

## User Guide

**Compatibility: Prestashop v1.7.x – v9.x.x**

**For Module Version: 1.0.0**



## Intended Audience

The content of this document is designed to facilitate the users -managers, supervisors, and others of the **AI Compliance Module**. A step-by-step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice, always back up your files and database before installing any module on PrestaShop. If you are looking for someone to install the module, we can do it for you as well. Just go to the support section, share the order ID to expedite the installation process.

Once you have installed it, please see the User Guide to help you understand how to use the module to its full capacity. If you still have questions, feel free to contact us on the support platform where you bought this module.

If you have any custom requirements, feel free to touch base with us.



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# Getting Started!

## Overview

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Simplify your AI compliance management with an all-in-one compliance solution. Manage AI disclosures, transparency notices, compliance policies, risk records, and incident reports directly from your PrestaShop back office. The module helps you meet key EU AI Act requirements by centralizing compliance tasks and improving transparency.

**Compatible with: PrestaShop 1.7 to 9.x**



## Installation Instructions

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1. Go to Modules → Modules Manager → Click Upload a Module → Browse for Downloaded Module ZIP file and click Upload this module.
2. Click Proceed with Installation.
3. Make sure Cache is disabled in Advanced Parameters → Performance.
4. Go to Modules → Modules Manager → AI Compliance Manager module.

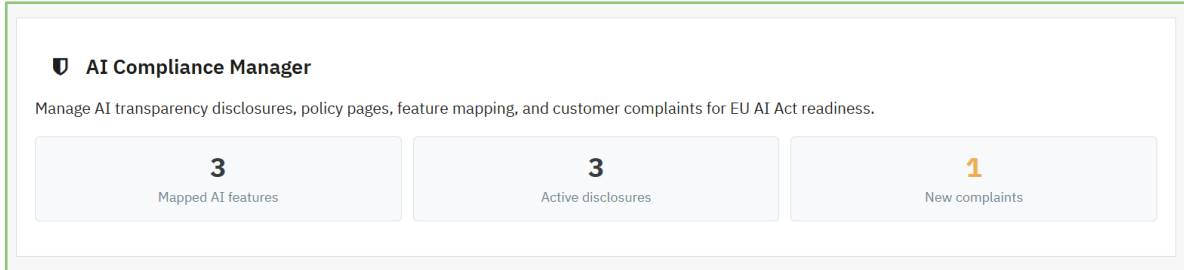


## User Guide

After installing the module, go to Modules > Module Manager > AI Compliance Manager. Here you will see the Dashboard and all the configuration settings for this module.

## Dashboard

The **Dashboard** provides a quick overview of your store's AI compliance status.



It displays summary cards showing:

- **Mapped AI Features:** The total number of AI features used in your store.
- **Active Disclosures:** The number of AI transparency disclosures currently published.
- **New Complaints:** The number of AI-related customer complaints awaiting review.

Use this page to quickly monitor your AI compliance activities and identify any pending actions.

## Front-office links

You can also find the **Front-office Links** section on the configuration page.



This section provides the URLs for:

- **Complaint/Incident Form:** The page where customers can submit AI-related complaints or incidents.
- **AI Policies Page:** The page displaying your published AI policy documents.


For each URL, you can:

- Click **Open** to view the page on your storefront.
- Click **Copy** to copy the URL for sharing or referencing.



## Settings

The **Settings** section allows you to enable or disable various module features.

 Settings

**Enable module**  Enabled  
*Turn off to disable all front-office features from this module.*

**Enable disclosures**  Enabled  
*Show AI disclosure messages on the storefront.*

**Enable complaint form**  Enabled  
*Allow customers to submit AI-related complaints on the storefront.*

**Enable complaint email notifications**  Enabled  
*Send an email to the address below when a customer submits a new AI complaint.*

**Complaint notification email**   
*Email address that receives new complaint alerts. Required when notifications are enabled.*

**Show complaint link in customer account**  Yes  
*Adds a link to the complaint form on the customer account page.*

**Show complaint link on contact page**  Yes  
*Adds a link to the complaint form on the contact page.*

- **Enable Module:** Turn this option ON to activate the AI Compliance Manager module features on the front office.
- **Enable Disclosures:** Enable this option to display AI transparency disclosures on your store's front.
- **Enable Complaint Form:** Enable this option to allow customers to submit AI-related complaints through the storefront.
- **Enable Complaint Email Notifications:** Enable this option to receive an email whenever a customer submits a new AI complaint.
- **Complaint Notification Email:** Enter the email address that should receive complaint notifications.
- **Show Complaint Link in Customer Account:** Enable this option to display a link to the complaint form within the customer's My Account page.
- **Show Complaint Link on Contact Page:** Enable this option to display the complaint form link on the store's Contact Us page.



## Register an AI Feature

Use this section to register AI-powered features used in your store. Registering AI features helps you maintain an inventory of AI systems and associate them with disclosures and compliance records.

**+ Add AI Feature**

*Select an installed module, give it a friendly name, choose the AI feature type, risk level, and status.*

\*Installed module

\*Feature name / label

\*AI feature type

\*Risk level

\*Status

*Inactive features hide all related disclosures on the storefront.*

### Step 1: Select the Installed Module

Choose the module that has been installed on your store from the **Installed module** dropdown.

### Step 2: Enter the Feature Name

In the Feature name/label field, enter a descriptive name for the AI feature selected above. For example: AI Chatbot, AI Product Recommendation Engine, or AI Content Generator.

### Step 3: Select the AI Feature Type

Choose the category that best describes the AI feature from the AI feature type dropdown.

### Step 4: Choose the Risk Level

Select the appropriate Risk level for the AI feature based on its intended use and compliance requirements.

### Step 5: Set the Status

Choose whether the AI feature should be Active or Inactive. If a feature is marked as inactive, all disclosures associated with that feature are hidden from the storefront.





## 2. Verify the AI Feature Type

The AI Feature Type can be chosen based on the selected AI feature. Verify that it matches the intended use.

## 3. Choose the Display Page

Select the Page Type where the disclosure should appear, such as the Home page, Product page, Checkout page, or any supported storefront page.

## 4. Select the Hook Position

Select the hook or position where the disclosure will be displayed on the selected page.

## 5. Select the Display Style

Choose how the disclosure will be presented to customers, such as a pop-up or an inline message.

Click Test Popup Preview to preview the disclosure before publishing. This preview is for testing purposes only and does not affect your storefront.

## 6. Set the Display Order

Enter a value in the Position field to define the display order when multiple disclosures appear on the same page.

## 7. Enable or Disable the Disclosure

Use the Enabled toggle to control whether the disclosure is displayed on the storefront or not.

## 8. Enter the Disclosure Title

Provide a clear and descriptive title that summarizes the purpose of the disclosure.

## 9. Add the Disclosure Message

Enter the multilingual disclosure content in the Message editor. This message should explain how AI is being used, what it does, and any relevant information customers should know.



## Policies

Use this section to create AI policy pages that explain how artificial intelligence is used in your store. These policies are published on the storefront and help improve transparency for your customers.

- **Select a Policy Type**

Choose the Policy Type from the dropdown menu. Each policy type can only be created once.

- **Review the Storefront URL**

Once a policy type is selected, the module generates a Storefront URL where the policy will be accessible after it is published.

- **Enable the Policy**

Toggle Enabled to Yes if you want to publish the policy.

- **Enter the Policy Title**

Provide a descriptive title for the policy. This title will be displayed on the storefront.

- **Add the Policy Content**

Use the Content editor to write the complete policy. You can format the content using the built-in text editor to create a clear and well-structured policy page.

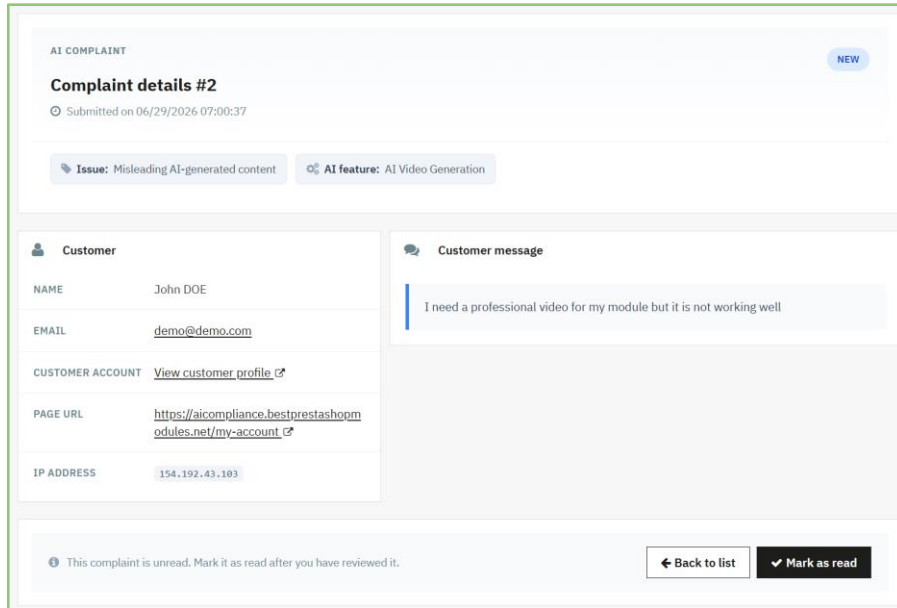
- **Configure SEO Settings**

To improve search engine visibility, you can enter the meta title and meta description.



## View and Manage AI Complaints

This page displays the complete details of an AI-related complaint submitted by a customer. Use it to review the complaint, identify the affected AI feature, and track its status.



**1. Complaint Overview:** At the top of the page, you can view:

- **Complaint ID:** A unique identifier for the complaint.
- **Submission Date:** The date and time the complaint was submitted.
- **Issue Type:** The category of the reported issue.
- **AI Feature:** The AI feature associated with the complaint.
- **Status:** Indicates whether the complaint is New or has already been reviewed.

**Customer Information:** The Customer section displays the details of the customer who submitted the complaint, including: Customer name, Email address, Customer account (if available), Page URL where the issue occurred, and IP address

**Customer Message:** The Customer Message section contains the description provided by the customer, explaining the issue or concern related to the AI feature.

**Mark the Complaint as Read:** Once you have reviewed the complaint, click Mark as Read to update its status.



## Disclaimer

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It is highly recommended to back up your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

**It is recommended that you install on a test server initially to carry out your own testing.**

## Support

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If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket, and a support technician can assist you further.

## Customization

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If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through the support helpdesk.