



## **Shop logo customization**

### **Back Office user manual**

Document version 1.3

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# 1. HISTORY OF THE DOCUMENT

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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	2/22/2010	Addition of the chapter <b>Where does the shop logo appear?</b>
1.0	Lyra Network	1/7/2010	Initial version

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## 2. GETTING IN TOUCH WITH TECHNICAL SUPPORT

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Looking for help? Check our FAQ on our website

<https://payzen.io/fr-FR/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 € / mi  
+ call charge

by e-mail:

[support@payzen.eu](mailto: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

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

### 3.1. 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

### 3.2. 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**

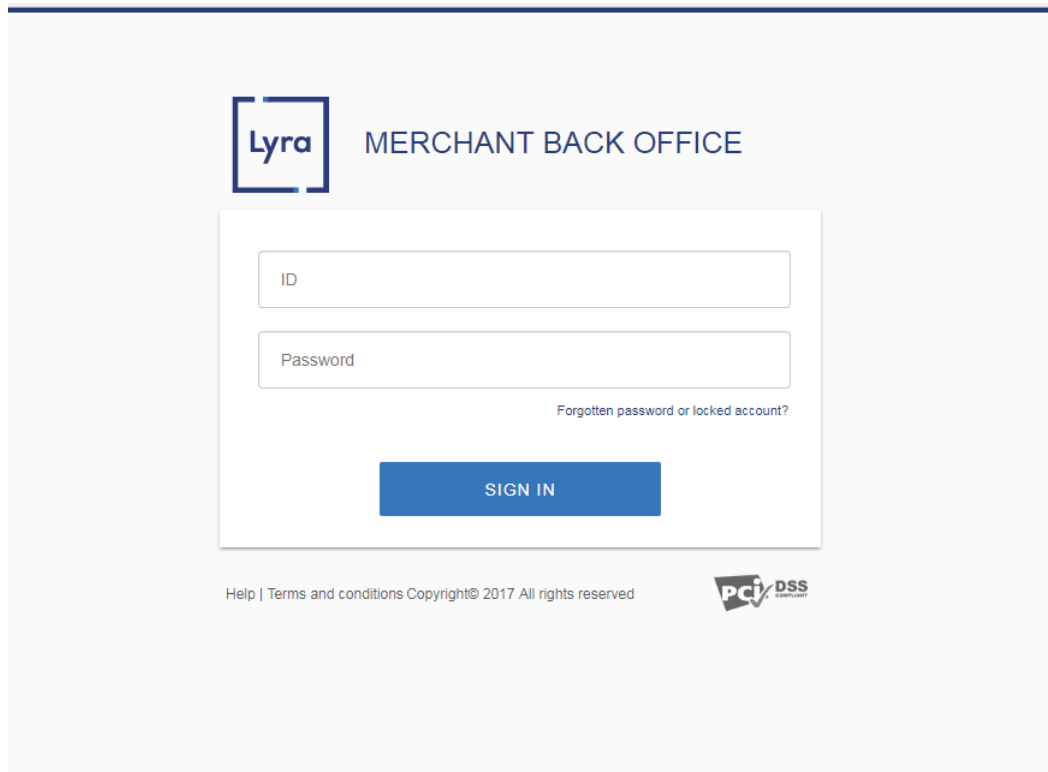
The merchant shall assume the full responsibility for using a logo.

## 4. SIGNING IN TO THE MERCHANT BACK OFFICE

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Your Back Office is accessible at the following URL address:

<https://secure.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 blue 'SIGN IN' button is positioned below the password field. To the right of the password field is a link that reads 'Forgotten password or locked account?'. 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**.**

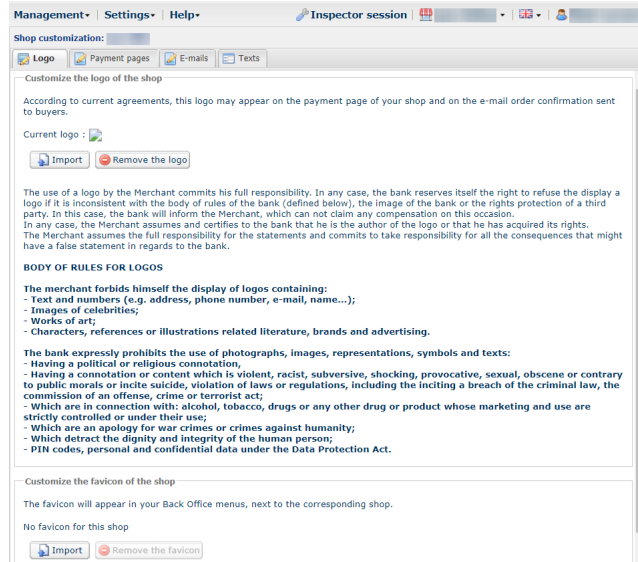
After 3 password entry errors, the user account is locked. In this case, click **Forgotten password or locked account** to reset the password.

## 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

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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.

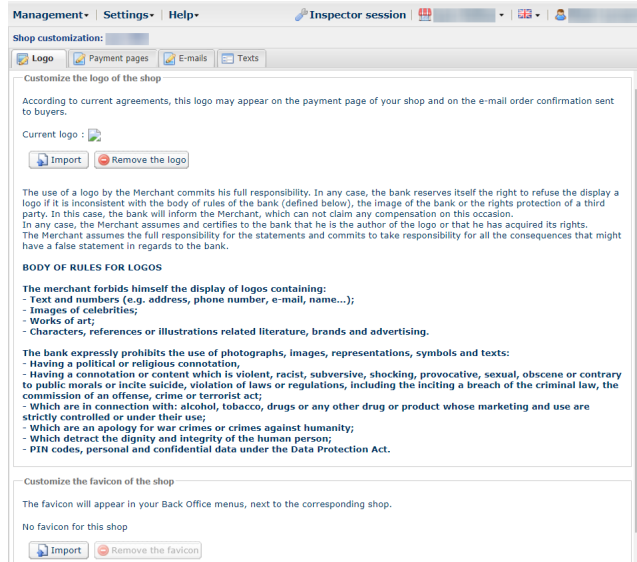


## 7. DELETING THE SHOP LOGO

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:

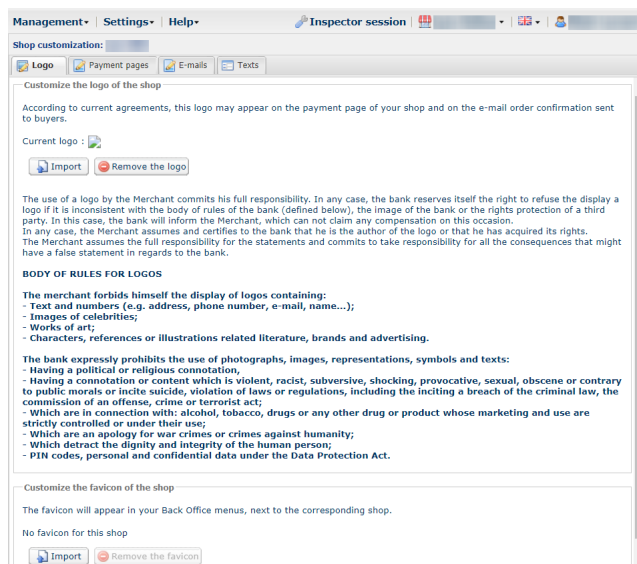
- size: the icon must not exceed **1 Mb** in size
- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico**, **jpeg**, **gif**, **png**, **bmp**, **pgm** and **tiff**.

### 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**.

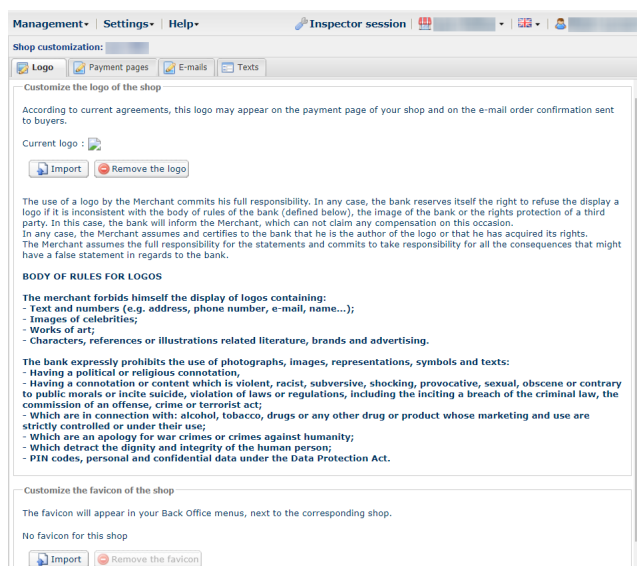
## 8.4. Deleting an icon

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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

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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.