



## **Shop logo customization**

### **Back Office user manual**

Document version 1.3

# Contents

<b>1. HISTORY OF THE DOCUMENT.....</b>	<b>3</b>
<b>2. CUSTOMIZING THE SHOP LOGO AND FAVICON.....</b>	<b>4</b>
2.1. Where does the shop logo appear?.....	4
2.2. Characteristics.....	4
<b>3. SIGNING IN TO MERCHANT BACK OFFICE.....</b>	<b>5</b>
<b>4. ACCESSING LOGO CUSTOMIZATION.....</b>	<b>6</b>
<b>5. INTEGRATING THE SHOP LOGO INTO E-MAILS AND PAYMENT PAGES.....</b>	<b>7</b>
<b>6. DELETING THE SHOP LOGO.....</b>	<b>8</b>
<b>7. ICON CUSTOMIZATION.....</b>	<b>9</b>
7.1. Where does favicon appears?.....	9
7.2. Characteristics.....	9
7.3. Importing a favicon.....	9
7.4. Deleting an icon.....	10
<b>8. TRACKING THE CHANGES MADE TO THE LOGO AND THE ICON.....</b>	<b>11</b>
<b>9. OBTAINING HELP.....</b>	<b>12</b>

## 1. HISTORY OF THE DOCUMENT

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Version	Author	Date	Comment
1.3	BPCE Payment Services	11/30/2017	Menu to access the logos updated
1.2	BPCE Payment Services	3/15/2016	Update (DITA format)
1.1	BPCE Payment Services	2/22/2010	Addition of the chapter <b>Where does the shop logo appear?</b>
1.0	BPCE Payment Services	1/7/2010	Initial version

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## 2. CUSTOMIZING THE SHOP LOGO AND FAVICON

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To customize your logo or customize your shop favicon, select the **Logo** tab.

### 2.1. Where does the shop logo appear?

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The shop logo appears:

- in all the e-mails configured in the notification rules
- on payment pages

### 2.2. Characteristics

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In order to be imported, a logo must meet a certain number of characteristics:

- **size**: the logo must not exceed **1 Mb** n size
- **dimension**: the recommended dimension for this image is of **312** pixels wide x **104** pixels high
- **format**: the supported formats are **jpeg, gif, png, bmp, pgm** and **tiff**

The merchant shall assume the full responsibility for using a logo.

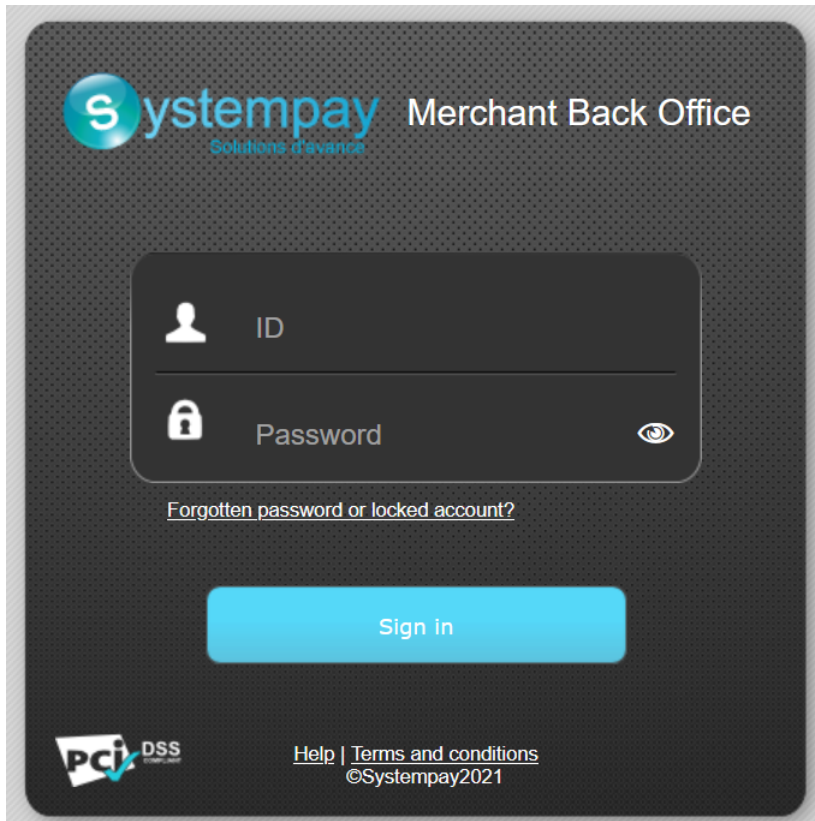
In any event, the Bank reserves the right to refuse to display a logo if it is inconsistent with the Bank's body of rules, its image or the protection of third party rights.

### 3. SIGNING IN TO MERCHANT BACK OFFICE

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Sign in to the Back Office:

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

The image shows a login interface for the Merchant Back Office. At the top left is the Systempay logo with the tagline 'Solutions d'avance'. To its right is the text 'Merchant Back Office'. Below this is a dark grey rounded rectangle containing two input fields. The first field has a person icon and is labeled 'ID'. The second field has a lock icon and is labeled 'Password', with an eye icon to its right for toggling visibility. Below the password field is a link that reads 'Forgotten password or locked account?'. A large blue button labeled 'Sign in' is centered below the inputs. At the bottom left is a PCI DSS logo, and at the bottom right are links for 'Help | Terms and conditions' and the copyright notice '©Systempay2021'.

**1. Enter your login.**

The login is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifi**ers- [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 identifi**ers- [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.

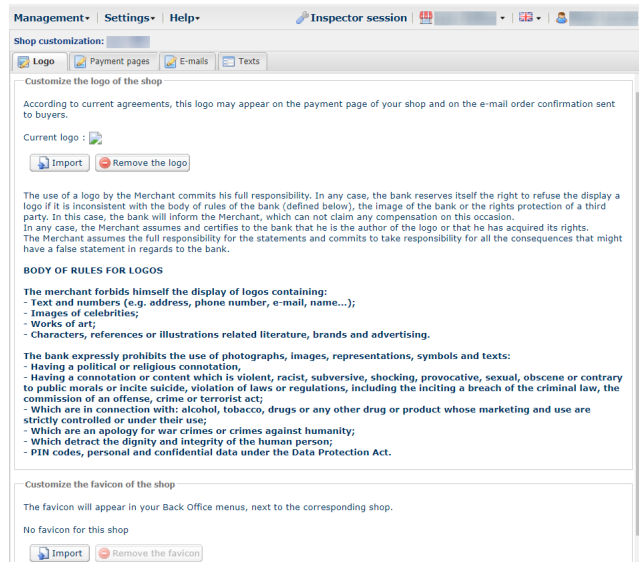
## 4. ACCESSING LOGO CUSTOMIZATION

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To access logo customization:

1. Select the **Settings > Customization > [your shop]**.

By default, the **Logo** tab appears.



2. Take the time to read the body of rules for logos before **Import** your logo.

## 5. INTEGRATING THE SHOP LOGO INTO E-MAILS AND PAYMENT PAGES

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1. Click on **Import** in the **Customize the logo of the shop** window.

The **Logo import** dialog box appears.

2. Click **Browse**.

**Note:**

- **size:** the logo must not exceed **1 Mb** n size
- **dimension:** the recommended dimension for this image is of **312** pixels wide x **104** pixels high
- **format:** the supported formats are **jpeg, gif, png, bmp, pgm** and **tiff**

3. Select the file.

The file name is displayed in the **Logo import** dialog box.

4. Click **Import** to finalize the selection.

A message appears to inform you of the status of the import.

Once the download is completed, the logo will be displayed in the tab.

**Note:**

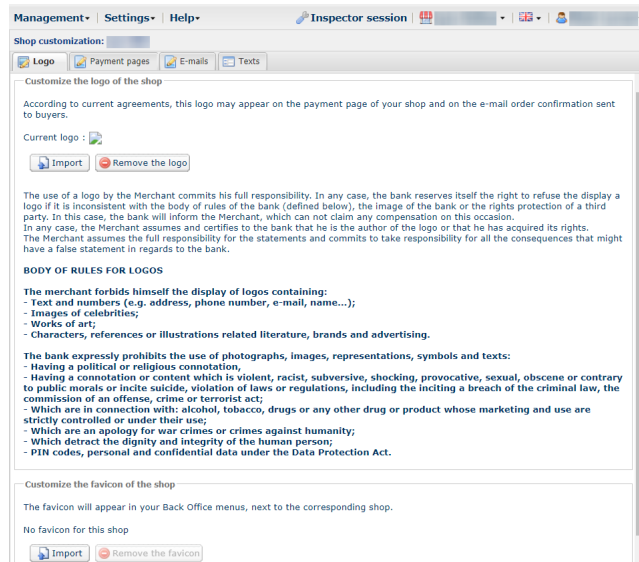
The logo is automatically resized to 104 pixels high \* 312 pixels wide and converted to PNG.

## 6. DELETING THE SHOP LOGO

To delete a previously imported logo:

1. Select the **Settings > Customization > [your shop]**.

By default, the **Logo** tab appears.



2. Click **Remove the logo**.
3. Confirm your choice by clicking **Yes**.

**Note:**

The message *No logo has been defined for this shop* appears in the **Customize the logo of the shop** view.



## 7. ICON CUSTOMIZATION

### 7.1. Where does favicon appears?

The favicons appear:

- in various menus of the Merchant Back Office such as **Settings**, **Risk assessment**, etc.
- in different windows of MOTO payment.
- in search panels.

### 7.2. Characteristics

In order to be imported, an icon must meet a certain number of characteristics:

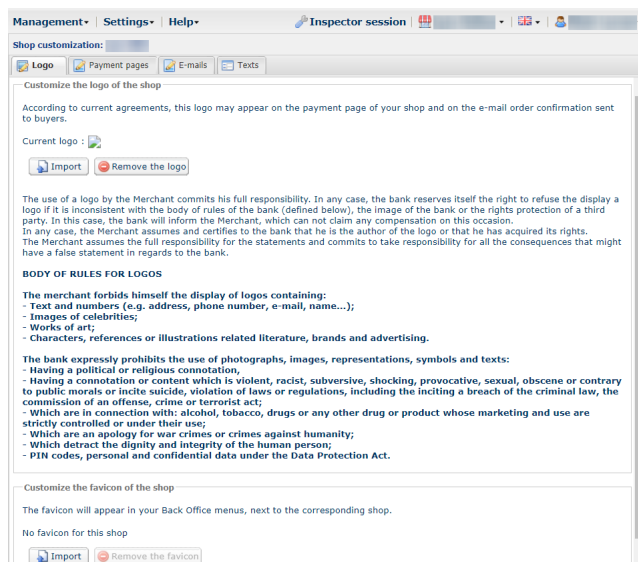
- size: the icon must not exceed **1 Mb** in size
- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico**, **jpeg**, **gif**, **png**, **bmp**, **pgm** and **tiff**.

### 7.3. Importing a favicon

To import an icon:

1. Select the **Settings > Customization > [your shop]**.

By default, the **Logo** tab appears.



2. Click **Import** in the **Customize the favicon of the shop** window.

The dialog box **Import of the favicon** appears.

3. Click **Browse**.

**Notes:**

- size: the icon must not exceed **1 Mb** in size

- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico, jpeg, gif, png, bmp, pgm** and **tiff**.

**4. Select the file.**

The file name is displayed in the **Import of the favicon** dialog box.

**5. Click **Import** to finalize the selection.**

A message appears to inform you of the status of the import.

**Note:**

The logo icon is automatically resized to **16 x 16 mm** and converted to **.ico**.

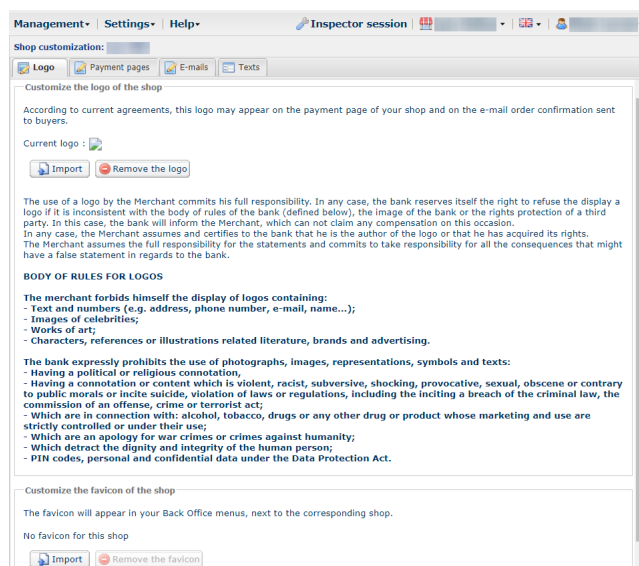
## 7.4. Deleting an icon

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To delete a previously imported icon:

**1. Select the **Settings > Customization > [your shop]**.**

By default, the **Logo** tab appears.



**2. Click **Remove the favicon**.**

**3. Confirm your choice by clicking **Yes**.**

## 8. TRACKING THE CHANGES MADE TO THE LOGO AND THE ICON

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1. Select the **Settings > Company** menu.

By default, the **Company details** tab appears.

2. Select the **Event log** tab.

All actions are recorded to allow full traceability of all changes made by every user.

## 9. OBTAINING HELP

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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](#).

To help us process your requests, please specify your Shop ID in your query (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**).