



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	Lyra Network	11/30/2017	Menu to access the logos updated
1.2	Lyra Network	3/15/2016	Update (DITA format)
1.1	Lyra Network	7/2/2013	Initial version

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2. GETTING IN TOUCH WITH TECHNICAL SUPPORT

Looking for help? Check our FAQ on our website

<https://payzen.io/de-DE/faq/sitemap.html>

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

by phone at:

0811708709

Service fee 0.06 € / min
+ call charge

by e-mail:

support@payzen.eu

via your Merchant Back Office:

menu **Help** > **Contact support**

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:

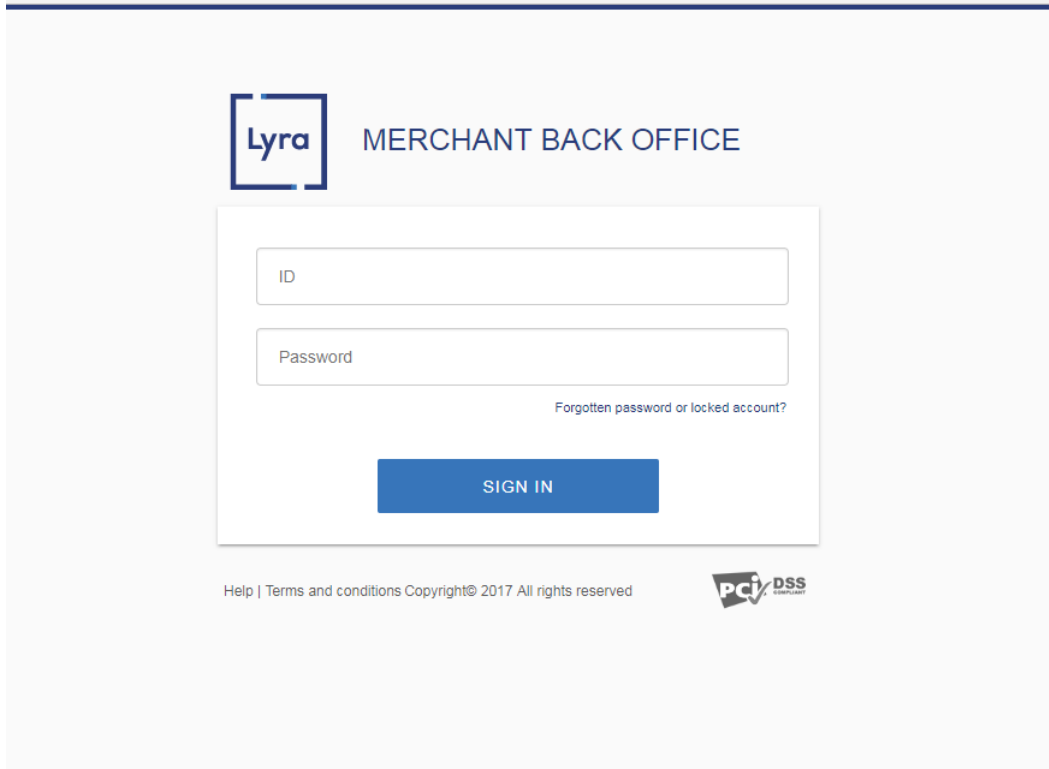
- **size:** the logo must not exceed **1 Mb** n size
- **dimension:** the recommended dimension for this image is of **312** pixels wide x **104** pixels high
- **format:** the supported formats are **jpeg, gif, png, bmp, pgm** and **tiff**

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

4. SIGNING IN TO THE MERCHANT BACK OFFICE

Your Back Office is accessible at the following URL address:

<https://de.payzen.eu/vads-merchant/>



The screenshot shows the Lyra Merchant Back Office login interface. At the top left is the Lyra logo, followed by the text 'MERCHANT BACK OFFICE'. Below this is a white login box containing two input fields: 'ID' and 'Password'. A link for 'Forgotten password or locked account?' is positioned below the password field. A blue 'SIGN IN' button is centered at the bottom of the login box. At the bottom of the page, there is a footer with the text 'Help | Terms and conditions Copyright© 2017 All rights reserved' and a PCI DSS logo.

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.**

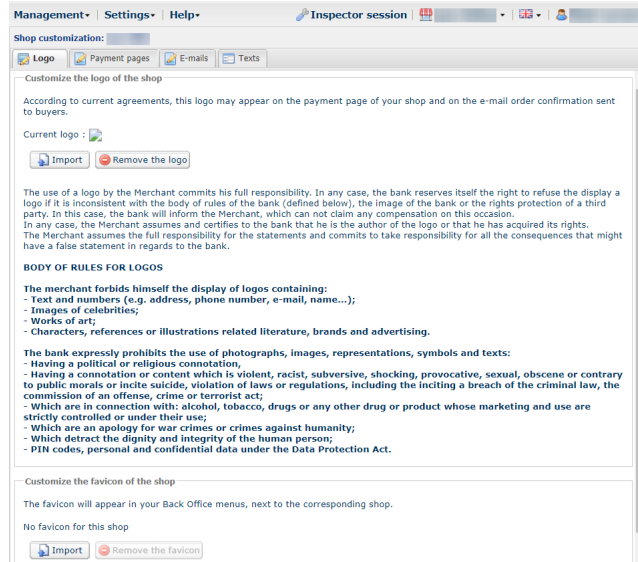
After 3 password entry errors, the user account is locked. In this case, click **Forgotten password or locked account** to reset the password.

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:

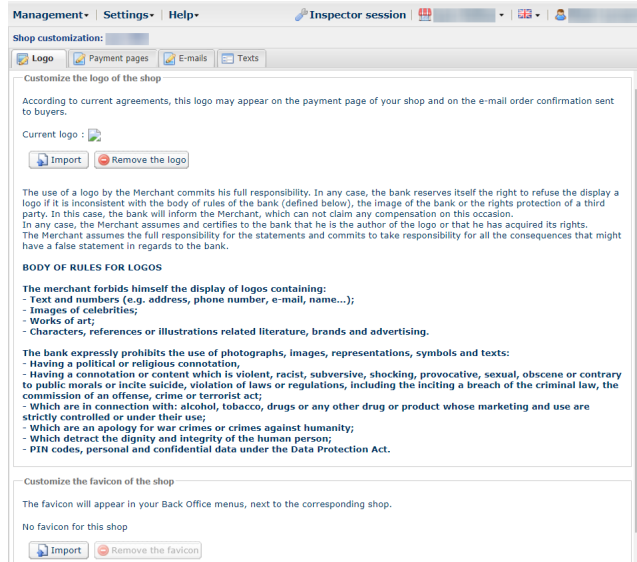
The logo is automatically resized to 104 pixels high * 312 pixels wide and converted to PNG.

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:

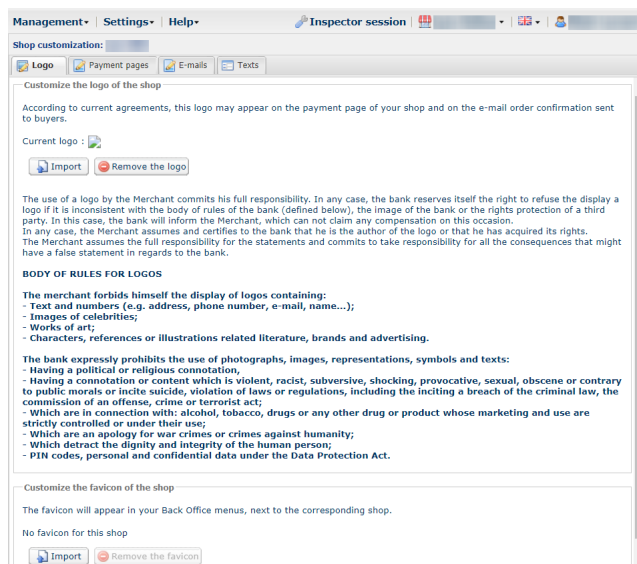
- size: the icon must not exceed **1 Mb** in size
- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico**, **jpeg**, **gif**, **png**, **bmp**, **pgm** and **tiff**.

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 :

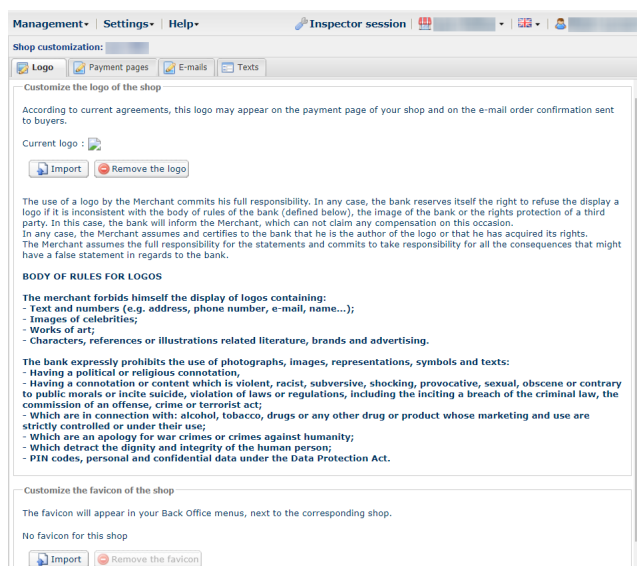
The logo icon is automatically resized to **16 x 16 mm** and converted to **.ico**.

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.