Payment module integration for Magento 2

Contents

1. RELEASE NOTES

Version	Date	Comments
2.5.0	11/4/2020	New features • The **vads_order_info** variables have been replaced with **vads_ext_info**. • Addition of the Oney 3x 4x submodule. • Addition of a customizable submodule for all payment means (Other submodules). • Possibility to add a payment method manually, if it is not present in the list of available payment methods. • Addition of the **pop-in** feature for displaying an embedded form (REST API). • Payment by token: A link has been added to enable the buyer to delete his/her recorded payment method. • Displays the brand of the payment method stored for payment by token. • Verification of token validity before proceeding to payment. • Possibility to configure the URLs of the REST API. • The SOAP Web Services have been replaced with the REST Web Services.
4/2/2010	10/6/2020	New features • Update of the list of payment methods. Bug fixes
2.4.9	8/13/2020	Bug fixes • Systematic error when executing Web Services.
2.4.8	7/20/2020	New features • Improvements of module logs. • Embedded payment: Use of the **strongAuthentication** field instead of **strongAuthenticationState**. Bug fixes • Do not cancel orders with **Suspected fraud** status when new IPN calls are made.
2.4.7	6/19/2020	New features • The Choozeo payment method has been removed. Bug fixes • Embedded payment: Shipping fees not included in some cases. • Embedded payment: Compatibility problem with Internet Explorer 11. • Embedded payment: Error 500 upon return when risk assessment is enabled. • Error 500 when split payment is enabled.
2.4.6	5/12/2020	Bug fixes • Embedded payment: Test key used when the module is configured in production mode.
2.4.5	4/23/2020	Bug fixes • Embedded form: **javascript KR is Null** error.
2.4.4	2/14/2020	Bug fixes • Bug related to a category that has been removed for a product: **NoSuchEntityException**. • Embedded form: Payment refresh problem for a one page checkout style module.

Version	Date	Comments
		• Translation problem of payment confirmation e-mails related to Magento's multi-store or multi-view mode.
2.4.3	1/21/2020	**Bug fixes** • **FORM Key is invalid** error upon return to the shop in POST mode. • Embedded form: 3DS result not recorded.
2.4.2	8/20/2019	**Bug fixes** • Wrong URL called during Web Service calls. • SDD and Card tokens are now stored in 2 different locations, to prevent a token associated with one payment method from being overwritten by the other one.
2.4.1	7/1/2019	**Bug fixes** • Wrong URL called during Web Service calls. • SDD and Card tokens are now stored in 2 different locations, to prevent a token associated with one payment method from being overwritten by the other one.
2.4	5/13/2019	**New features** • Addition of the **Embedded payment fields (REST API)** feature. • Addition of the PayPal submodule. • Addition of **Payment by token** feature. • Addition of buttons in the Magento Back Office to accept or decline a payment (in case of fraud suspicion). • Validation of a payment from the Magento Back Office. • Ability to cancel a payment in iframe mode. • Ability to disable shopping cart data if it is not mandatory for the payment.
2.0.0	3/11/2016	Initial version

2. MODULE FEATURES

The payment module offers the following functionalities:

- Compatibility with Magento version 2.x

- Multi-shop / multi-view compatibility

- Multi-language compatibility

- Multi-currency compatibility

- Automatic redirection to the shop once the payment is made

- Definition of a minimum/maximum amount for each payment type by client group

- Embedded payment fields (REST API)

- Payment page integrated into the checkout flow (display in an iframe)

- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL)

Possibility to offer the following payment methods, via a dedicated sub-module:

- Immediate payment

- Payment in installments with the possibility to offer several options (2, 3, 4 installments, etc.)

- Payment by token (requires subscription to the payment by token option)

- Payment by gift card

- PayPal payment

- Oney 3x 4x payment

- Customizable submodule for all payment methods

Features subject to an option:

- Selective 3D Secure depending on the order amount

- Payment via your CMS (requires subscription to the *Payment by Web Services* option)

- Partial or full refund via your CMS (requires the *REST Web Services* option)

- Validate a payment via your CMS (requires subscription to the *Web Services* option)

- Accept or refuse a payment in case of suspected fraud (requires the *Web Services* option)

3. READ CAREFULLY BEFORE GOING ANY FURTHER

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

IMPORTANT: Other topics are also presented in our FAQ, which lists the most frequently asked questions and is regularly updated. The module FAQ is available via the link below in the **Payment modules** section > **Magento2.x**

https://paiement.systempay.fr/doc/fr-FR/faq/sitemap.html
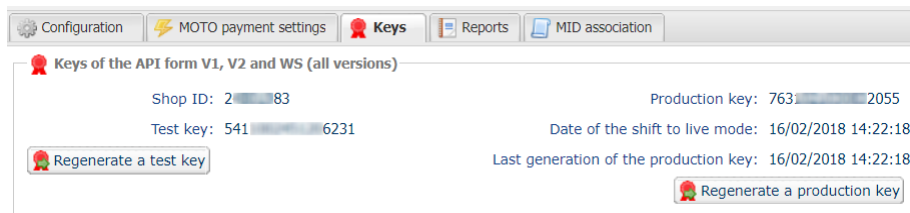
4. PREREQUISITES

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

- **Payment module file**: Systempay_Magento_2.x_v2.5.x.zip

- **Your shop ID**

- **Test or production key**

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

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

https://paiement.systempay.fr/vads-merchant/

WARNING: All our payment modules are tested, 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*

5. INSTALLING THE PAYMENT MODULE

The Systempay payment module is installed via Magento **Module Manager** (or **Component Manager**, depending on the version).

As for all the other extensions, make sure you have configured and activated the job scheduler (crontab) as explained in the Magento documentation:

http://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli-subcommands-cron.html

5.1. Update via FTP

WARNING: Since the module version 1.9.0, a new parameter has been added: **Signature algorithm**. This parameter is set by default to **SHA-256** and must be identical to the one in Merchant Back Office (**Settings** > **Shop**). If the algorithm is different, the parameter will have to be modified via the Merchant Back Office.

1. Save your shop ID as well as the keys present in the administration interface of the module.

2. Using a FTP client, change to the Systempay module installation directory.

    The module is installed either in **/app/code/Lyranetwork/** or in **/app/code/Lyra/** if you had installed a version older than 2.1.1.

3. Delete the installation directory and all the sub-folders.

4. See the next chapter to proceed to the installation of the new version.

5.2. Installation via FTP

1. Create a folder **Lyranetwork** in app/code.

2. Create a sub-folder **Systempay** in app/code/Lyranetwork.

3. Transfer the files from the Systempay_Magento_2.x_v2.5.x.zip archive to app/code/ Lyranetwork/Systempay with the help of an FTP client or via command prompt.

4. Empty Magento cache via the administration panel (**System** > **Cache Management**).

5. Now activate the module either by command-line interface or via the user interface.

Activation from command-line interface

Before you begin, make sure you have read the Magento documentation :

http://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli.html

1. Start the command interpreter (BASH shell).

2. Change to your Magento installation directory

```
cd <your Magento install dir>
```

3. Enable the module :

```
php bin/magento module:enable --clear-static-content Lyranetwork_Systempay
```

4. Start the update of the database:

```
php bin/magento setup:upgrade
```

5. Generate and pre-compile classes :

```
php bin/magento setup:di:compile
```

6. Deploy static files :

```
php bin/magento setup:static-content:deploy [locale]
```

   [locale] should be replaced by ISO-639 language codes for which to output static view files.
   Example: **fr_FR** for French, **en_GB** for English.

7. Once the module is enabled, return to the administration panel to proceed to the configuration of the payment module.

Activation from the user interface

1. Open the Module Manager (**System** > **Web Setup Wizard** > **Module Manager** or **Component Manager**).

2. In the list of extensions detected by Magento, search for **Lyranetwork_Systempay**.

3. In the **Action** column, click on **Select**, then on **Enable**.

4. Magento will then perform several checks (PHP version, file permissions, presence of the cron, etc.). Click on **Start Readiness Check** to launch tests.

5. If Magento displays errors or alerts, contact your webmaster/host to fix them.

6. Once all the checks are finalized, click on **Next** to proceed to the next step.

7. If you wish, you can create a back-up of your installation (files and database). Click on **Next** when you are ready to start the back-up process. This step can take several minutes.

8. Once the back-up has been created, click on **Enable**.

9. Magento will wait for the cron to pass by once again before activating the module. This step can take several minutes. If you experience any issues, contact your webmaster/host to analyze and fix the errors.

10. Once the module is enabled, return to the administration panel.

6. CONFIGURING THE PAYMENT MODULE

In the Magento administration panel:

1. Go to Magento administration panel and click on **System** > **Configuration**.

2. Then click on **SALES** > **Payment methods**.

3. If your Magento installation has several websites, shops or views, change the **Current configuration scope** in the upper-left corner to the desired configuration.

4. Click to expand the Systempay section.

6.1. General configuration

Basic settings	
Logs	Allows to enable or disable module logs. The logs will be available in the /var/log directory on the server. This parameter is **enabled** by default.

Access to the payment gateway	
Shop ID	Indicate the 8-digit shop ID, available in your Merchant Back Office (Menu: **Settings** > **Shop** > **Keys**).
Test key	Specify the test key available via your Merchant Back Office (Menu: **Settings** > **Shop** > **Keys**).
Production key	Specify the production key available in your Merchant Back Office (Menu: **Settings** > **Shop** > **Keys**). Note that the production key will only become available after the test phase has been completed.
Mode	Allows to indicate the operating mode of the module (**TEST** or **PRODUCTION**). The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.
Signature algorithm	Algorithm used to compute the signature of the payment form. The algorithm must be the same as the one configured in the Merchant Back Office (**Settings** > **Shop** > **Keys**). If the algorithm is different, the parameter will have to be modified via the Merchant Back Office.
Instant Payment Notification URL	URL to copy in your Merchant Back Office (**Settings** > **Notification rules** > **Instant Payment Notification URL at the end of the payment** > Instant Payment Notification URL of the API form V1, V2 menu).
Payment page URL	This field is pre-populated by default: *https://paiement.systempay.fr/vads-payment/*

REST API keys	
Test password	Password allowing to use Web Services or embedded payment fields. The password is available in your Merchant Back Office (Menu: **Settings** > **Shops** > **REST API keys**).
Production password	Password allowing to use Web Services or embedded form in production mode. The password is available in your Merchant Back Office (Menu: **Settings** > **Shops** > **REST API keys**).
Public test key	The public key must be filled in if you use the embedded payment fields, such as **Card data entry mode**. Public key is available from your Merchant Back Office (Menu: **Settings** > **Shops** > **REST API keys**).
Public production key	The public key must be filled in if you use the embedded payment fields, such as **Card data entry mode**.

REST API keys	
	Public key is available from your Merchant Back Office (Menu: **Settings** > **Shops** > **REST API keys**).
HMAC-SHA-256 test key	The HMAC-SHA--256 key must be filled in if you use the embedded payment fields, such as the **Card data entry mode**. The HMAC-SHA-256 key is available from your Merchant Back Office (Menu: **Settings** > **Shops** > **REST API keys**).
HMAC-SHA-256 production key	The HMAC-SHA--256 key must be filled in if you use the embedded payment fields, such as the **Card data entry mode**. The HMAC-SHA-256 key is available from your Merchant Back Office (Menu: **Settings** > **Shops** > **REST API keys**).
REST API Instant Payment Notification URL	URL to copy in your Merchant Back Office (**Settings** > **Notification rules** > **Instant Payment Notification URL at the end of the payment** > **REST API Instant Payment Notification URL** menu).
IPN URL of the REST API	This field is pre-populated by default: *https://api.systempay.fr/api-payment/* It is recommended to leave the **default** value.
JavaScript client URL	This field is pre-populated by default: *https://api.systempay.fr/static/* It is recommended to leave the **default** value.

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of Magento is not supported by Systempay. If the language(s) used by the Magento is (are) implemented into Systempay, the payment page will be displayed in the language of Magento when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. Buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all languages will be displayed on the payment page. To select a language, press and hold the "Ctrl" key and click on the desired languages. Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Merchant Back Office. (Menu: **Settings** > **Shop** > **Configuration** - section: Capture delay) It is recommended to not populate this parameter.
Validation mode	*Back Office Configuration:* Recommended value. Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration section: validation mode) *Automatic:* This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. *Manual:* This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Magento.

Customizing the payment page	
Theme configuration	Allows to customize the payment page by using specific keywords. If you use the multi-site mode, you can configure a different theme for each site. If you have created several models of customization in your Back Office, you can enter: `RESPONSIVE_MODEL=Model_2` if you want to use the design of your Model_2. For more information on keywords, please see our online documentation:

Customizing the payment page	
	https://paiement.systempay.fr/doc/fr-FR/form-payment/standard-payment/vads-theme-config.html The vads_theme_config variable corresponds to this parameter. **Warning**: Some keywords can only be used if the "Advanced customization" option has been enabled.
Shop name	You can define the name of your shop that will appear in order confirmation e-mails. If you use the multi-site mode, you can configure a different name for each site. 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.
Shop URL	You can define the shop URL that will appear on the payment page and in the order confirmation e-mail. If you use the multi-site mode, you can configure a different URL for each site. 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.

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

Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings. This option is disabled by default.
Time before redirection (success)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a successful payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
Time before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
Message before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a failed payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
Return mode	During the redirection to the shop, these parameters are returned to the shop in **GET** or **POST** modes. The GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.
Order status	Select the Registered orders status. It is recommended to leave the **default** value.
Creating an invoice	Select **Yes** to create an invoice for each payment.

Additional options	
Send shopping cart details	Select **Activate** if you wish to send the shopping cart details to the payment gateway. For some payment methods, such as and PayPal, the shopping cart details are required.

Additional options	
Category association	Associate a type with each category in your catalog. This parameter is required to perform fraud verification (subject to the option). You can: • quickly associate a category with all the products in your catalog, • associate a type with each category in your catalog. The categories are: Food and grocery | Cars | Entertainment | Home and gardening | Household appliances | Auctions and group purchasing | Flowers and presents | Computers and software | Health and beauty | Services for individuals | Services for companies | Sports | Clothes and accessories | Travel | Home audio, photo, video | Telephony.
Type	Allows to define the type of transporter from the following choices: **Delivery company**: Transporters (La Poste, Colissimo, UPS, DHL, etc.) **In-store pick-up**: Item pickup directly from the merchant. **Relay point**: Use of a network of delivery points (Kiala, Alveol, etc.) **Pick-up at a station**: Item pickup at an airport, a train station or a travel agency.
Speed	Shipping speed: **Express** (less than 24h) or standard. **Standard** **Priority** (reserved to Click & Collect)
Delay	In case of picking up the item at the shop (Click & Collect) with priority delivery, select the delivery delay from the following options: **≤ 1 hour** **> 1 hour** **Immediate** **24/7**

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

6.2. Standard payment

Module option	
Activation	In order to enable the payment method, select **Enabled**. This mode est set to **Enabled** by default.
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.
Order	If you offer several payment methods, enter a number in the **Sort order** field to determine the position of this payment method. The payment methods appear in ascending order according to the **Sort order** value.
Logo	Click the **Browse** button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this **logo** when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: • **All countries**: the payment method is available for all countries. • **Specific countries**: after choosing this option, the list of **Authorized countries** appears. Press and hold "Ctrl" and select the countries of your choice from the list of **Authorized countries**.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for **ALL GROUPS**, 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 **ALL GROUPS**, 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 **General configuration** section will be applied. If the **Capture delay** field of the **General configuration** is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. *__General configuration:__* Recommended value. Allows to apply the configuration defined in the **General Configuration** section. *__Back Office Configuration:__* Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) *__Automatic:__* This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. *__Manual:__* This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Magento.

Payment page	
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 Systempay offer. It is recommended to select the **ALL** value.

Advanced options	
Card data entry mode	The module provides the following operating modes: *Bank data acquisition on the payment gateway* Card type selection and data entry is done on the Systempay payment page. *Card type selection on the merchant website* The card type is selected on the merchant website, the list of available payment methods depends on the configuration of accepted card types (see "Card type configuration"). Once the card type has been selected, the buyer will be invited to enter their bank data on the Systempay payment page. *Payment page integrated into the checkout flow (iframe mode)* This feature allows the integration of the Systempay payment page via a tunnel on your merchant website. In this case, PCI DSS certification is not necessary. *Embedded payment fields (REST API)* This option enables the integration of embedded payment fields (card number, expiry date, cvv) on your merchant website. The configuration of the REST API keys present in **General configuration** > **REST API keys** is mandatory if you enable this functionality. 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. **To use this solution, the merchant must subscribe to the TEST API option (Use of REST API payment).**
Display mode	Select the display mode of your choice: • **Directly on the merchant website**: To display the payment areas directly via your merchant website. • **In a pop-in window**: Display the payment fields in a window that will appear on top of your merchant website.
Theme	Choose the theme you would like to use to display the embedded payment fields.
Custom fields placeholders	This option will allow you to define the label that will get displayed by default in the embedded payment fields. If your shop supports several languages, you can also define the title of the payment method for each language.
Payment attempts number	Maximum number of payment retries after a failed payment, this value must be between 0 and 9. If this value is not specified, the default value will be 3.
Payment by token	The payment by token allows to pay for the order without having to enter the card details upon each payment. 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. The box will be displayed only if the buyer is connected to the merchant website. This option is **disabled** by default. **WARNING:** **The 'payment by token' option must be enabled in your Systempay shop.**

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

6.3. Payment in installments

Module option	
Activation	In order to enable the payment method, select **Enabled**. By default, this method is **Disabled**.
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.
Order	If you offer several payment methods, enter a number in the **Sort order** field to determine the position of this payment method. The payment methods appear in ascending order according to the **Sort order** value.
Logo	Click the **Browse** button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this **logo** when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: • **All countries**: the payment method is available for all countries. • **Specific countries**: after choosing this option, the list of **Authorized countries** appears. Press and hold "Ctrl" and select the countries of your choice from the list of **Authorized countries**.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for **ALL GROUPS**, 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 **ALL GROUPS**, 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 **General configuration** section will be applied. If the **Capture delay** field of the **General configuration** is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. *General configuration:* Recommended value. Allows to apply the configuration defined in the **General Configuration** section. *Back Office Configuration:* Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) *Automatic:* This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. *Manual:* This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Magento.

Payment page	
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 Systempay offer. It is recommended to select the **ALL** value.

Advanced options	
Card type selection	The module provides 2 operating modes: *On the payment gateway* The card type is selected on the Systempay payment page. *On the merchant website* 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").

Installment payment option	
Payment option	This module allows you to create as many credit card installment payment options as you like. Each payment option will have a different code that will be displayed in the order table. To add a payment option, click on **Add**. Once you have completed the configuration, do not forget to click **Save** in order to save your changes.
Label	Text describing the installment payment option as it will be offered to the buyer. Example: Pay in 3 installments with no fees
Minimum amount	Allows to define the minimum amount required to make the payment option available.
Maximum amount	Allows to define the maximum amount required to make the payment option available.
Merchant ID	The Merchant ID to use with the option, in case your shop has several Merchant IDs. **It is recommended to leave this field empty.**
Number	Number of installments: **3** for payment in 3 installments **4** for payment in 4 installments Etc.
Period	Period (in days) between each installment.
First installment	Amount of the first installment, expressed as a percentage of the total amount. Example: For an amount of 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 an that the two others will be of 25 EUR. For 50% enter **50**. If you want the amount of every installment to be the same, leave this field empty.

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

6.4. Gift card payment

Module option	
Activation	To enable the gift card payment method, select **Enabled**. By default, this option is **Disabled**. The activation redirects the buyer directly to the gift card payment method. However, this payment method can also appear on the payment page if the buyer selects the standard payment (if there are no restrictions in **General configuration** > **Card Types**).
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.
Order	If you offer several payment methods, enter a number in the **Sort order** field to determine the position of this payment method. The payment methods appear in ascending order according to the **Sort order** value.
Logo	Click the **Browse** button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this **logo** when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: • **All countries**: the payment method is available for all countries. • **Specific countries**: after choosing this option, the list of **Authorized countries** appears. Press and hold "`Ctrl`" and select the countries of your choice from the list of **Authorized countries**.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for **ALL GROUPS**, 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 **ALL GROUPS**, 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 **General configuration** section will be applied. If the **Capture delay** field of the **General configuration** is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	*Back Office Configuration:* Recommended value. Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration section: validation mode) *Automatic:* This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. *Manual:* This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Magento.

Payment module integration for Magento 2

Installment payment option	
Gift card types	Select the images for gift cards that will be used on the payment page or on the merchant website.
	The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Systempay offer.
Add cards	If you have requested Systempay to create a gift card for your company and it does not appear in the list above, you can add it manually in the payment module:
	1. Click the Add button.
	2. Enter the technical code provided by Systempay.
	3. Enter the label of the gift card to add.
	4. Click Upload to upload the logo of your gift card. It will be displayed during the selection of the payment method.

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

6.5. Payment in 3 or 4 installments with Oney

For the merchant

• Sign a **3x 4x Oney** acceptance contract with Oney.

• Enable the **3x 4x Oney** payment option with the customer service of your payment gateway.

For the buyer

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

Module option	
Activation	To enable the Oney 3x 4x payment method, select **Enabled**. By default, this option is **Disabled**.
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.
Order	If you offer several payment methods, enter a number in the **Sort order** field to determine the position of this payment method. The payment methods appear in ascending order according to the **Sort order** value.
Logo	Click the **Browse** button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this **logo** when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: • **All countries**: the payment method is available for all countries. • **Specific countries**: after choosing this option, the list of **Authorized countries** appears. Press and hold "Ctrl" and select the countries of your choice from the list of **Authorized countries**.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for **ALL GROUPS**, 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 **ALL GROUPS**, 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	
Add	Click the **Add** button to configure payment options. This configuration is **required** for the Oney 3x 4x payment method to work.
Label	Enter the label of the option that will be displayed during checkout.
Code	Enter the technical code provided by Oney (e.g.: PNF3P).
Minimum amount	Enter the minimum amount for which this option can be used.
Maximum amount	Enter the maximum amount for which this option can be used.
Number	Enter the number of installments (3 for a payment in 3 installments, etc.).
Interest rate	Indicate the interest rate applied to the payments. The indicated value is used only for option label customization.

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

6.6. 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

You can sign up to PayPal for free on the PayPal website. The buyer must:

- Create a PayPal account by entering an e-mail address and a password.

- Fill in all their personal details, address, etc.

- Fill in all their credit card details.

Module option	
Activation	To enable the PayPal payment method, select **Enabled**. By default, this option is **Disabled**. 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 **General configuration** > **Card Types**).
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.
Order	If you offer several payment methods, enter a number in the **Sort order** field to determine the position of this payment method. The payment methods appear in ascending order according to the **Sort order** value.
Logo	Click the **Browse** button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this **logo** when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: • **All countries**: the payment method is available for all countries. • **Specific countries**: after choosing this option, the list of **Authorized countries** appears. Press and hold "Ctrl" and select the countries of your choice from the list of **Authorized countries**.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for **ALL GROUPS**, 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 **ALL GROUPS**, 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.

Payment page	
	If you leave this field empty, the value configured in the **General configuration** section will be applied.
	If the **Capture delay** field of the **General configuration** is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method.
	General configuration: Recommended value.
	Allows to apply the configuration defined in the **General Configuration** section.
	Back Office Configuration:
	Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode)
	Automatic:
	This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.
	Manual:
	This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office.
	Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.
	Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Magento.

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 Magento.

For the order status to be updated in Magento 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**) .

6.7. Other payment methods

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

Module option	
Activation	In order to enable the payment method, select **Enabled**. This mode est set to **Enabled** by default.
Payment method title	This option allows you to define the title of the payment method. The buyer will see this title when choosing a payment method. If your shop is available in several languages, a button will appear on the right of the method title. You can use this button to enter a different title for each language.
Order	If you offer several payment methods, enter a number in the **Sort order** field to determine the position of this payment method. The payment methods appear in ascending order according to the **Sort order** value.
Logo	Click the **Browse** button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this **logo** when choosing a payment method.

Restrictions	
Supported countries	Configure the countries for which the payment method is available: • **All countries**: the payment method is available for all countries. • **Specific countries**: after choosing this option, the list of **Authorized countries** appears. Press and hold "Ctrl" and select the countries of your choice from the list of **Authorized countries**.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method. By defining a minimum amount for **ALL GROUPS**, 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 **ALL GROUPS**, the payment method will not be enabled for users with a greater shopping cart amount. It is also possible to define a maximum amount for each customer group in your shop.

Payment options	
Group payment methods	By enabling this option, all the payment methods added in this section will be displayed within the same payment submodule. Otherwise, each payment method will be represented in a different submodule. This parameter is set to **Disabled** by default.
Label	Text describing the payment option as it will be offered to the buyer. The label will be displayed only if the **Group payment methods** option is **disabled**. 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 **Ctrl** key to select or deselect several countries.
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.

Payment options	
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 **General configuration** section will be applied. If the **Capture delay** field of the **General configuration** is also empty, the value configured in the Merchant Back Office will be applied.
Validation mode	Validation mode for this payment method. ***General configuration:*** Recommended value. Allows to apply the configuration defined in the **General Configuration** section. ***Back Office Configuration:*** Allows to use the configuration defined in the Merchant Back Office. (Menu: Settings > Shop > Configuration – section: validation mode) ***Automatic:*** This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. ***Manual:*** This value indicates that the transactions will require manual validation by the merchant via the Merchant Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Magento.
Shopping cart data	Check this box if you wish to send the shopping cart details to the payment gateway. For some payment methods, such as and PayPal, the shopping cart details are required.
Add payment methods	If you want to create payment methods that are not present in the **Payment methods** list, you can add them manually in the payment module: 1. Click the Add button. 2. Enter the technical code provided by Systempay. This code must be exactly the same as the one present in the *Dictionnaire des données* in the **Card types (vads_payment_cards)** column. If your payment method is not on the list, it is not available in Systempay 3. Enter the name of the payment method to be added. 4. Use the Browse button to load the logo, it will be displayed when the payment method is selected.

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

7. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

Several types of notifications are provided in the Merchant Back Office. They allow to manage the events that will generate a call to the merchant website and to configure the URL of the contact page.

To access notification rule management:

1. Sign in to: *https://paiement.systempay.fr/vads-merchant/*.

2. Go to the following menu: **Settings** > **Notification rules**.

Instant Payment Notification	E-mail sent to the merchant	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 change

7.1. Setting up the Instant Payment Notification

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

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

This parameter is called Instant Payment Notification URL at the end of the payment.

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of the payment**.

2. Select **Enable the rule**.

3. Right-click **Instant Payment Notification URL at the end of the payment** once again.

4. Select **Manage the rule**.

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

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

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

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

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

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

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

8. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):

http://www.your-domain.com/systempay/payment/check/

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

9. If you have enabled the **Embedded payment fields (REST API)** option as entry mode of card data, enter the following URL in the **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification of the REST API** section):

http://www.your-domain.com/systempay/payment_rest/check/

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

10. Save the changes.

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

The payment gateway can systematically notify the merchant website:

- When the buyer abandons/cancels a payment - via the **Cancel and return to shop** button.

- When the buyer has not completed the payment and the payment session has expired.

  The maximum length of a payment session is 10 minutes.

To set up this notification:

1. Right-click **Instant Payment Notification URL on cancellation**.

2. Select **Manage the rule**.

3. Enter the **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/systempay/payment/check/

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

7. Save the changes.

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

9. Select **Enable the rule**.

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

In your Merchant Back Office, you lust 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

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/systempay/payment/check/

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

7. Save the changes.

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**.

![Systempay - Solutions d'avance]

7.4. 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 about the acceptance or refusal by PayPal.

In case you have enabled the **Oney 3x 4x** payment method, **you must enable this rule** for your merchant website to be notified when orders are accepted or rejected by Oney.

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 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/systempay/payment/check/

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

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. Enable the rule by right-clicking on **Instant Payment Notification URL on batch change** and select **Enable the rule**.

7.5. 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 <u>without any redirection</u>.

   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 status is **Processing** or **Pending** in the Magento Back Office.

If the order status is still **Pending** (pending_payment), 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.

8. PROCEEDING TO TEST PHASE

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

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

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

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

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

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

To perform the test phase:

1. Make an order on your merchant website as if you were one of your buyers.

2. Select the payment method "**Payment by credit card**".

3. Once redirected to the payment page, select the card type of your choice.

4. Refer to the list of tests to identify the card number to use.

5. Once a test has been validated, its status is updated 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` or `REGISTER_PAY`.

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

🔄 Refresh the table

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

📄 Generate the production key

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

The production key is now available.

9. SHIFTING THE SHOP TO PRODUCTION MODE

After you receive a confirmation e-mail informing you that a key has been generated, you can configure the payment method by following the steps below:

• Retrieve the production key available in the Merchant Back Office (**Settings** > **Shop** > **Keys**).

• In the module configuration parameters:

   • Populate the **Production key** field.

   • Switch from TEST to PRODUCTION mode.

   • Save the changes.

• Make sure that you have specified the Instant Payment Notification URL in production mode, as described in the chapter **Setting up the Instant Payment Notification URL**.

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

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

Note on the production key:

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

Note on the TEST mode:

Once you shop is in production mode, the TEST mode remains available.

To work in test mode, follow the steps below:

• Switch from PRODUCTION to TEST mode.

• Make sure that the **Test key** is correct.

• Save the changes.

10. OBTAINING HELP

Looking for help? Check our FAQ on our website

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

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

from Monday to Friday from 9 a.m. to 6 p.m.

by phone at:	**0810004724** Service fee 0,06 € / min + call charge
	for the clients of Banque Populaire
by phone at:	**0811363364** Service fee 0,06 € / min + call charge
	for the clients of Caisse d'Epargne
by e-mail :	*supportvad@lyra-network.com*

and via your Merchant Back Office, **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**).