Sog e commerce

Notification center

Back Office user manual

Document version 1.3.2

SOCIETE GENERALE

DEVELOPPONS ENSEMBLE
L'ESPRIT D'EQUIPE

Contents

1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
1.3.2	Société Générale	2/10/2021	• Addition of the SMS gateway configuration.
1.3.1	Société Générale	6/22/2020	• Addition of a precision related to the Lyra SMS account.
1.3	Société Générale	12/1/2019	• Update of the rule configuration of the "Notification URL call" type. • Addition of format selection for notifications of IPN type. • Addition of rule management for notifications of "SMS" type. • Addition of rule management for notifications upon recurring payment creation. • Addition of the process of manual resending of payment confirmation e-mails.
1.2	Société Générale	1/14/2019	Update of the chapter **Creating an advanced notification rule**.
1.1	Société Générale	6/1/2017	• Addition of the chapter "General information".
1.0	Société Générale	1/10/2017	Initial version

2. OBTAINING HELP

Looking for help? Check our FAQ on our website

https://sogecommerce.societegenerale.eu/doc/en-EN/faq/sitemap.html

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

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

by phone at:

0811900480 Service fee 0.06 € / min + call charge

by e-mail :   *support@sogecommerce.societegenerale.eu*

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) or your MID number.

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

3. GENERAL INFORMATION

The payment gateway provides a tool called "**notification center**". It allows to create, configure and customize all the notifications destined to the merchant website, the merchant or the buyer.

The notification center is available in your Merchant Back Office via:

Settings > **Notification rules**.

The notification rules are created by default for each shop depending on the services for which the merchant has opted.

The following notification types are available:

- Instant Payment Notification URL call
- E-mail sent to the merchant
- E-mail sent to the buyer
- SMS sent to the merchant
- SMS sent to the buyer

3.1. Notifications of "Instant Payment Notification" type (IPN)

The **Notification URL** is the URL of a specific page on the merchant website that is **automatically** called by the payment gateway when certain events take place.

By default, the rules are created to manage the events below:

- end of payment (accepted or rejected),
- payment abandoned or canceled,
- token creation or update,
- recurring payment creation,
- new installment date,
- authorization made in case of a deferred payment,
- update of a transaction status by the acquirer,
- operation made via the Merchant Back Office (cancellation, refund, duplication, manual payment, etc.).

These rules must be enabled and configured according to the needs of the merchant.

With each call, the payment gateway transmits transaction details to the merchant website. This is called instant notification (or **IPN** as in Instant Payment Notification).

To guarantee the security of the exchange, the data is signed with a key known only to the merchant and the payment gateway.

Selection of notification format

You have the possibility to choose the format of notifications. There are 2 available options:

- The <u>Form API format</u>, ideal if you only use this API.
- The <u>REST API format</u>, if you use only the JavaScript client, or if you have implemented both APIs (since some payment methods are not compatible with the JavaScript client, you will have to implement both APIs).

The format selection is made by specifying the URL to notify in the rule configuration.

Here is the adopted principle:

1. **The merchant defines the notification URL of the form API only if**:
   - A payment is made via the payment form, the notification is made in the form API format.
   - A payment is made via the JavaScript client, the notification is not sent.
   - An operation is made via the Merchant Back Office, the notification is made in the form API format.
   - An event triggers notifications on batch change or batch authorization, the format will be that of form API.
   - During the creation of recurring payments, the notification will be sent in the form API format.

2. **The merchant defines the REST API notification URLs only if**:
   - The payment is made via the payment form, the notification is made in the REST API format.
   - The payment is made via the JavaScript client, the notification is made in the REST API format.
   - An operation is made via the Merchant Back Office, the notification is made in the REST API format.
   - An event triggers notifications on batch change or batch authorization, the format will be that of REST API.
   - During the creation of recurring payments, the notification will be sent in the REST API format.

3. **The merchant specifies the form API and REST API notification URLs if:**
   - The payment is made via the payment form, the notification is made in the form API format.
   - The payment is made via the JavaScript client, the notification is made in the REST API format.
   - An operation is made via the Merchant Back Office, the notification is made in the form API format.
   - An event triggers notifications on batch change or batch authorization, the format will be that of form API.
   - During the creation of recurring payments, the notification will be sent in the form API format.

3.2. Notifications of "E-mail" type

The payment gateway allows merchants to send custom e-mails in the following cases:

Notifications sent to the merchant:

- payment confirmation,
- confirmation of token creation and/or update,
- recurring payment confirmation,
- production key regeneration,
- deferred payment rejection,
- installment payment rejection,

Notifications sent to the buyer:

- payment confirmation,
- confirmation of token creation and/or update,
- recurring payment confirmation,
- SEPA direct debit pre-notification.

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3.3. Notifications of "SMS" type

This functionality requires a Lyra SMS account. For more information, please consult the FAQ.
https://sogecommerce.societegenerale.eu/doc/en-EN/faq/sitemap.html

The payment gateway allows merchants to send custom SMS in the following cases:

Notifications sent to the merchant:

• payment confirmation,

• confirmation of token creation and/or update,

• recurring payment confirmation,

To use this service, please contact the your customer advisor Société Générale to enable the necessary functions within your offer.

Notifications sent to the buyer:

• payment confirmation,

• confirmation of token creation and/or update,

• recurring payment confirmation,

• pre-notification SMS of SEPA direct debit sent to the buyer.

Each time a notification SMS (successful or failed) withdraws one unit from your SMS balance.

To use this service, please contact the your customer advisor Société Générale to enable the necessary functions within your offer.

Configuring the SMS gateway

From the Merchant Back Office:

1. Open the **Settings** > **Company** > **SMS Account Management** tab.

The tab is only visible if you have opted for the "Payment order by SMS" or "SMS Notification" service.

To use this service, please contact the your customer advisor Société Générale to enable the necessary functions within your offer.

2. Enter your Lyra SMS login and password.

I.e. the login and password you chose when you signed up for Lyra SMS.

3. Enter the default phone number to be notified.

This number will be used to pre-populate any notification rules you may create in the future. If notification rules have already been configured for your shop, the number will not be filled in automatically.
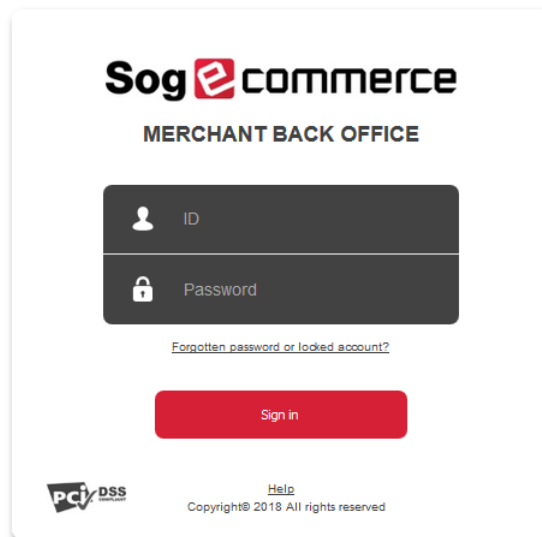
4. Click **Save** to save the changes.

4. SIGNING IN TO MERCHANT BACK OFFICE

Sign in the Back Office:

https://sogecommerce.societegenerale.eu/vads-merchant/

1. Enter your login.

   The login is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifiers-[your shop name]**).

2. Enter your password.
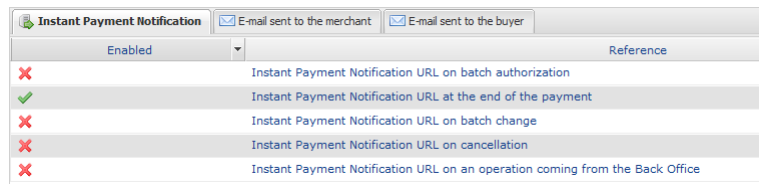
   The password is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifiers- [your shop name]**).

3. Click **Sign in**.

   After 3 password entry errors, the user's account is locked. Click on the link **Forgotten password or locked account** to reset it.

5. ACCESSING THE NOTIFICATION CENTER

To access the notification rule management, open the menu: **Settings** > **Notification rules**.

The rule configuration tab of "Instant Payment Notification URL call" type opens.

6. CONFIGURING CALLS TO YOUR NOTIFICATION URL

6.1. Setting up the Instant Payment Notification

This rule allows to notify the merchant website in the following cases:

- Payment accepted
- Payment refused
- Token creation or update
- Creation of a recurring payment

The **Payment accepted** event corresponds to the creation of a transaction in one of the (**vads_trans_status**) statuses below:

- **ACCEPTED**
- **AUTHORISED**
- **AUTHORISED_TO_VALIDATE**
- **CAPTURED**
- **INITIAL**
- **PRE_AUTHORISED**
- **UNDER_VERIFICATION**
- **WAITING_AUTHORISATION**
- **WAITING_AUTHORISATION_TO_VALIDATE**
- **WAITING_FOR_PAYMENT**

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

It will inform the merchant website of the payment result even if your client has not clicked the "Return to the shop" button.

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

2. Select **Manage the rule**.

3. Enter the **E-mail address(es) to notify in case of failure** field in the **General settings** section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
   For more information, please see chapter *Automatic retry in case of failure* on page 17.

5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

7. Save the changes.

6.2. Setting up the notification for the final result of a deferred payment

This notification is required for communicating the result of a deferred payment:

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

It allows the merchant website to be notified when the authorization request is not made on the payment day.

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 by the **Instant Payment Notification URL on batch authorization** rule.

This rule is **disabled by default**.

1. Right-click **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** field in the **General settings** section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
   For more information, please see chapter *Automatic retry in case of failure* on page 17.

5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

7. Save the changes.

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

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

This rule allows to notify the merchant website in the following cases:

• 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.

This rule is **disabled by default**.

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** field in the **General settings** section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
   For more information, please see chapter *Automatic retry in case of failure* on page 17.

5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

7. Save the changes.

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

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

This rule allows to notify the merchant website about every operation made via the Merchant Back Office:

- Creation of a manual payment (accepted or rejected)
- Transaction update
- Transaction duplication
- Transaction refund
- Transaction cancellation
- Transaction validation
- Token creation
- Token update

1. Right-click **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** field in the **General settings** section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
   For more information, please see chapter *Automatic retry in case of failure* on page 17.

5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

7. Save the changes.

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

6.5. Setting up a notification on batch change

This rule allows to notify the merchant website in the following cases:

- When a transaction expires.

  This is the case of transactions created in manual validation mode and that have not been validated in time by the merchant. The status of these transactions changes to **EXPIRED**.

- When a **PayPal** transaction that has been blocked due to suspected fraud is finally accepted or refused.

  The status of the transactions in question changes from **UNDER_VERIFICATION** to **CAPTURED** or **REFUSED**.

This rule is **disabled by default**.

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** field in the **General settings** section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
   For more information, please see chapter *Automatic retry in case of failure* on page 17.

5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

7. Save the changes.

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

6.6. Setting up a notification upon creating a recurring payment

This rule allows to notify the merchant website in the following cases:

- When the payment gateway creates a new installment date of a recurring payment.

- Upon each new payment attempt, after a recurring payment installment has been refused.

  Requires the activation of the anticipated authorization option.

This rule is **disabled by default**.

1. Right-click **Instant Payment Notification URL when creating a recurring payment**.

2. Select **Manage the rule**.

3. Enter the **E-mail address(es) to notify in case of failure** field in the **General settings** section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. Check the box **Automatic retry in case of failure** if you wish to authorize the gateway to automatically resend the notification in case of a failure (can be done up to 4 times).
   For more information, please see chapter *Automatic retry in case of failure* on page 17.

5. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

6. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

7. Save the changes.

8. Enable the rule by right-clicking **Instant Payment Notification URL when creating a recurring payment** and select **Enable the rule**.

6.7. Automatic retry in case of failure

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

The merchant can enable a mechanism that allows the payment gateway to automatically return notifications when the merchant website is temporarily unavailable, **up to 4 times**.

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

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 in the configuration of the notification rule in question.

In this case, the subject of the e-mail contains the number corresponding to the notification retry attempt. It is presented as `attempt #` followed by the attempt number.

- Example of an e-mail subject following a first notification failure at the end of payment:

```
[MODE TEST] My Shop - Tr. ref. 067925 / FAILURE during the call to your IPN URL
[unsuccessful attempt #1]
```

- Example of an e-mail subject following a second failure:

```
[MODE TEST] My Shop - Tr. ref. 067925 / FAILURE during the call to your IPN URL
[unsuccessful attempt #2]
```

- Example of an e-mail subject following a third failure:

```
[MODE TEST] My Shop - Tr. ref. 067925 / FAILURE during the call to your IPN URL
[unsuccessful attempt #3]
```

- Example of an e-mail subject following the last failure:

```
[MODE TEST] My Shop - Tr. ref. 067925 / FAILURE during the call to your IPN URL
[unsuccessful attempt #last]
```

To notify the merchant website of the last notification attempt, the e-mail subject will contain the mention `attempt #last`.

During the automatic retry, certain details are not stored in the database or are modified.

Examples of fields not available/not registered in the database:

Field name	Description
vads_page_action	Completed operation.
vads_payment_config	Payment type (immediate or installment).
vads_action_mode	Acquisition mode for payment method data.

Examples of fields sent with different values:

Field name	New value
vads_url_check_src	Always set to **RETRY** in case of automatic retry.
vads_trans_status	The transaction status may vary between the initial call and the automatic retry (cancellation by the merchant, transaction capture at the bank, etc.).
vads_hash	The value of this field is regenerated with each call.
signature	The signature value depends on the different statuses that may vary between the initial call and the automatic retry.

These e-mails contain:

- the encountered problem,
- parts of analysis depending on the error,
- its consequences,
- instructions for manually triggering the notification from the Merchant Back Office.

Note:

After the fourth attempt, it is still possible to retry the IPN URL **manually** via your Merchant Back Office.

Warning, during the automatic retry, any manual call to the IPN URL will affect the number of automatic attempts:

- a successful manual call will stop automatic retry,
- a failed manual call will have no impact on the current automatic retry.

7. CONFIGURING E-MAILS SENT TO THE MERCHANT

In the **E-mail sent to the merchant** tab:

1. Right-click the rule to be modified and select **Enable the rule**.

2. Right-click the rule again and select **Manage the rule**.
   The rule management wizard appears.

3. Customize the label of the rule and the address to notify in the General settings section.
   To specify several e-mail addresses, separate them with a semi-colon.

4. In order to customize the body of the e-mail.

   a. Go to **E-mail settings**.

   b. Select the model of the e-mail to apply.

   c. Click **Customize default text values** if you wish to edit the body and the subject of the "default" e-mail message.

   d. Click on **Fields to include** to display the list of fields available for e-mail customization.

   e. Select the fields that you wish to include. A detailed summary of the request processing will be added to the body of the e-mail.

   Note:

   *To preview the changes, click **Preview the e-mail** at the bottom of the dialog box.*

5. In order to change the events that trigger the notification:

   a. Click the **Rule conditions** tab.

      A condition is composed of a variable, a comparison operator and a reference value.

      Example: "mode = TEST", "amount exceeding 1000". During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

   b. Double-click on an existing condition to edit it.

   c. Click **Add** to create a new condition.

      All the conditions must be validated for the rule to be executed.

6. Click **Save**.

8. CONFIGURING E-MAILS SENT TO THE BUYER

In the **E-mail sent to the buyer** tab:

1. Right-click the rule to be modified and select **Enable the rule**.

2. Right-click the rule again and select **Manage the rule**.
   The rule management wizard appears.

3. In the General settings section, you can customize the label of the rule.

4. To customize the e-mail content:

   a. Click **Buyer e-mail settings**.

   b. Select the model of the e-mail to apply.

   c. Select the language that you would like to update.

   d. Click **Customize default text values** if you wish to edit the body and the subject of the "default" e-mail message.

   e. Click on **Fields to include** to display the list of fields available for e-mail customization.

   f. Select the fields that you wish to include. A detailed summary of the request processing will be added to the body of the e-mail.

5. In order to change the events that trigger the notification:

    a. Click the **Rule conditions** tab.

       A condition is composed of a variable, a comparison operator and a reference value.

       Example: "mode = TEST", "amount exceeding 1000". During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

    b. Double-click on an existing condition to edit it.

    c. Click **Add** to create a new condition.

       All the conditions must be validated for the rule to be executed.

6. Click **Save**.

9. CONFIGURING THE SMS SENT TO THE MERCHANT

To use this service, please contact the your customer advisor Société Générale to enable the necessary functions within your offer.

> **This functionality requires a Lyra SMS account. For more information, please consult the FAQ.**
> **https://sogecommerce.societegenerale.eu/doc/en-EN/faq/sitemap.html**

In the **SMS sent to the merchant** tab:

1. Right-click the rule to be modified and select **Enable the rule**.

2. Right-click the rule again and select **Manage the rule**.
   The rule management wizard appears.

3. In the General settings section, customize the label of the rule and the phone number to notify.

4. In order to personalize the content of the SMS.

   a. Go to **SMS settings**.

   b. Click the link **Customize default text values** if you wish to edit the "default" message.

5. In order to change the events that trigger the notification:

   a. Click the **Rule conditions** tab.

      A condition is composed of a variable, a comparison operator and a reference value.

      Example: "mode = TEST", "amount exceeding 1000". During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

   b. Double-click on an existing condition to edit it.

   c. Click **Add** to create a new condition.

      All the conditions must be validated for the rule to be executed.

6. Click **Save**.

10. CONFIGURING THE SMS SENT TO THE BUYER

To use this service, please contact the your customer advisor Société Générale to enable the necessary functions within your offer.

This functionality requires a Lyra SMS account. For more information, please consult the FAQ.
https://sogecommerce.societegenerale.eu/doc/en-EN/faq/sitemap.html

In the **SMS sent to the buyer** tab:

1. Right-click the rule to be modified and select **Enable the rule**.

2. Right-click the rule again and select **Manage the rule**.
The rule management wizard appears.

3. In the General settings section, you can customize the label of the rule.

4. To customize the SMS contents:

    a. Go to **Buyer SMS settings**.

    b. Select the language that you would like to update.

    c. Click **Customize default text values** if you wish to edit the "default" message.

5. In order to change the events that trigger the notification:

    a. Click the **Rule conditions** tab.
       A condition is composed of a variable, a comparison operator and a reference value.
       Example: "mode = TEST", "amount exceeding 1000". During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

    b. Double-click on an existing condition to edit it.

    c. Click **Add** to create a new condition.
       All the conditions must be validated for the rule to be executed.
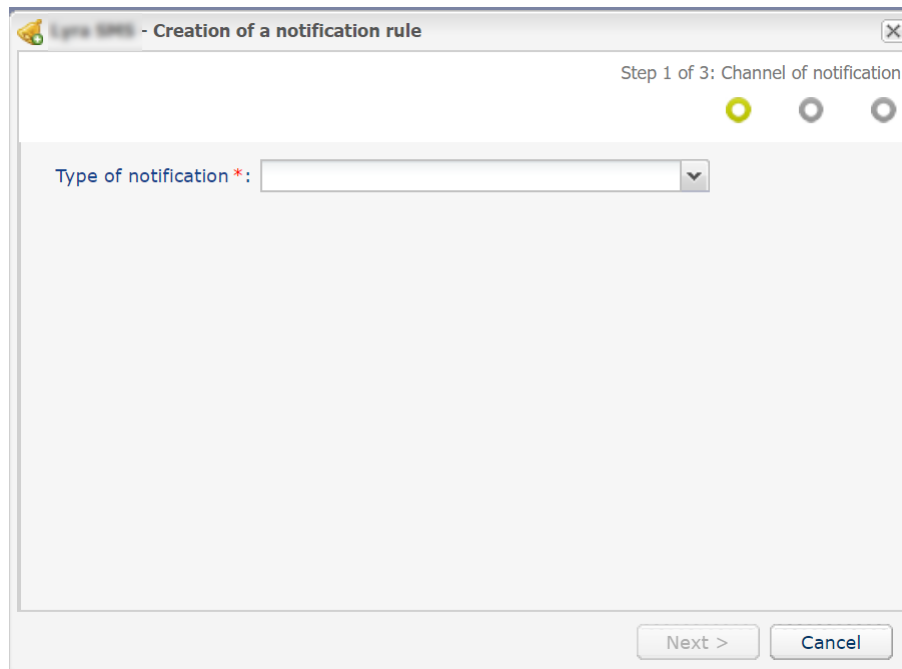
6. Click **Save**.

11. CREATING A CUSTOM NOTIFICATION RULE

It is possible to create custom notification rules.

An action will be triggered based on the desired event(s).

Via the menu: **Settings** > **Notification rules**.

1. Click on the **Create a rule** button at the bottom left of the screen.

2. Select **Advanced notification**.

11.1. Creating a notification of "Instant Payment Notification" type

1. Select the type of **Instant Payment Notification URL call** notification.

2. Click **Next**.

3. Select one or more **trigger events** from the list:

    Some events are available only if the corresponding options are enabled.

Type of event	
Payment accepted *The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized", "Pending".*	**Payment refused** *The rule is triggered when a transaction is created with one of the following statuses:* *"Refused", "Expired".*
Payment abandoned by the buyer *The rule is triggered when the Buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.*	**Pending payment waiting for a confirmation of the external platform** *The rule is triggered when a transaction is created with a temporary status .*
Transaction refunded by the merchant *The rule is triggered when the Merchant performs a refund.*	**Transaction canceled at the initiative of the merchant** *The rule is triggered when the Merchant performs a refund.*
Transaction declined during the automatic authorization process *The rule is triggered in case of declined authorization for a differed payment.*	**Transaction authorized by automatic batch authorization** *The rule is triggered in case of successful authorization for a differed payment.*

Type of event	
Transaction modified by the merchant or the acquirer *The rule is triggered when the Merchant or the acquirer modifies a transaction.*	**Transaction validated by the merchant** *The rule is triggered when the Merchant validates a transaction.*
New installment of a recurring payment *The rule is triggered when creating a new installment of a recurring payment.*	**Transaction duplicated by the merchant** *The rule is triggered when the Merchant duplicates a refund.*
Token update *The rule is triggered when payment method details associated to the token are updated.*	**Token creation** *The rule is triggered when creating a token.*
SEPA direct debit pre-notification *The rule is triggered when the pre-notification e-mail is sent to the debtor.*	**Creation of a recurring payment** *The rule is triggered when creating a new recurring payment.*

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

a. Click on the **Add** button.

b. Select **a variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (**Test** allows to make test payments, **Production** allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: • Payment page • Notification resent from the Back Office • File processing • Recurring payment • Automatic authorization process • Another automatic process • Back Office • Web Service • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: • Failed • Success

c. Select **an operator** from the list.

The suggested operators are specific to the selected variable:

- equal to
- less than
- less than or equal to
- is on the list
- different from
- greater than
- greater than or equal to
- is not on the list

d. Select or type **a value** (depending on the selected variable).
   Example:

Rule conditions		
Variable	Operator	Value
Mode (Test/Prod)	equal to	Test
Amount (cents)	greater than	1000

Add Delete Cancel

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings**, fill in the fields:

- **Rule reference**
- **E-mail address to notify in case of failure**
- **Automatic retry in case of failure**

7. In the **Instant Payment Notification URL of the API form V1, V2** section, specify the URL of your page in the fields **URL to notify in TEST mode** and **URL to notify in PRODUCTION mode** if you wish to receive notifications in the API form format.

8. In the **REST API Instant Payment Notification URL** section, specify the URL of your page in the fields **Target URL of the IPN to notify in TEST mode** and **Target URL of the IPN to notify in PRODUCTION mode** if you are using the JavaScript client.

9. Click the **Create** button.

11.2. Creating a notification of "SMS sent to the merchant" type

This functionality requires a Lyra SMS account. For more information, please consult the FAQ.
https://sogecommerce.societegenerale.eu/doc/en-EN/faq/sitemap.html

1. Select the type of **SMS sent to the merchant** notification.

2. Click **Next**.

3. Select one or more **trigger events** from the list:

   Some events are available only if the corresponding options are enabled.

Type of event	
Payment accepted *The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized", "Pending".*	**Payment refused** *The rule is triggered when a transaction is created with one of the following statuses:* *"Refused", "Expired".*
Payment abandoned by the buyer *The rule is triggered when the Buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.*	**Pending payment waiting for a confirmation of the external platform** *The rule is triggered when a transaction is created with a temporary status .*
Transaction refunded by the merchant *The rule is triggered when the Merchant performs a refund.*	**Transaction canceled at the initiative of the merchant** *The rule is triggered when the Merchant performs a refund.*
Transaction declined during the automatic authorization process *The rule is triggered in case of declined authorization for a differed payment.*	**Transaction authorized by automatic batch authorization** *The rule is triggered in case of successful authorization for a differed payment.*
Transaction modified by the merchant or the acquirer *The rule is triggered when the Merchant or the acquirer modifies a transaction.*	**Transaction validated by the merchant** *The rule is triggered when the Merchant validates a transaction.*
New installment of a recurring payment *The rule is triggered when creating a new installment of a recurring payment.*	**Transaction duplicated by the merchant** *The rule is triggered when the Merchant duplicates a refund.*
Token update *The rule is triggered when payment method details associated to the token are updated.*	**Token creation** *The rule is triggered when creating a token.*
SEPA direct debit pre-notification *The rule is triggered when the pre-notification e-mail is sent to the debtor.*	**Creation of a recurring payment** *The rule is triggered when creating a new recurring payment.*
Invalid payment form *The rule is fired as soon as a payment form is detected invalid by the payment gateway.*	**Regeneration of the key** *The rule is fired as soon as a granted user requests for the regeneration of a new production key.*
Capture sent to the acquirer *The rule is fired as soon as a capture file is sent to the bank for offsetting.*	

4. Configure the **Rule conditions**.

   A condition is composed of a variable, a comparison operator and a reference value.

   a. Click on the **Add** button.

   b. Select **a variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (**Test** allows to make test payments, **Production** allows to make real payments).

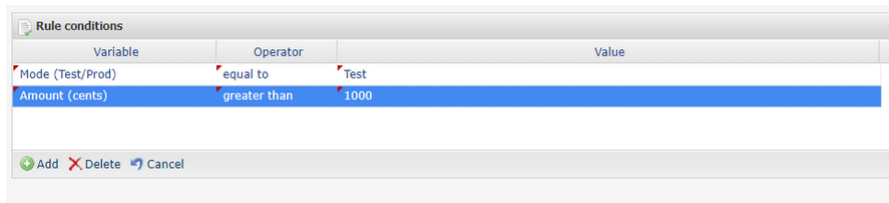| Variable	Description
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: • Payment page • Notification resent from the Back Office • File processing • Recurring payment • Automatic authorization process • Another automatic process • Back Office • Web Service • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: • Failed • Success

c. Select **an operator** from the list.

The suggested operators are specific to the selected variable:

• equal to	• less than	• less than or equal to	• is on the list
• different from	• greater than	• greater than or equal to	• is not on the list

d. Select or type **a value** (depending on the selected variable).

<u>Example:</u>

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings**, fill in the fields:

• **Rule reference**

• **Phone number to notify**

7. The **SMS settings** section allows to customize the message.

8. Click the **Create** button.

11.3. Creating a notification of "SMS sent to the buyer" type

1. Select the type of **SMS sent to the buyer** notification.

2. Click **Next**.

3. Select one or more **trigger events** from the list:

Some events are available only if the corresponding options are enabled.

Type of event	
Payment accepted *The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized", "Pending".*	**Payment refused** *The rule is triggered when a transaction is created with one of the following statuses:* *"Refused", "Expired".*
Payment abandoned by the buyer *The rule is triggered when the Buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.*	**Pending payment waiting for a confirmation of the external platform** *The rule is triggered when a transaction is created with a temporary status .*
Transaction refunded by the merchant *The rule is triggered when the Merchant performs a refund.*	**Transaction canceled at the initiative of the merchant** *The rule is triggered when the Merchant performs a refund.*
Transaction declined during the automatic authorization process *The rule is triggered in case of declined authorization for a differed payment.*	**Transaction authorized by automatic batch authorization** *The rule is triggered in case of successful authorization for a differed payment.*
Transaction modified by the merchant or the acquirer *The rule is triggered when the Merchant or the acquirer modifies a transaction.*	**Transaction validated by the merchant** *The rule is triggered when the Merchant validates a transaction.*
New installment of a recurring payment *The rule is triggered when creating a new installment of a recurring payment.*	**Transaction duplicated by the merchant** *The rule is triggered when the Merchant duplicates a refund.*
Token update *The rule is triggered when payment method details associated to the token are updated.*	**Token creation** *The rule is triggered when creating a token.*
SEPA direct debit pre-notification *The rule is triggered when the pre-notification e-mail is sent to the debtor.*	**Creation of a recurring payment** *The rule is triggered when creating a new recurring payment.*

4. Configure the **Rule conditions**.

A condition is composed of a variable, a comparison operator and a reference value.

a. Click on the **Add** button.

b. Select **a variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (**Test** allows to make test payments, **Production** allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: • Payment page • Notification resent from the Back Office

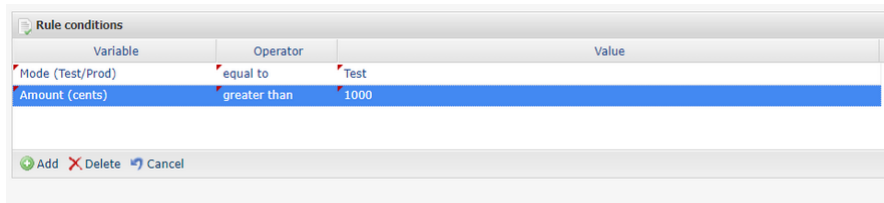| Variable	Description
	• File processing • Recurring payment • Automatic authorization process • Another automatic process • Back Office • Web Service • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: • Failed • Success

c. Select **an operator** from the list.

The suggested operators are specific to the selected variable:

- equal to
- less than
- less than or equal to
- is on the list

- different from
- greater than
- greater than or equal to
- is not on the list

d. Select or type **a value** (depending on the selected variable).

Example:

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings**, fill in the fields:

   - **Rule reference**

7. The section **Buyer SMS configuration** allows you to customize the message sent to the buyer.

8. Click the **Create** button.

11.4. Creating a notification of "E-mail sent to the merchant" type

1. Select the type of **E-mail sent to the merchant** notification.

2. Click **Next**.

3. Select one or more **trigger events** from the list:

   Some events are available only if the corresponding options are enabled.

Type of event	
Payment accepted *The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized", "Pending".*	**Payment refused** *The rule is triggered when a transaction is created with one of the following statuses:* "Refused", "Expired".
Payment abandoned by the buyer *The rule is triggered when the Buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.*	**Pending payment waiting for a confirmation of the external platform** *The rule is triggered when a transaction is created with a temporary status .*
Transaction refunded by the merchant *The rule is triggered when the Merchant performs a refund.*	**Transaction canceled at the initiative of the merchant** *The rule is triggered when the Merchant performs a refund.*
Transaction declined during the automatic authorization process *The rule is triggered in case of declined authorization for a differed payment.*	**Transaction authorized by automatic batch authorization** *The rule is triggered in case of successful authorization for a differed payment.*
Transaction modified by the merchant or the acquirer *The rule is triggered when the Merchant or the acquirer modifies a transaction.*	**Transaction validated by the merchant** *The rule is triggered when the Merchant validates a transaction.*
New installment of a recurring payment *The rule is triggered when creating a new installment of a recurring payment.*	**Transaction duplicated by the merchant** *The rule is triggered when the Merchant duplicates a refund.*
Token update *The rule is triggered when payment method details associated to the token are updated.*	**Token creation** *The rule is triggered when creating a token.*
SEPA direct debit pre-notification *The rule is triggered when the pre-notification e-mail is sent to the debtor.*	**Creation of a recurring payment** *The rule is triggered when creating a new recurring payment.*
Invalid payment form *The rule is fired as soon as a payment form is detected invalid by the payment gateway.*	**Regeneration of the key** *The rule is fired as soon as a granted user requests for the regeneration of a new production key.*
Capture sent to the acquirer *The rule is fired as soon as a capture file is sent to the bank for offsetting.*	

4. Configure the **Rule conditions**.

   A condition is composed of a variable, a comparison operator and a reference value.

   a. Click on the **Add** button.

   b. Select **a variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (**Test** allows to make test payments, **Production** allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment:

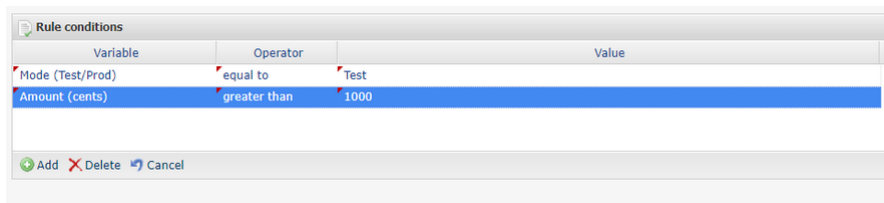| Variable	Description
	• Payment page
	• Notification resent from the Back Office
	• File processing
	• Recurring payment
	• Automatic authorization process
	• Another automatic process
	• Back Office
	• Web Service
	• Payment by IVR
	• Automatic resending of a failed notification
	• REST API
Installment payment	Allows to define a condition based on the type of payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: • Failed • Success

c. Select **an operator** from the list.

The suggested operators are specific to the selected variable:

- equal to
- different from
- less than
- greater than
- less than or equal to
- greater than or equal to
- is on the list
- is not on the list

d. Select or type **a value** (depending on the selected variable).

Example:

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings**, fill in the fields:

- **Rule reference**
- **E-mail address to notify**

7. The **E-mail settings** section allows to customize the message.

In addition to the message content, you can also choose the e-mail template to apply.

8. The **Fields to include** section allows you to add information about the transaction in the e-mail.

9. Click the **Create** button.

11.5. Creating a notification of "E-mail sent to the buyer" type

1. Select the type of **E-mail sent to the buyer** notification.

2. Click **Next**.

3. Select one or more **trigger events** from the list:

   Some events are available only if the corresponding options are enabled.

Type of event	
Payment accepted *The rule is triggered when a transaction is created with one of the following statuses: "Waiting for capture", "To be validated", "Captured", "Waiting for authorization", "To be validated and authorized", "Pending".*	**Payment refused** *The rule is triggered when a transaction is created with one of the following statuses:* *"Refused", "Expired".*
Payment abandoned by the buyer *The rule is triggered when the Buyer clicks on the "Cancel and return to the shop" button or after expiration of the payment session.*	**Pending payment waiting for a confirmation of the external platform** *The rule is triggered when a transaction is created with a temporary status .*
Transaction refunded by the merchant *The rule is triggered when the Merchant performs a refund.*	**Transaction canceled at the initiative of the merchant** *The rule is triggered when the Merchant performs a refund.*
Transaction declined during the automatic authorization process *The rule is triggered in case of declined authorization for a differed payment.*	**Transaction authorized by automatic batch authorization** *The rule is triggered in case of successful authorization for a differed payment.*
Transaction modified by the merchant or the acquirer *The rule is triggered when the Merchant or the acquirer modifies a transaction.*	**Transaction validated by the merchant** *The rule is triggered when the Merchant validates a transaction.*
New installment of a recurring payment *The rule is triggered when creating a new installment of a recurring payment.*	**Transaction duplicated by the merchant** *The rule is triggered when the Merchant duplicates a refund.*
Token update *The rule is triggered when payment method details associated to the token are updated.*	**Token creation** *The rule is triggered when creating a token.*
SEPA direct debit pre-notification *The rule is triggered when the pre-notification e-mail is sent to the debtor.*	**Creation of a recurring payment** *The rule is triggered when creating a new recurring payment.*

4. Configure the **Rule conditions**.

   A condition is composed of a variable, a comparison operator and a reference value.

   a. Click on the **Add** button.

   b. Select **a variable** among the proposed list.

Variable	Description
Amount (cents)	Allows to define a condition based on the amount (in cents).
Mode (Test or Production)	Allows to define a condition based on the solicitation mode of the payment gateway (**Test** allows to make test payments, **Production** allows to make real payments).
Payment method	Allows to define a condition based on the available payment methods (currencies, technical constraints, etc.) associated with the shop.
Event source	Allows to define a condition based on the origin of the payment: • Payment page • Notification resent from the Back Office • File processing • Recurring payment • Automatic authorization process

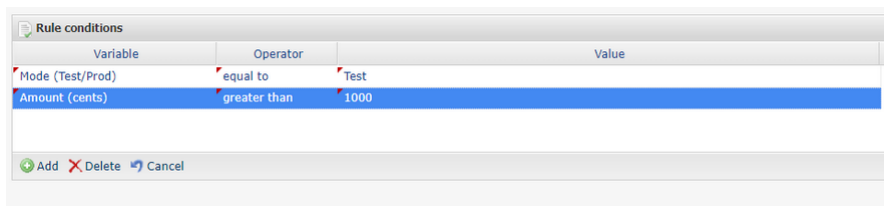| Variable	Description
	• Another automatic process • Back Office • Web Service • Payment by IVR • Automatic resending of a failed notification • REST API
Installment payment	Allows to define a condition based on the type of payment.
Informative risk assessment	Allows to define a condition based on the risk assessment result: • Failed • Success

c. Select **an operator** from the list.

The suggested operators are specific to the selected variable:

- equal to
- different from
- less than
- greater than
- less than or equal to
- greater than or equal to
- is on the list
- is not on the list

d. Select or type **a value** (depending on the selected variable).

Example:

During the execution of a rule, the value of a variable is retrieved and compared to the reference value.

All the conditions must be validated for the rule to be executed.

5. Click **Next**.

6. In the **General settings**, fill in the fields:

- **Rule reference**

7. The **E-mail settings** section allows to customize the message.

In addition to the message content, you can also choose the e-mail template to apply.

8. The **Fields to include** section allows you to add information about the transaction in the e-mail.

9. Click the **Create** button.

12. MANUALLY RESENDING A NOTIFICATION

The merchant can manually resend a notification via a transaction present in the table of transactions (in progress or captured).

12.1. Resending the end of payment notification (IPN)

This functionality allows to manually resend a notification at the end of payment to the notification URL of the shop.

It is useful when the initial notification failed, whichever rule was triggered.

To use this functionality, the merchant must have configured the Instant Payment Notification URL at the end of payment rule.

The Send the Instant Payment Notification option is not available in the context menu if you have not configured the IPN rule or if your user account has not been allowed to perform this action.

1. In the transaction table, search for the transaction for which you would like to resend the notification.

2. Right-click the transaction and select **Send the Instant Payment Notification**.

   If your application becomes available once again, you will see a message confirming that the URL has been successfully executed.

   In any case, you can view the result of your action in the event history of the transaction and analyze the error messages if the problem persists.

Characteristics of manual execution

When an IPN is manually executed, some fields will not be sent or will have a different value.

Examples of fields not available/not registered in the database:

* **vads_page_action**
* **vads_payment_config**
* **vads_action_mode**

Examples of fields sent with different values:

* **vads_url_check_src**

   Will be set to **BO** in case of a manual retry.

* **vads_trans_status**

   The transaction status may differ between the initial call and the retry.

* **vads_hash**
* **signature**

12.2. Resending the payment confirmation e-mail to the merchant

Before you resend the transaction confirmation e-mail to the merchant, the merchant must have configured the Payment confirmation e-mail sent to the merchant rule.
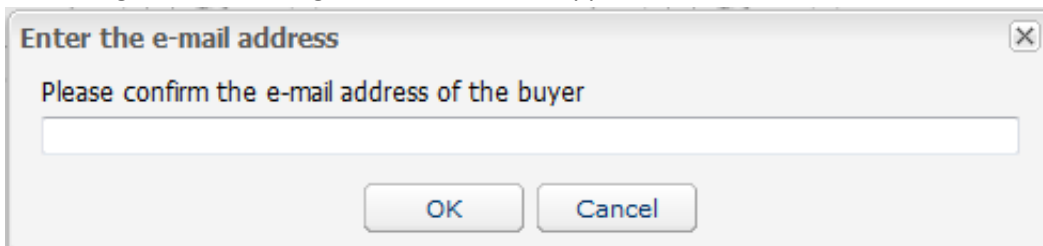
1. In the transaction table, search for the transaction for which you would like to resend the payment confirmation e-mail.

2. Right-click the transaction and click **Resending the transaction confirmation e-mail to the merchant**.
   A confirmation message appears.

3. Click **OK**.

12.3. Resending the payment confirmation e-mail to the buyer

To resend the payment confirmation e-mail to the buyer in case it has not been received or if the email address has changed:

1. In the transaction table, search for the transaction for which you would like to resend the confirmation e-mail to the buyer.

2. Right-click the transaction and click **Resending transaction confirmation e-mail to the buyer**.
   The dialog box for entering the e-mail address appears.

   Enter the e-mail address   ⊠

   Please confirm the e-mail address of the buyer

   [   ]

                           OK   Cancel

   The entry field is pre-populated with the buyer's e-mail address that was recorded during the transaction.

3. Enter another e-mail address if necessary.

4. Click **OK**.