



Shop logo customization

Back Office user manual

Document version 1.3

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1. HISTORY OF THE DOCUMENT

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

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2. GETTING IN TOUCH WITH TECHNICAL SUPPORT

For technical inquiries or support, you can reach us from Monday to Friday, between 9am and 6pm

by phone at:

0810004724

Service fee 0,06 € / min
+ call charge

for the clients of Banque Populaire

by phone at:

0811363364

Service fee 0,06 € / min
+ call charge

for the clients of Caisse d'Epargne

by e-mail:

supportvad@lyra-network.com

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number) .

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

3. CUSTOMIZING THE SHOP LOGO AND FAVICON

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

3.1. Where does the shop logo appear?

The shop logo appears:

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

3.2. Characteristics

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**

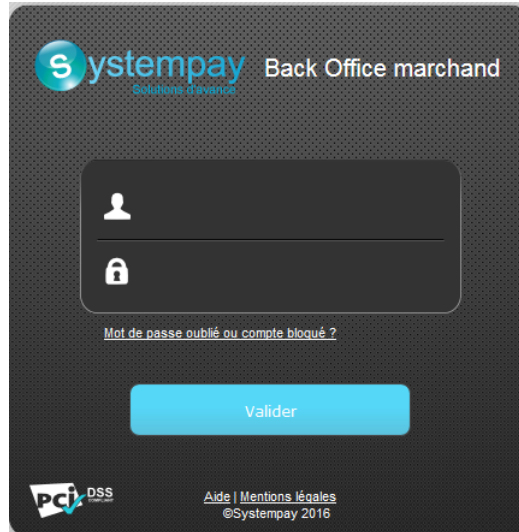
The merchant shall assume the full responsibility for using a logo.

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.

4. SIGNING IN TO THE MERCHANT BACK OFFICE

Your Back Office is accessible at the following URL address:

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



1. Enter your login.

Your login was sent to you in an e-mail entitled **Connection information - [name of your shop]**.

2. Enter your password.

Your password was sent to you in an e-mail entitled **Connection information - [name of your shop]**.

3. Click **Validate.**

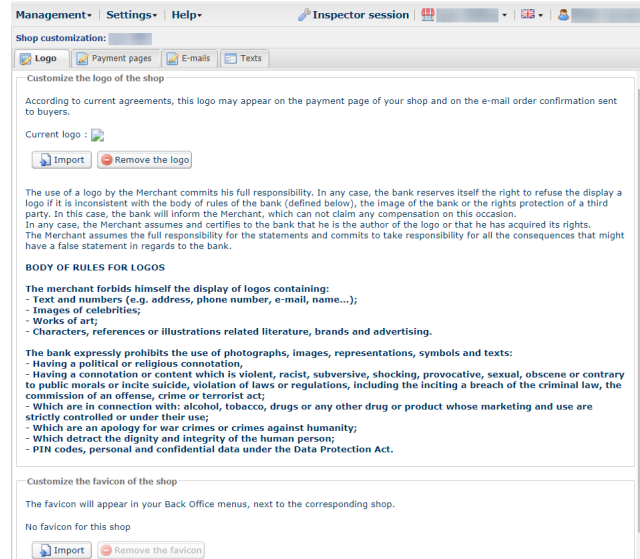
After 3 password entry errors, the user account is locked. In this case, click **Forgotten password or locked account** to reset the password.

5. ACCESSING LOGO CUSTOMIZATION

To access logo customization:

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

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



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

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

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:

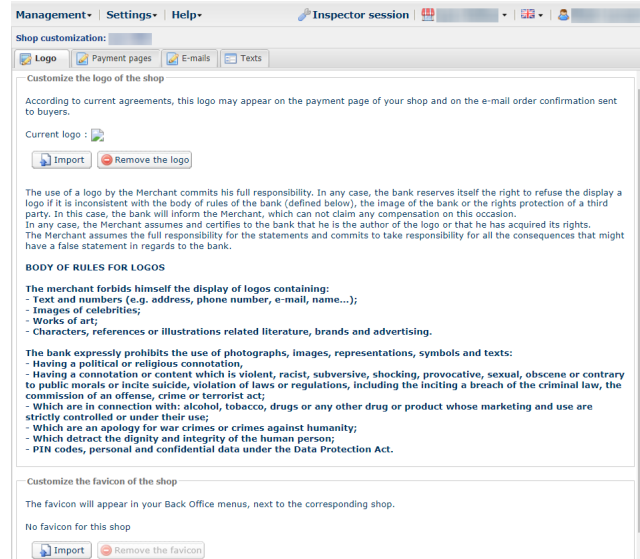
The logo is automatically resized to 104 pixels high * 312 pixels wide and converted to PNG.

7. DELETING THE SHOP LOGO

To delete a previously imported logo:

1. Select **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.

8. ICON CUSTOMIZATION

8.1. 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.

8.2. Characteristics

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

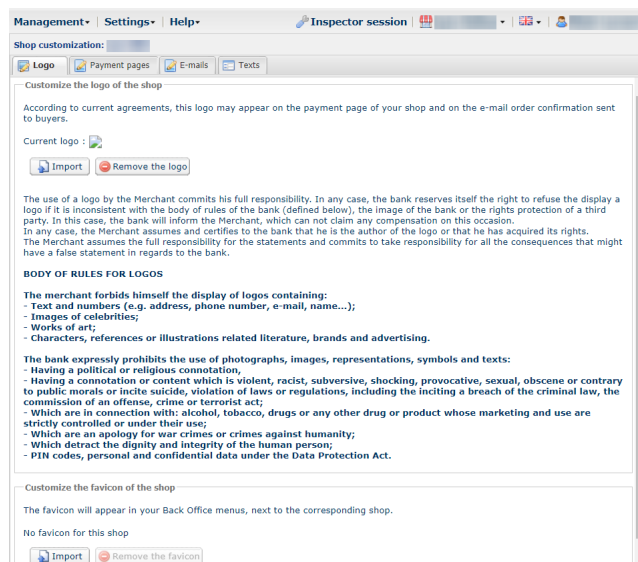
- size: the icon must not exceed **1 Mb** in size
- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico**, **jpeg**, **gif**, **png**, **bmp** and **tiff**.

8.3. Importing a favicon

To import an icon:

1. Select **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 :

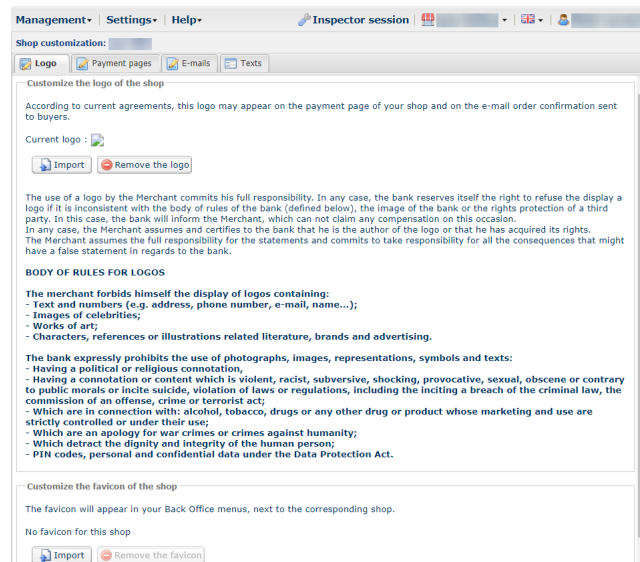
The logo icon is automatically resized to **16 x 16 mm** and converted to **.ico**.

8.4. Deleting an icon

To delete a previously imported icon:

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

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



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

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

9. TRACKING THE CHANGES MADE TO THE LOGO AND THE ICON

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.