



COLLECTING SOLUTION

Advanced customization

Back Office user manual

Document version 1.4

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1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
1.5	Lyra Collect	7/15/2019	Details on the management of payment pages header for small screens.
1.4	Lyra Collect	10/1/2018	Initial version

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2. CUSTOMIZING PAYMENT PAGES AND E-MAILS

The payment gateway provides a payment page and confirmation/notification e-mails.

These elements can be customized.

They allow to:

- modify your payment pages and e-mails to make them look more like your merchant website,
- reassure the buyer and establish a climate of confidence during redirection to the payment page.

Please contact the Middle Office of your payment gateway for more information.

3. IDENTIFYING CUSTOMIZABLE ELEMENTS

The following elements can be customized:

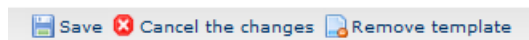
- colors
- font
- buttons
- layout
- background image
- header
- footer
- logo
- texts

Note:

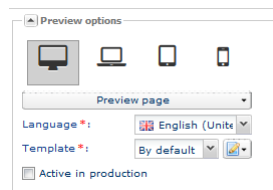
All the performed modifications can be:

- saved to be applied,
- canceled to restore the previous customization,
- deleted to apply the "default" appearance

via the available buttons at the bottom of the screen:



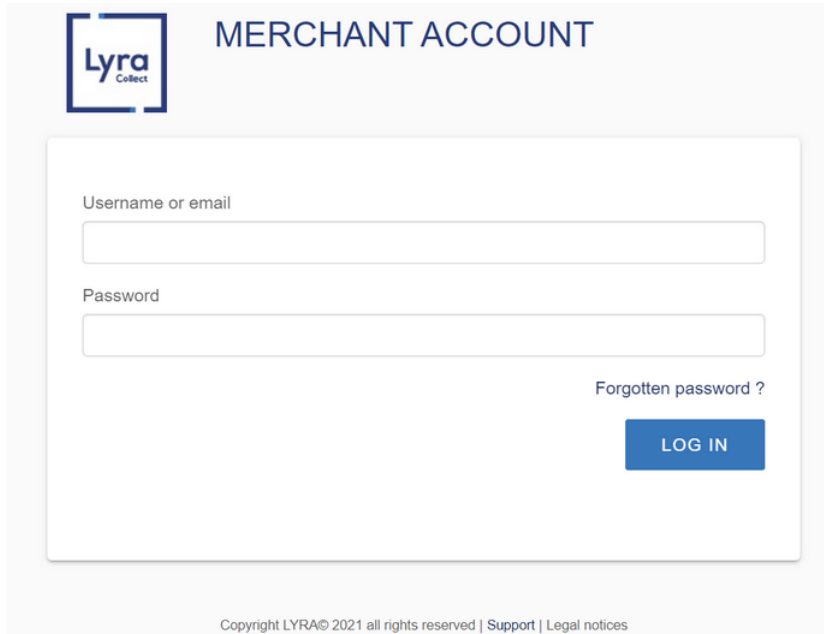
In addition, it is possible to enable in live mode one of the customized models by checking **Active in production** in **Preview options**:



4. SIGNING IN TO EXPERT BACK OFFICE

Sign in to the Back Office:

<https://secure.lyra.com/portal/>



The screenshot shows the Lyra Collect Merchant Account login interface. At the top left is the Lyra Collect logo. To its right, the text 'MERCHANT ACCOUNT' is displayed. Below the logo and text is a white rectangular box containing the login form. The form has two input fields: 'Username or email' and 'Password'. To the right of the password field is a link that says 'Forgotten password?'. Below the input fields is a blue button labeled 'LOG IN'. At the bottom of the page, there is a small copyright notice: 'Copyright LYRA© 2021 all rights reserved | Support | Legal notices'.

1. Enter your login.

2. Enter your password.

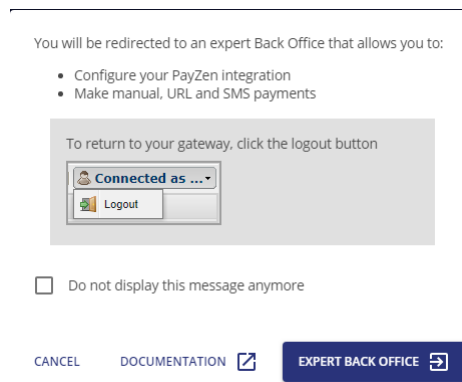
3. Click **Login**.

In case of an entry error of the login and/or password, the error message *“Invalid username or password”* will appear.

You can correct your entry or click on the link **Forgotten password or locked account**.

4. Click **Other actions**.

The following window appears:



The screenshot shows a confirmation window with a white background and a thin border. At the top, it says 'You will be redirected to an expert Back Office that allows you to:'. Below this are two bullet points: 'Configure your PayZen integration' and 'Make manual, URL and SMS payments'. In the center, there is a grey box with the text 'To return to your gateway, click the logout button'. Inside this grey box is a user profile dropdown menu showing 'Connected as ...' and a 'Logout' button. Below the grey box is a checkbox labeled 'Do not display this message anymore'. At the bottom of the window, there are three buttons: 'CANCEL', 'DOCUMENTATION' with an external link icon, and 'EXPERT BACK OFFICE' with an external link icon.

5. Click on **Expert Back Office** to access your Expert Back Office.

5. ACCESSING THE ADVANCED CUSTOMIZATION FROM THE EXPERT BACK OFFICE

To access the advanced customization:

Select **Settings > Customization**.

Customized elements are organized in 4 tabs:

- **Logo**

Allows to customize the logo displayed on the payment page of your shop and the favicon of your shop (only viewed by the merchant from the Expert Back Office). It is also displayed on all the e-mails enabled in the notification rules center.

- **Payment pages**

Allows to customize the appearance of payment pages.

- **E-mails**

Allows to customize the appearance of e-mails.

Note:

*E-mails customization can be performed via the notification rules (**Settings > Notification rules**). Please refer to the dedicated documentation for more details.*

- **Texts**

Allows to manage the texts displayed on the payment pages and their translations.

6. CUSTOMIZING THE SHOP LOGO AND FAVICON

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

6.1. Where does the shop logo appear?

The shop logo appears:

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

6.2. 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.

6.3. 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.

6.4. Where does favicon appears?

The favicons appear:

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

6.5. 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**.

6.6. Importing the shop favicon

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

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

2. 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**.

3. Select the file.

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

4. 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. CUSTOMIZING ELEMENTS ON THE PAYMENT PAGE

To customize payment pages, select the **Payment pages** tab.

Payment pages combine all the steps of the payment process. Their number may vary depending on the context.

The customization will apply:

- **To every page of the payment process:**
 - the page of payment method selection
 - the page of payment method detail entry
 - the page of payment method detail entry with a pending message
 - the page of payment method detail entry during an installment payment
 - the page of payment method detail entry during a split payment
 - the page confirming a successfully completed operation
 - the rejection page
 - the technical error page
 - the redirection page to ACS 3D-Secure
- **To every end device:**
 - desktop computer
 - laptop
 - tablet
 - Cell phone or smart phone
- **To all available display languages**
- **The selected model**

A default model is suggested. However, it is possible to:

- create a new template
- copy the currently selected template
- delete a template

Note:

You can define the desired template inside your payment requests by adding the following line of code to your payment form.

```
vads_theme_config=RESPONSIVE_MODEL=Model_1
```

For more information, see the **Hosted Payment Page Implementation Guide**.

The **Preview options** view allows to display all the payment page preview options with their context.

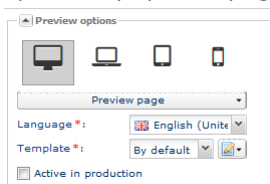


Figure 1: Preview options

7.1. Colors customization

The colors of different areas of payment pages can be customized.

The color can be changed for the following elements:

- **Background**
Corresponds to the background.
- **Header and summary**
Corresponds to the payment page header.
- **Amount and buttons**
Corresponds to the transaction amount and the **Validate** button.
- **Payment zone**
Corresponds to the contextual area of the payment page (e.g. the selection, the entry of the payment method details, etc.).
- **Language selector**
Corresponds to the display language box.

Note:

*Depending on the pages (refer to the drop-down list in the **Preview options** group), some of the changes may apply in a more extensive manner. Please verify any changes for each customized color in all payment pages, in particular for the installment (installments table) and split payment pages (partial payments made table).*

1. Display the **Colors** group to view all the available colors.

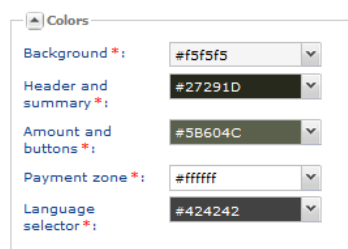


Figure 2: Colors

2. Click on the drop down arrow of the area that you wish to modify.
The areas affected by this customization are indicated by a red box.
3. Select the color. To do this, you can either:
 - click on a color,
 - enter a color code.
4. Click on **Save** to validate your customization.

7.2. Font customization

The font (font family and its color) used on the payment pages can be customized.

To do this:

1. Display the **Font** group to view all the customization options.

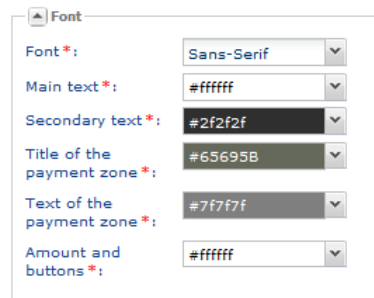


Figure 3: Font

2. Click on the drop down arrow of the **Font** group to display all the available fonts.
3. Select a font.
The selected font will apply to all the text elements on the payment pages.
4. Customize the text color for different elements where the text is displayed.
5. Click on the drop down arrow of the **Main text** and/or **Secondary text** to select one of the available colors.
The areas affected by this customization are indicated by a red box.
6. Click on the drop down arrow of the **Title of the payment zone** to select one of the available colors to customize the title (contextual at the stage of the payment page: e.g. payment method detail entry, etc.).
7. Click on the drop down arrow of the **Text of the payment zone** to select one of the available colors to customize the color of the text font (contextual at the stage of the payment page: e.g. payment method detail entry, etc.).
8. Click on the drop down arrow of the **Amount and buttons** to select one of the available colors to customize the color of the areas affected indicated by a red box (on the right side).
9. Click on **Save** to validate your customization.

7.3. Button customization

Return to the shop link

By default, the return to the shop link is located in the top left corner of the payment pages. However this link can be repositioned (bottom right corner) or deleted.

Note

In **mobile mode** (smart phone or tablet), the position of the **return to the shop** link can't be modified.

Language selector

By default, the language selector is situated on top right side. However this button can be deleted.

To customize the default preview:

1. Display the **Buttons** group in order to view all the customization options.

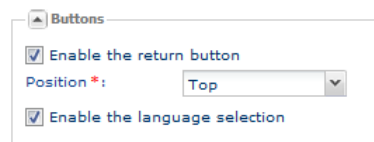


Figure 4: Buttons

2. Disable the button(s) to customize your payment pages.

If the **Enable the return button** box is checked, select the desired position.

- **Top**

The **Return to the shop** link is located in the top left corner.

- **Bottom**

The **Return to the shop** link is located in the bottom right corner.

If the **Enable the language selection** box is checked, the language selector is located in the top right corner.

3. Click on **Save** to save your customization.

7.4. Elements position customization

By default, the elements are displayed in two columns.

It is possible to customize their display as follows:

- Display all the elements in a single column.
- Change the position of the elements on the horizontal and/or vertical axis.

To change the page layout:

1. Display the **Layout** group to view all the customization options.

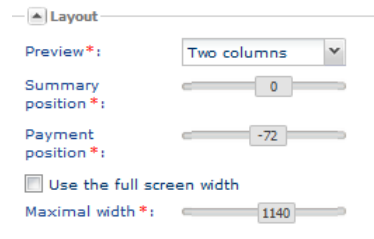


Figure 5: Layout

2. Select the mode for displaying elements:

- One column
The elements on payment pages will be displayed in one column, below one another.
- Two columns
Default display.
The elements on payment pages will be organized in two columns.

Note :

However, with the advanced customization, if the width is not sufficient to support the display on two columns relative to the selected device, the display on a column will be automatically privileged.

3. Customize the vertical position of the summary transaction (left column).
4. Customize the vertical position of the contextual part of the payment page (right column).
5. Adapt the position of elements to the width of the screen.
Enable or disable the check box depending on the desired layout.

Note:

If the parameter **Use the full screen width** is enabled, the parameter **Full width** is disabled.

6. Click on **Save** to validate your customization.

7.5. Background image customization

The background image of the payment pages can be customized with an image of your choice.

Note:

To simply change the color of the background, use the **Background** setting via the **Colors** group.

To add an image:

1. Display the **Background** group to view all the available customizations.

2. Click on **Import**.

The dialog box **Import a new image** appears.

3. Select an image.

The dialog box **Import an image** appears.

4. Click on **Browse** to search for the image that you wish to import.

5. Select the desired image.

- The size of the image file must not exceed 1 Mb.
- The accepted image formats are JPEG, GIF, PNG, BMP, PGM and TIFF.

6. Click on **Import**.

The image is now displayed in the dialog box **Import an image**.

7. Select the image that you wish to use for the background of payment pages.

8. Click on **Select**.

The position of the image is fixed by default. The image is aligned to the left top corner of the payment page.

This position can be customized. To do this:

9. Select a position that is different from **original image** from the list (image in its initial size - provided that it does not exceed the maximum width because in this case it is automatically resized) as:

- **Stretched image**

The image is stretched to fill the whole payment page. It covers the whole screen.
It is fixed relative to the content.

- **Adaptive mobile image**

The image is adapted to the size of the navigation window. It covers the whole navigation window.
It is mobile relative to the content and is fixed relative to the navigation window.

- **Tiled image**

The original image is repeated to fill the whole screen.

10. Click on **Save** to validate your customization.

7.6. Header customization

The payment pages header is compatible with any type of device (cell phones, tablets, desktop computers...) transparently for the buyer depending on the following principle:

- automatic and systematic shrinking of the banner to adapt to the page width when the banner width is greater than the screen width (keeping the proportions)
- on the other hand, if the banner width is less than the screen width, no automatic resizing
- the banner is automatically hidden on small screens

To customize it:

1. Select a **Type** from the list:

- **None**
Payment pages will be displayed without any header.
- **Default banner**
Payment pages will contain a header that displays the name of the payment gateway.
- **Custom image**
Payment pages will contain a custom header.

The header can be customized with two types of images:

- **Image**
A single image aligned to the left top corner of the header.
- **Repeated images**
Several repeated images filling the whole width of the header.

To customize these images and their position:

2. Click on the **Import** button (**Image** and/or **Repeated image**).

The **Import a new image** dialog box appears.

3. Click on **Select a file** to search for the image that you wish to import.

4. Select the desired image.

- The size of the image file must not exceed 1 Mb.
- The supported formats are jpeg, gif, png, bmp, pgm and tiff.

5. Click on **Import**.

The image is now displayed in the dialog box **Import an image**.

6. Select the image that you wish to add to the header of payment pages.

7. Click on **Select**.

To customize the image vertical position:

a. Move the slider of the **Vertical position** setting to obtain a desired position.

8. Check the **Display on small screen** box if you want to force the banner to be displayed on mobile devices.

9. Click on **Save** to save your customization.

7.7. Footer customization

Footer customization concerns:

- Separator (horizontal line)
- Content (payment gateway reference, legal notices)

Separator and footer payment pages content are displayed by default.

However, it is possible to remove this separator and customize the content (color and opacity of the payment gateway reference, legal notices).

1. Disable **Display separator** if you wish to hide the separator.
2. Customize the footer color (white or black).
3. Move the slider of the **Opacity** setting to obtain the desired footer color/opacity.
4. Click on **Save** to validate your customization.

7.8. Logo and/or message customization

It is possible to add a logo and/or a custom message to the payment pages.

Prerequisites for adding a logo:

It is mandatory to have imported a logo via the **Logo** tab.

Otherwise, a warning icon will appear near the **Display shop logo** message.

Prerequisites for adding a custom message:

It is mandatory to have customized the MERCHANT_MESSAGE code via the **Texts** tab (see **Text management** chapter).

To add a logo and/or a custom message to the payment pages:

1. Enable the **Display the shop logo** setting.

The icon imported via the **Logo** tab will automatically appear on payment pages.

2. Enable the **Display the custom message** setting.

The message customized via the **Texts** tab will automatically appear on payment pages.

3. Click on **Save** to validate your customization.

7.9. Enabling a customization in live mode

To enable a customization in live mode:

1. Select a template in the **Preview options** group.

2. Enable **Active in production**.



8. CUSTOMIZING E-MAILS

To customize e-mails, select the **E-mails** tab.

E-mails of payment confirmation, subscription and others are sent to buyers and/or merchants to keep them informed about the consequences of an action. These e-mails can be customized to make them look more in line with the appearance of your shop.

The customization will apply to:

- **Every enabled e-mail available via the notification center:**
 - Confirmation e-mail of payment sent to the buyer
 - Payment confirmation e-mail sent to the merchant
 - ...

Note:

The list of available e-mails is subject to the options enabled in your shop.

- **To every end device:**
 - desktop computer
 - laptop
 - tablet
 - Cell phone or smart phone
- **To all available display languages**
- **The selected model**

A default model is suggested.

However, it is possible to:

- create a new template
- copy the currently selected template
- delete a template

Note:

You can define the desired template inside your payment requests by adding the following line of code to your payment form.

```
vads_theme_config=RESPONSIVE_MAIL_MODEL=Model_1
```

For more information, see the Hosted Payment Page Implementation Guide.

The **Preview options** view allows to display all the e-mail preview options with their context.

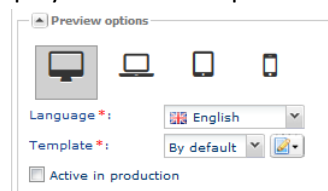


Figure 6: Preview options

8.1. Colors customization

Colors used in e-mails can be customized.

The color can be changed for the following elements:

- **Header**
Corresponds to the background color of the e-mail header.
- **Background**
Corresponds to the background color of the e-mail.
- **Message body**
Corresponds to the background color of the e-mail body.

To do this:

1. Display the **Colors** group to view all the customization options.
2. Click on the drop down arrow of the area that you wish to modify.
The areas affected by this customization are indicated by a red box.
3. Select the color. To do this, you can either:
 - click on a color,
 - enter a color code.
4. Click on **Save** to validate your customization.

8.2. Font customization

Text fonts and/or colors used in e-mails can be customized.

The color can be changed for the following elements:

- **Font**
Corresponds to the font used for text in all e-mails.
- **Header**
Corresponds to the font color applied to e-mail text header.
- **Message body**
Corresponds to the font color used for all text in e-mails.
- **Subtitles**
Corresponds to the font color applied to e-mail subtitles.

To do this:

1. Display the **Font** group to view all the customization options.
2. Click on the drop down arrow of the area that you wish to modify.
The areas affected by this customization are indicated by a red box.
3. Select a font from the **Font** list.
4. Select a color for each category of the text (**Header, Message body, Subtitles**).
To do this, you can either:
 - click on a color,
 - enter a color code.
5. Click on **Save** to validate your customization.

8.3. Customizing e-mails with a logo

A custom logo can be added to e-mails.

Prerequisites for adding a logo:

It is mandatory to have imported a logo via the **Logo** tab.

Otherwise, a warning icon will appear near the **Display the shop logo** message.

1. Display the **Logo** group in order to view all the options for customization.
2. Check **Display the shop logo**.
The icon imported via the **Logo** tab will automatically appear in e-mails.
3. Check **Display the logo in the header**.

Note:

This customization is enabled if you have selected the **Banner Type** in the **Header** group.

4. Click on **Save** to save your customization.

8.4. Enabling a customization in live mode

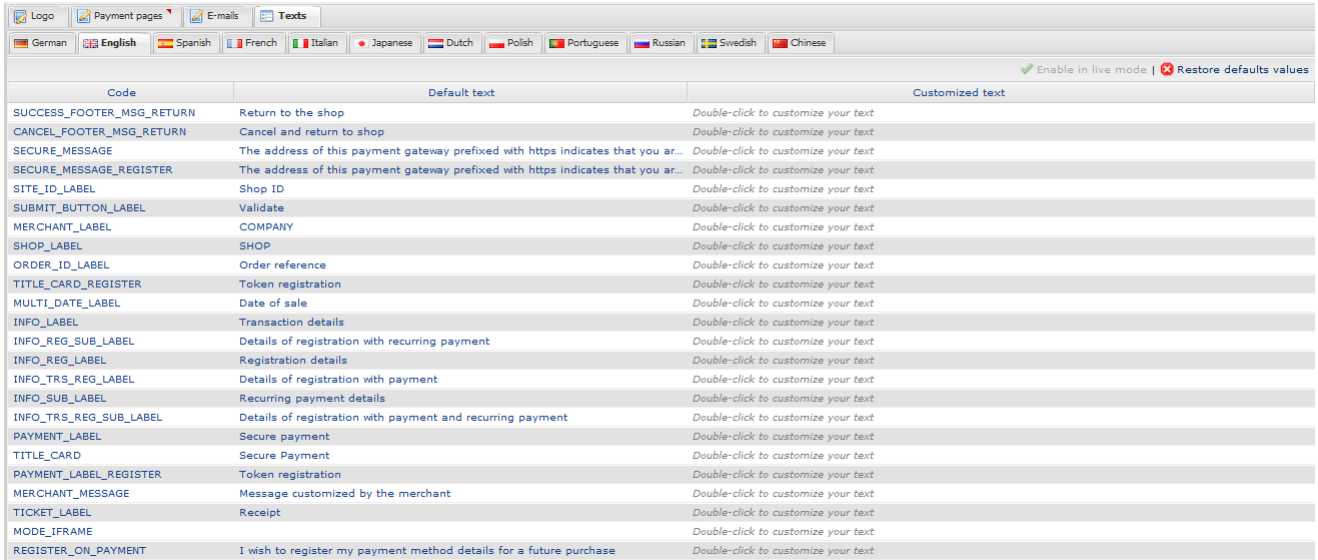
To enable a customization in live mode:

1. Select a template in the **Preview options** group.
2. Enable **Active in production**.



9. TEXT MANAGEMENT

Texts tab allows to customize texts displayed on various payment pages.



Code	Default text	Customized text
SUCCESS_FOOTER_MSG_RETURN	Return to the shop	Double-click to customize your text
CANCEL_FOOTER_MSG_RETURN	Cancel and return to shop	Double-click to customize your text
SECURE_MESSAGE	The address of this payment gateway prefixed with https indicates that you ar...	Double-click to customize your text
SECURE_MESSAGE_REGISTER	The address of this payment gateway prefixed with https indicates that you ar...	Double-click to customize your text
SITE_ID_LABEL	Shop ID	Double-click to customize your text
SUBMIT_BUTTON_LABEL	Validate	Double-click to customize your text
MERCHANT_LABEL	COMPANY	Double-click to customize your text
SHOP_LABEL	SHOP	Double-click to customize your text
ORDER_ID_LABEL	Order reference	Double-click to customize your text
TITLE_CARD_REGISTER	Token registration	Double-click to customize your text
MULTI_DATE_LABEL	Date of sale	Double-click to customize your text
INFO_LABEL	Transaction details	Double-click to customize your text
INFO_REG_SUB_LABEL	Details of registration with recurring payment	Double-click to customize your text
INFO_REG_LABEL	Registration details	Double-click to customize your text
INFO_TRS_REG_LABEL	Details of registration with payment	Double-click to customize your text
INFO_SUB_LABEL	Recurring payment details	Double-click to customize your text
INFO_TRS_REG_SUB_LABEL	Details of registration with payment and recurring payment	Double-click to customize your text
PAYMENT_LABEL	Secure payment	Double-click to customize your text
TITLE_CARD	Secure Payment	Double-click to customize your text
PAYMENT_LABEL_REGISTER	Token registration	Double-click to customize your text
MERCHANT_MESSAGE	Message customized by the merchant	Double-click to customize your text
TICKET_LABEL	Receipt	Double-click to customize your text
MODE_IFRAME		Double-click to customize your text
REGISTER_ON_PAYMENT	I wish to register my payment method details for a future purchase	Double-click to customize your text

Figure 7: Texts tab

The texts (in all languages) are stored and classified by tabs: the number of languages available on payment pages is equal to the number of tabs.

The information about the texts is organized in three columns:

- **Code**
Field name
- **Default text**
The value that was initially used on the payment page
- **Customized text**
The custom value replacing the initial value

9.1. Text customization

To modify the labels of the texts displayed by default:

1. Double click on the **Customized text** column where the text needs to be customized.
2. Enter the new text.
To view the customized text in its context, click on **View** and select the page(s) where this text will appear.
3. Click on **Save** to validate your customization.
4. Click on **Enable in live mode**, on the top right corner, to apply changes (both in the advanced customization tab and on payment pages and e-mails in live mode).

10. OBTAINING HELP

Looking for help? Check our FAQ on our website

<https://docs.lyra.com/en/collect/faq/sitemap.html>

For any technical inquiries or if you need any help, contact *technical support*.

To help us process your demands, you will be asked to communicate your customer code (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

This information is available in the Merchant Back Office (top of menu).