



Payment module integration for Shopify

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1. RELEASE NOTES

Version	Date	Comment
1.2	2/18/2020	<u>New features</u> <ul style="list-style-type: none"> Addition of credit card installment payment.
1.1	10/2/2019	<u>New features</u> <ul style="list-style-type: none"> Manual payment validation via the Back Office CMS. Payment cancellation via the Back Office CMS. Partial or full payment refund via the Back Office CMS. Update of the payment amount via the Back Office CMS. The following statuses are now taken into account: PRE_AUTHORIZED, ACCEPTED, WAITING_PAIMENT. <u>Bug fixes</u> <ul style="list-style-type: none"> In order to avoid amount deviations, we return the initial currency during a payment with currency conversion.
1.0.5	9/6/2018	<u>New features</u> <ul style="list-style-type: none"> The delay of redirection to the merchant website after payment has been reduced to 0s. Improved error handling (possibility to be redirected to the return page in case of an error). <u>Bug fixes</u> <ul style="list-style-type: none"> Return to the Shopify website systematically in GET mode to avoid HTTP 404 errors.
1.0.4	9/4/2017	<u>New features</u> <ul style="list-style-type: none"> The redirection was set to 1 second for failed payments. <u>Bug fixes</u> <ul style="list-style-type: none"> Inclusion of the Shopify notification URLs that are based on the store's domain.
1.0.3	8/7/2017	<u>Bug fixes</u> <ul style="list-style-type: none"> Inclusion of the GET parameters in the return URL.
1.0.2	6/2/2017	Creation of the document.

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2. MODULE FEATURES

- Immediate payment
- Payment in installments
- PayPal payment
- Compatibility with Shopify
- Multi-language compatibility
- Multi-currency compatibility
- Automatic redirection to the shop at the end of payment: 0 seconds in case of an accepted or refused payment (this value cannot be edited)
- Full or partial payment refund via your CMS
- Cancel your payment via your CMS
- Edit the payment amount via your CMS
- Validate a payment via your CMS
- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL)

3. READ CAREFULLY BEFORE GOING ANY FURTHER

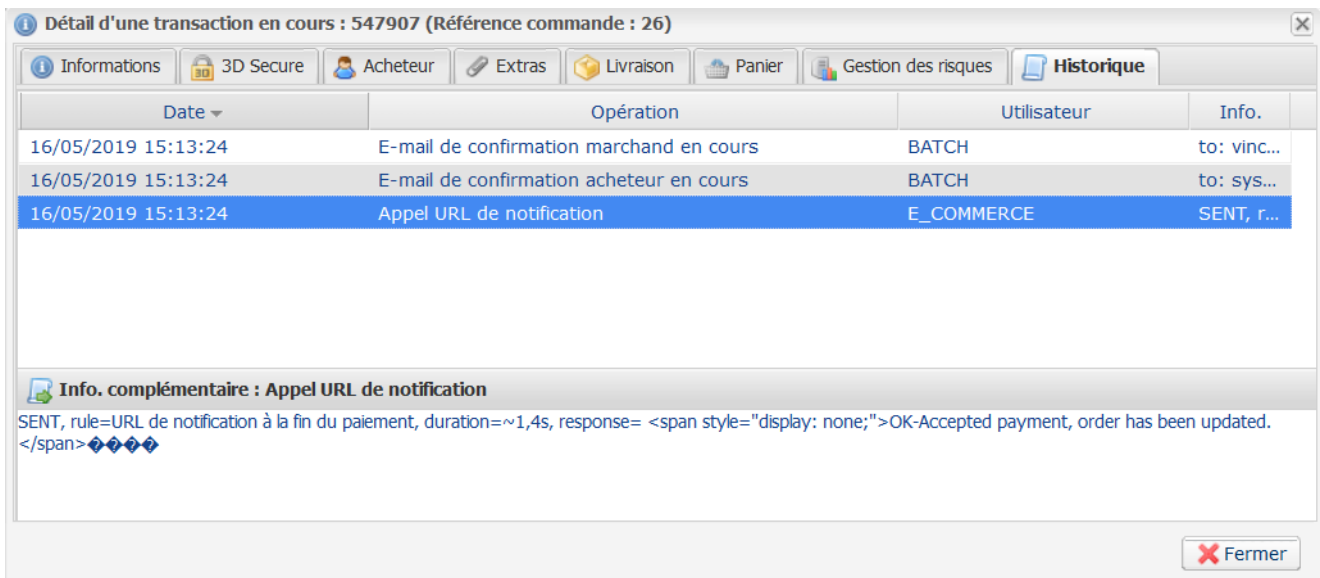
The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Systempay gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions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

- **Your Shopify shop is in maintenance mode**
- **Your Instant Payment Notification URL is protected by an .htaccess file**
- **You have blocked the IP addresses of the payment gateway**
- **You have not encoded the notification URL in the Merchant Back Office**

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

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



The screenshot shows a web interface for transaction details. At the top, there is a title bar: "Détail d'une transaction en cours : 547907 (Référence commande : 26)". Below this is a navigation bar with tabs: Informations, 3D Secure, Acheteur, Extras, Livraison, Panier, Gestion des risques, and Historique. The main content area is a table with the following data:

Date	Opération	Utilisateur	Info.
16/05/2019 15:13:24	E-mail de confirmation marchand en cours	BATCH	to: vinc...
16/05/2019 15:13:24	E-mail de confirmation acheteur en cours	BATCH	to: sys...
16/05/2019 15:13:24	Appel URL de notification	E_COMMERCE	SENT, r...

Below the table, there is a section titled "Info. complémentaire : Appel URL de notification" with the following text: "SENT, rule=URL de notification à la fin du paiement, duration=~1,4s, response= OK-Accepted payment, order has been updated. ". At the bottom right, there is a "Fermer" button with a red X icon.

4. INSTALLMENT PAYMENT FEATURES

During the first installment payment, an authorization request for the amount of the first installment is sent (if the capture date is before the current date + 6). Therefore, you cannot be sure that the upcoming installments will be honored. Remember to check that the upcoming installments are authorized.

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

However, it is possible to be notified by e-mail in case one of the following installment payments is refused. All you need to do is enable and configure the **Installment payment rejection e-mail** rule. This rule can be found in the **Settings > Notification rules** menu > **E-mail sent to the merchant** tab of the Merchant Back Office.

Additional feature implemented into this module

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

Example:

For an amount of EUR 100 in 3 installments, you can set the percentage of the first payment at 50% of the amount. This means that the amount of the first installment will be EUR 50 and that the two others will be of EUR 25.

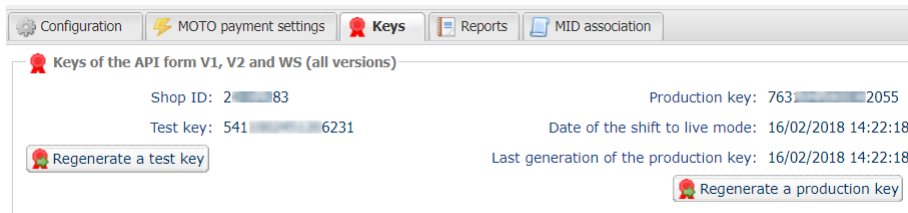
5. PREREQUISITES

For merchants who want to offer **PayPal** payment, please read the **INSTALLING AND CONFIGURING THE PAYMENT MODULE** chapter carefully.

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

- **Your shop ID**
- **Test or production key**

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



The screenshot shows the 'Keys' page in the Merchant Back Office. The page title is 'Keys of the API form V1, V2 and WS (all versions)'. It displays the following information:

Shop ID: 2[redacted]83	Production key: 763[redacted]2055
Test key: 541[redacted]6231	Date of the shift to live mode: 16/02/2018 14:22:18
Last generation of the production key: 16/02/2018 14:22:18	

There are two buttons: 'Regenerate a test key' and 'Regenerate a production key'.

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

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

6. INSTALLATION AND CONFIGURATION OF THE PAYMENT MODULE

6.1. Note to PayPal users

If you wish to offer payment by **PayPal**, please contact the E-commerce customer service and request the activation of the “**Payment by PayPal**” option.

Once activated, you must follow the steps described in the following chapters.

6.1.1. Creating a professional PayPal account

1. If you do not have a merchant PayPal account yet, you can open one at:

<https://www.paypal.com/fr/webapps/mpp/merchant>

You will have to create:

- A professional PayPal account in Live mode for accepting real payments.
- A professional PayPal account in Sandbox mode for accepting test payments.
- A personal PayPal account in Sandbox mode for accepting test payments.

2. Select the PayPal profile that best suits your business needs.

At the end of the sign up process, PayPal will send you a recurring payment confirmation e-mail. Follow the steps to validate your subscription. Otherwise, your account will not be activated.

6.1.2. Configuring your Merchant Back Office for using PayPal

1. Sign in to your Merchant Back Office available at this address:

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

2. Click **Settings** > **Company** > **Merchant IDs** tab.

3. Click **Create a Merchant ID (MID)**

4. Select a PayPal Merchant ID type.

5. Enter your **PayPal ID**.

Your PayPal ID corresponds to the e-mail address that you used to create a PayPal account.

6. Select the currency.

7. Click **Next**

8. Customize your payment constraints:

- Authorized refund
- Maximum refund
- Maximum gap

9. Click **Finish**

6.1.3. Managing authorizations

In order to receive payments on your PayPal account, you must give permissions to the payment gateway.

To do so:

1. Click **Settings > Company > Merchant IDs** tab.

2. Select your PayPal MID.

The details of the PayPal MID appear at the bottom of the screen.

6.1.4. Associating a PayPal MID with a shop

To include the PayPal payment method on your payment page, you must associate the PayPal MID with your shop. Two options are available:

- In the **Settings > Company** menu > **Merchant IDs** tab
- In the **Settings > Shop** menu > **MID association** tab

1. Click on **Settings > Company** menu > **Merchant IDs** tab.

2. Select your PayPal MID.

The details of the PayPal MID appears at the bottom of the screen.

3. Click **Associate with a shop** (lower part of the screen) to associate the MID with the shop.

4. Choose the shop(s) in the dialog box.

5. Click **Save**.

OR

1. Click on **Settings > Shop > MID association** tab.

2. Select the PayPal MID from the available MID list.

3. Click the **Associate** button or drag and drop it to **Associated MID** on the right side.

4. Click **Save**.

6.2. Standard payment implementation

6.2.1. Adding the payment module

1. The country of your Shopify shop must be France.
2. To add the Systempay payment module, click the following link:
https://www.shopify.com/login?redirect=%2Fadmin%2Fauthorize_gateway%2F1052001
3. Enter your Shopify login and password to access the configuration panel.
4. Click the **Install payment provider** button to add the Systempay payment module.

6.2.2. Configuring the payment module

In **Settings > Payment providers** of Shopify, click **Choose alternative payment** and select Systempay.


Informations sur le compte


Shop ID


Key


Accepter des paiements

MOYENS DE PAIEMENT

 **Visa** Carte de crédit

 **Mastercard** Carte de crédit

 **PaySafeCard** Other

 **Bancontact** Other

Test mode

Test your Plugin setup by simulating successful and failed transactions.

Enable test mode

Access to the payment gateway	
Shop ID	Indicate the 8-digit shop ID, available in your Back Office (Menu: Settings > Shop > Keys).
Key	Enter the key available in your Back Office (Menu: Settings > Shop > Keys). Enter the test key if the Enable test mode box is checked in the Test mode section, otherwise, enter the production key. Note that the production key will only become available after the test phase has been completed.
Accept payments	This field is used to display the card view that you want to appear on the payment methods selection page. WARNING: If you use PayPal payment methods, do not forget to check the PayPal logo.
Test mode	Check this box if you want to enable the TEST mode. The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.

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

6.3. Installment payment implementation

6.3.1. Configuring the Shopify installment payment options

Payment options can be enabled and configured via the **Merchant Back Office**:

1. Sign in to your **Merchant Back Office**.
2. Go to **Settings > Shop**.
3. Click the **Payment in installments with Shopify** tab.
4. If the **Payment in installments with Shopify** tab is absent, this means that your shop does not have the **Payment in installments with Shopify** functionality. Reach out to your sales contact to request this functionality.
5. Select a line of your choice to configure a payment option.
6. The configuration area appears at the bottom of the screen in **Configuration of the selected option**.

Configuration	
Enabled	Check the box to enable the payment option.
Interval (days)	Period (in days) between each installment.
First installment	<p>Amount of the first installment, expressed as a percentage of the total amount.</p> <p>Example:</p> <p>For an amount of EUR 100 in 3 installments, you can set the percentage of the first payment at 50% of the amount. This means that the amount of the first installment will be EUR 50 and that the two others will be of EUR 25.</p> <p>For 50% enter 50.</p> <p>If you want the amount of every installment to be the same, leave this field empty.</p>

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

WARNING: The payment module must be added and configured via your Shopify shop for your installment payment to become functional.

It is therefore necessary to read the two following sections attentively.

6.3.2. Adding the Shopify installment payment module

Click the URL below to add payment in 3 installments:

https://www.shopify.com/login?redirect=%2Fadmin%2Fauthorize_gateway%2F1054597

Click the URL below to add payment in 4 installments:

https://www.shopify.com/login?redirect=%2Fadmin%2Fauthorize_gateway%2F1054601

1. The country of your Shopify shop must be France.
2. Enter your Shopify login and password to access the configuration panel.
3. Click the **Install payment provider** button to add the Systempay payment module.
4. Follow the steps from the beginning if you wish to install the other payment option.

6.3.3. Configuring the payment module

In **Settings > Payment providers** of Shopify, click **Choose alternative payment** and select Systempay payment in x installments.

Systempay Payment in 3 installments corresponds to Payment in 3 installments

Systempay Payment in 4 installments corresponds to Payment in 4 installments

Informations sur le compte

Shop ID

Key

Accepter des paiements

MOYENS DE PAIEMENT

Visa Carte de crédit

Mastercard Carte de crédit

PaySafeCard Other

Bancontact Other

Test mode

Test your Plugin setup by simulating successful and failed transactions.

Enable test mode

Deactivate
Save

Access to the payment gateway	
Shop ID	Indicate the 8-digit shop ID, available in your Back Office (Menu: Settings > Shop > Keys).
Key	Enter the key available in your Back Office (Menu: Settings > Shop > Keys). Enter the test key if the Enable test mode box is checked in the Test mode section, otherwise, enter the production key. Note that the production key will only become available after the test phase has been completed.
Accept payments	This field is used to display the card view that you want to appear on the payment methods selection page.
Test mode	Check this box if you want to enable the TEST mode. The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.

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

6.4. Disabling the PayPal module

The PayPal module must be disabled if you use Systempay.

In **Settings > Payment providers** of Shopify, select **PayPal Express** in the **PayPal** section, then click **Deactivate**.

7. SHOPIFY BACK OFFICE FEATURES

7.1. Refunding an order

WARNING: In order to be able to collect the commission applied by Shopify, it is strongly recommended to make the refund via the Shopify Back Office. The commission will not be refunded by Shopify if you perform the operation via Merchant Back Office.

In the Shopify Back Office, go to **Orders** and click on the desired orderrefund:

1. Click **Refund**.
2. Enter the amount of the refund, then click **Refund**.

The order will then appearrefunded in the Shopify Back Office

On the Systempay side:

- **No additional options are required** for using this feature.
- If the payment has already been captured in the bank, we will proceed to a **refund**.
- If the payment has not been captured in the bank and you wish to partly refund a payment, we will proceed to **update** the amount.
- If the payment has not been captured in the bank and you wish to refund the entire amount, we will proceed to **cancel** and the payment will never be captured in the bank.

7.2. Canceling an order

In the Shopify Back Office, go to **Orders** and click on the desired order:

1. Click **More actions > Cancel**.
2. Enter the amount, then click **Cancel**.

The order will then appearcanceled in the Shopify Back Office.

On the Systempay side:

- **No additional options are required** for using this feature.
- If the payment has already been captured in the bank, we will proceed to a **refund**.
- If the payment has not been captured in the bank and you wish to partly refund a payment, we will proceed to **update** the amount.
- If the payment has not been captured in the bank and you wish to refund the entire amount, we will proceed to **cancel** and the payment will never be captured in the bank.

7.3. Validating a payment

In order to create transactions in manual validation mode, your shop must be configured as follows:

- In Merchant Back Office, go to **Settings > Shop** and select **Manual** for the **Validation mode**.
- In the Shopify Back Office, go to **Settings > Payment providers** and select **Manually capture payment for orders** in **Payment capture**.

No additional options are required for using this feature.

Validating an order

In the Shopify Back Office, go to **Orders** and click on the desired order to validate:

1. Click **Capture Payment**.
2. Enter the amount, then click **Accept**.

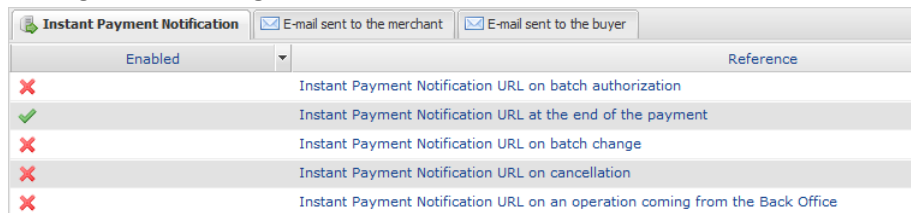
If you enter a lower amount, an **update** will also be made for this transaction.

8. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

The Merchant Back Office provides several types of notifications. They allow to manage the events that will generate a call to the merchant website and to configure the URL of the contact page.

To access notification rule management:

1. Sign in to: <https://paiement.systempay.fr/vads-merchant/>.
2. Go to the following menu: **Settings > Notification rules.**



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

Figure 1: Notification rules

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

- Instant Payment Notification URL at the end of the payment
- Instant Payment Notification URL on batch change

8.1. Setting up the Instant Payment Notification

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

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

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

To set up this notification:

1. Right-click **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 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)**:

<https://paiement.systempay.fr/vads-payment/shopify.callback.a>

6. Enter the **E-mail address(es) to notify in case of failure**.
7. To specify several e-mail addresses, separate them with a semi-colon.
8. 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.

9. Save the changes.

8.2. 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.

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):
`https://paiement.systempay.fr/vads-payment/shopify.callback.a`
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**.

9. 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.

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		✘
4970100000000055	5970100300000067	5000550000000052	4917480000000057		✘
4970100000000063	5970100300000075	5000550000000060	4917480000000065		✘
4970100000000071	5970100300000083	5000550000000078	4917480000000073		✘

Refresh the table

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

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 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 the **Refresh the table** button if the status has not been updated automatically.
6. Once the 4 tests have been validated, the **Generate 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 production key** button and accept the notification messages that will appear.

The production key is now available.

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

To work in test mode, follow the steps below:

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

11. OBTAINING HELP

Looking for help? Check our FAQ on our website

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

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

In view of facilitating 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**).