authorization
- Instant Payment Notification URL on batch change

## 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 the **Instant Payment Notification URL at the end of the payment** line.

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).

For more information, see chapter **Activating the automatic retry**

6. Save the changes.

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

---

The payment gateway can systematically notify the merchant website:

- In case the buyer abandons/cancels the payment, using the **Cancel and return to shop** button.
- When the buyer has not completed the payment process before the payment session expired.

**The maximum length of a payment session is 10 minutes..**

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

To set up this notification:

1. Right-click the **Instant Payment Notification URL on cancellation** line.
2. Select **Manage the rule**.
3. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):  
**`http://www.your-domain.com/modules/payzen/validation.php`**
4. Enter the **E-mail address(es) to notify in case of failure**.
5. To specify several e-mail addresses, separate them with a semi-colon.
6. Set up the parameters for **Automatic retry in case of failure**.  
This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).
7. Save the changes.
8. Once again, right-click **Instant Payment Notification URL on cancellation**
9. Select **Enable the rule**.

### 8.3. Instant Payment Notification URL on an operation coming from the Back Office

---

In your Merchant Back Office, you must configure a URL that will be systematically called after an operation made via the Merchant Back Office. The payment gateway can systematically notify the merchant website if the following operations are performed via the Merchant Back Office:

- Cancel
- Refund
- Validate
- Modify
- Duplicate

To set up this notification:

1. Right-click on **Instant Payment Notification URL on an operation coming from the Back Office**.

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):

**`http://www.your-domain.com/modules/payzen/validation.php`**

7. Save the modifications.

8. Enable the rule by right-clicking on **Instant Payment Notification URL on an operation coming from the Back Office** and select **Enable the rule**.

## 8.4. Setting up a notification on batch authorization

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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.

To set up this notification:

1. Right-click on **Instant Payment Notification URL on batch authorization**.
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):  
**`http://www.your-domain.com/modules/payzen/validation.php`**
7. Save the changes.
8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch authorization** and select **Enable the rule**.



## 8.5. Setting up a notification on batch change

---

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

This rule is **disabled by default**.

To set up this notification:

1. Right-click **Instant Payment Notification URL on batch change**.
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):  
**`http://www.your-domain.com/modules/payzen/validation.php`**
7. Save the changes.
8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch change** and select **Enable the rule**.

## 8.6. Testing the Instant Payment Notification URL

---

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

1. Make sure that your URL is available online: your shop must neither be **in maintenance mode** nor be protected by an .htaccess file.
2. Make sure that your notification URL is available without any redirection.
  - a. To do this, paste your notification URL to the address bar of your browser and launch the search.
  - b. Make sure your URL did not change.

If your URL has changed, for example from "*http*" to "*https*" or "*http://abc.net*" to "*http://www.abc.net*", it means a redirection is active on your website. Then, copy the URL from the address bar and modify the URL filled in the configuration of all notification rules.
3. Make sure that the "Automatic redirection" option is disabled in the payment module settings.
4. Check that the **Instant Payment Notification URL at the end of payment** is populated in the Merchant Back Office (see above).
5. Make an order on your website and proceed to payment.
6. **Do not click on** "Return to shop" at the end of payment and close the current tab of your browser.
7. Make sure that the order has been created in the **Orders > Orders** menu.

If the order has not been created in the PrestaShop Back Office, this means that 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. PERFORMING A REFUND FROM PRESTASHOP BACK OFFICE

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**WARNING:** Your shop must have the **REST Web Services** option activated to be allowed to perform a refund from your CMS.

Before performing a refund, make sure you have properly configured the **REST API keys** section in the **General Configuration** menu of the payment module.

To perform a refund operation from your CMS Back Office:

1. Go to the **Order Settings > Order Settings** menu of the Prestashop Back Office.
2. Select the order that you would like to refund.

Performing a partial refund:

1. Click **Partial refund**.
2. Select the amount to be refunded.
3. Click **Partial refund**.

Performing a total refund:

1. Go to the **ORDER** section.
2. Modify the order status with the help of the dropdown list.
3. Select the **Refunded** status.
4. Click **Update status**.

## 10. MANAGING THE PRESTASHOP ORDER ID

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The PrestaShop order ID is generated once the payment has been finalized. This is why when PrestaShop calls the payment platform, the order ID does not yet exist. Only the **shopping cart** number is generated and sent to the payment gateway.

In the Merchant Back Office, the registered order ID corresponds to the **shopping cart** number of PrestaShop.

Therefore, it is normal that you cannot see the order ID in the payment confirmation e-mails sent by PayZen. Only the **shopping cart** number is displayed.

### Modification of the PrestaShop code:

You have the possibility to modify the PrestaShop code in order to display the shopping cart ID in the PrestaShop order table.

To do that, open the following file: **AdminOrdersController.php** (**controllers/admin** directory)

After the following code (around line 82):

```
$this->fields_list = array  
( 'id_order' => array(  
    'title' => $this->trans('ID', array(), 'Admin.Global'),  
    'align' => 'text-center',  
    'class' => 'fixed-width-xs'  
),
```

Add the following code:

```
'id_cart' => array(  
    'title' => $this->l('Shopping cart'),  
    'align' => 'center',  
    'width' => 25),
```

The addition of this code will allow to display a column entitled **Shopping cart** between the **ID** and **Reference** columns.

## 11. PROCEEDING TO TEST PHASE

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

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

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

Tests control

Here is a summary of the tests performed up to now.  
You must perform a valid payment for each row in the table below.

- \* manual payments are not taken into account ;
- \* test payments are deleted after 30 days ;
- \* the vads\_page\_action parameter must be set to PAYMENT.

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

Refresh the table

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

Generate the production key

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

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

To perform the test phase:

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

Tests control

Here is a summary of the tests performed up to now.  
You must perform a valid payment for each row in the table below.

- \* manual payments are not taken into account ;
- \* test payments are deleted after 30 days ;
- \* the vads\_page\_action parameter must be set to PAYMENT.

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

Refresh the table

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

Generate the production key

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

The production key is now available.

## 12. 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 settings have been configured, we recommend to make a first real payment.

You will then be able to cancel the payment via the Click on Other actions and sign into your Merchant Back Office. This transaction will not be captured in the bank.

### **Note on the production key:**

For security reasons, this key will no longer be visible as soon as the first transaction in production mode is made in your shop.

### **Note on the TEST mode:**

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

To work in test mode, follow the steps below:

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

## 13. OBTAINING HELP

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### Consulting the online documentation

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Looking for help? See our online documentation

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

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

Please send your comments and suggestions about the documentation to the e-mail address [support@payzen.eu](mailto:support@payzen.eu).

### Getting in touch with technical support

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For technical inquiries or support, you can reach us from Monday to Friday, between 9 a.m. and 6 p.m.

	By phone	By e-mail
In France	<div>0811708709 <small>Service fee 0.06 € / min + call charge</small></div>	<a href="mailto:support@payzen.eu">support@payzen.eu</a>
In Europe	<div>+33 820902103 <small>Service fee 0.12 € / min + call charge</small></div>	<a href="mailto:support@payzen.eu">support@payzen.eu</a>
In Latin America (except Brazil)	N/A	<a href="mailto:suporte@payzen.lat">suporte@payzen.lat</a>
In Brazil	+55 (11) 3336-9217 +55 (11) 3336-9209	<a href="mailto:suporte@payzen.com.br">suporte@payzen.com.br</a>
In India	+91 (022) 33864910 / 932	<a href="mailto:support.pg.in@lyra.com">support.pg.in@lyra.com</a>

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

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

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