

# ADYEN: how to create a payment link?

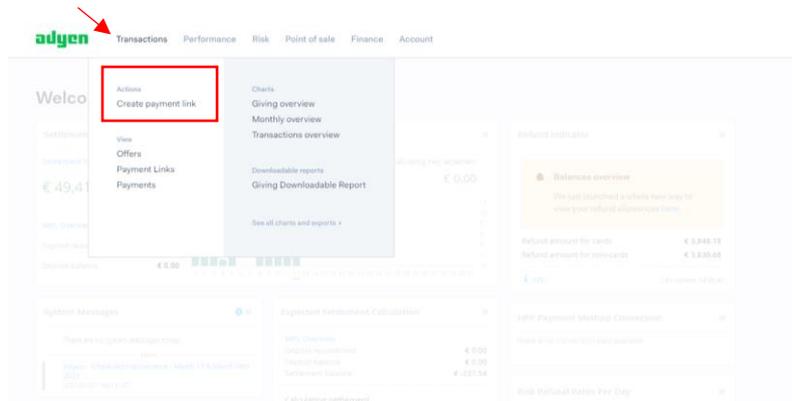
## When do you need this?

- You are on the phone with your client or you are representing your client and they can't pay online. You need to select the option: Payment link to customer so that we know how this order will be paid.
- Your client is in the shop and you don't have some items in stock and you place an online order, you can also send the payment by link so that your customer can pay this at home.

## STEP 1: Login to: <https://ca-live.adyen.com/>

Use your email & chosen password.

## STEP 2: GO TO: transactions and select option "Create payment link"



## STEP 3: CREATE PAYMENT LINK

What info do you need?

- PN number (if online order)
- Total amount (incl BTW)

## Create payment link

Complete the following details to create your payment link.

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Transaction details	<b>Merchant reference</b>	<input type="text"/>
	<b>Shopper country</b>	<input type="text" value="Belgium"/>
	<b>Amount</b>	<input type="text" value="EUR"/> <input type="text"/>
	<b>Description</b> <small>Optional</small>	<input type="text"/>
	<b>Link type</b> <small>Single-use links automatically deactivate after one payment is received. Open links allow multiple payments.</small>	<input checked="" type="radio"/> Single use <input type="radio"/> Open (for multiple payments)
	<b>Link validity</b> <small>Set how much time is available for a shopper to pay:</small>	<input type="radio"/> 24 hours after creation <input checked="" type="radio"/> 48 hours after creation <input type="radio"/> Custom

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Additional details <small>Optional</small>	Add extra information such as the shopper reference, shopper email, and billing address to your payment link request.	<input type="button" value="+"/>
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Once created you will no longer be able to change the details for the payment link.

You can choose to change the “validity of the link” (marked yellow). Meaning: the time before the link expires. If a customer has or needs more days to pay for their orders, change this here.

NOTE: orders are only shipped after payment has been received.

### STEP 5: Do you want to add optional info?

Click on + “Additional details”. Here you can add shopper details:

- Shopper reference = customer number + name
- Shopper email = customer email
- Shopper locale = customer's preferred language
- And you can also add billing information if you want.

All these steps are not necessary. Shopper details are great to have also for your own information. When you need to check if a customer has payed for their order.

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Shopper details <small>Optional</small>	Shopper reference	<input type="text"/>
	Shopper email	<input type="text"/>
	Shopper locale	français <input type="button" value="v"/>

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Billing address <small>Optional</small>	Street	<input type="text"/>
	Number	<input type="text"/>
	Postal code	<input type="text"/>
	City	<input type="text"/>
	State	<input type="text"/>
	Country	Search country... <input type="button" value="v"/>

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Delivery address <small>Optional</small>	<input checked="" type="checkbox"/> Delivery address is the same as the billing address.
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Once created you will no longer be able to change the details for the payment link.

[Create payment link](#)

## STEP 6: CREATE PAYMENT LINK

Click on the button " Create payment link".

## STEP 7: SEND THE LINK TO YOUR CUSTOMER

Copy the link and send it to your customer. Use the macro created in Zendesk.

## EXTRA INFORMATION:

### SITUATION 1: How can I check if my client payed for their order?

Go to: Transactions and select "Payment Links".  
This will give you an overview of all links created and their status.

## Payment links

Active Inactive

Payment link	Merchant reference	Account	Store	Amount	Status	Date created	Created by	Expires
PL0E7438E3E1F83B29	PN2958	ProNailsECOM	-	EUR 227.80	Pending	Mar 10, 2021, 16:12:41	mc@pronails.com	Mar 12, 2021, 16:11:43
PLD094D15E8EDA498F	PN2759	ProNailsECOM	-	EUR 812.06	Pending	Mar 10, 2021, 14:48:57	mc@pronails.com	Mar 12, 2021, 14:47:58
PLC050EAF42957420D	PN2892	ProNailsECOM	-	EUR 834.60	Pending	Mar 10, 2021, 14:47:21	mc@pronails.com	Mar 12, 2021, 14:45:22
PLCFA2DB3700A3D955	PN2874	ProNailsECOM	-	EUR 245.75	Pending	Mar 9, 2021, 19:03:19	ma@professionails.com	Mar 23, 2021, 19:02:14
PL3BBE0F7E52336A5C	PN1538	ProNailsECOM	-	EUR 1,030.20	Pending	Feb 22, 2021, 12:16:55	avh@pronails.com	Mar 25, 2021, 12:15:30

- Status Active = all created links that are still pending payment.
- Status Inactive = payed links + expired links

### SITUATION 2: My client hasn't paid yet and the link expired?

Go to: transactions and select "Payment Links".

Than select option: "Inactive" and look for the reference number of your client.

If your client hasn't paid: the link is marked as "expired".

## Payment links

Active Inactive

Payment link	Merchant reference	Account	Store	Amount	Status	Date created	Created by	Expired
PL19EADC064323B0C8	PN3079	ProNailsECOM	-	EUR 1,611.72	Completed	Mar 12, 2021, 09:38:37	ma@professionails.com	Mar 26, 2021, 09:38:12
PLE720CDF1416FB38F	PN2892	ProNailsECOM	-	EUR 834.60	Completed	Mar 10, 2021, 14:12:11	ma@professionails.com	Mar 24, 2021, 14:11:41
PL712925AAADB0332	PN2915	ProNailsECOM	-	EUR 78.71	Completed	Mar 10, 2021, 13:30:13	ma@professionails.com	Mar 24, 2021, 13:29:57
PL8716F9ACACEFAFD	PN2884	ProNailsECOM	-	EUR 321.97	Completed	Mar 9, 2021, 16:54:44	mc@pronails.com	Mar 11, 2021, 16:53:48
PLF9784CF85800CD4	PN2873	ProNailsECOM	-	EUR 138.65	Completed	Mar 9, 2021, 14:00:06	mc@pronails.com	Mar 11, 2021, 13:59:14
PL3ACB7CD8999C17F5	PN2936	ProNailsECOM	-	EUR 423.50	Completed	Mar 9, 2021, 11:22:13	ma@professionails.com	Mar 23, 2021, 11:21:58
PLFD3E862910FC062	PN2732	ProNailsECOM	-	EUR 17.53	Completed	Mar 8, 2021, 11:53:52	mc@pronails.com	Mar 10, 2021, 11:52:52
PL5324557589080C99	PN2486	ProNailsECOM	-	EUR 424.57	Completed	Mar 5, 2021, 08:29:30	ma@professionails.com	Mar 19, 2021, 08:28:22
PLDE81143C9109E86D	PN2403	ProNailsECOM	-	EUR 496.27	Completed	Mar 3, 2021, 15:51:59	ma@professionails.com	Mar 17, 2021, 15:51:34
PL1A618273CB1EDD	PN2388	ProNailsECOM	-	EUR 106.77	Completed	Mar 3, 2021, 12:15:35	mc@pronails.com	Mar 5, 2021, 12:14:26
PLC10F18DD10EFF537	PN2329	ProNailsECOM	-	EUR 332.90	Completed	Mar 3, 2021, 10:44:53	ma@professionails.com	Mar 17, 2021, 10:42:41
PL9DC2EA3AF0FE3769	PN1899	ProNailsECOM	-	EUR 841.56	Expired	Mar 1, 2021, 12:13:19	ma@professionails.com	Mar 3, 2021, 12:12:49
PLE82C85002802E29	TEST	ProNailsECOM	-	EUR 100.00	Expired	Feb 24, 2021, 16:43:46	ma@professionails.com	Feb 24, 2021, 16:44:33
PL7A8F84AE6775DB605	PN1881	ProNailsECOM	-	EUR 980.41	Expired	Feb 24, 2021, 13:47:50	ma@professionails.com	Feb 26, 2021, 13:47:32
PL14C2325B8417717F	PN1582	ProNailsECOM	-	EUR 328.50	Completed	Feb 23, 2021, 08:26:20	ma@professionails.com	Feb 25, 2021, 08:25:50
PL8B9334BCF92D9489	PN1509	ProNailsECOM	-	EUR 841.56	Completed	Feb 22, 2021, 10:47:31	avh@pronails.com	Feb 25, 2021, 10:44:50
PL4B7A9C2AE7F0C806	PN1504	ProNailsECOM	-	EUR 841.56	Completed	Feb 22, 2021, 10:30:40	avh@pronails.com	Feb 25, 2021, 10:27:23
PL81418793033E7706	PN1372	ProNailsECOM	-	EUR 95.07	Expired	Feb 16, 2021, 12:27:05	ma@professionails.com	Feb 18, 2021, 12:26:44

If your link has expired, you will need to create a new one. Please use the same information as mentioned above. Maybe alter the time before the link expires.

### SITUATION 3: I made a mistake but I already sent the link to my client!

What if you shared a link with your client but you made a mistake with the amount that needs to be payed or reference number?

Go to Transactions and select Payment Links. Look at the list of the “active” links.

Is the link is still pending, meaning not payed yet?

Click on the details of the link.

On the level of the link, next to the blue button with “copy link” you see a little icon. (marked red in the image below)

This action will enable you to manually expire a link so that your client can't pay for it.

After you do this, create a new link and share this new link with your client.

### Link details

Merchant ref: PN2958 Return to list >

Summary	<b>Payment link</b> Status Merchant account Store Merchant reference Amount Payment received Description Link type Date created Expires	...ink.shtml?d=PL0E7438E3E1F83B29 <a href="#">View full link</a> <a href="#">Copy link</a>  ● Pending ProNailsECOM N/A PN2958 EUR 227.80 N/A Betaling bestselling ProNails PN2958 Single use Mar 10, 2021, 16:12 Mar 12, 2021, 16:11
Shopper details	<b>Shopper country</b> <b>Shopper email</b>	 Belgium em.m.coiffure@gmail.com
Progress	<b>Link actions</b>	 <b>Link created by user mc@pronails.com</b> Mar 10, 2021, 16:12

If your client already paid. And the amount or reference number is wrong? Please contact Finance to sort this out.