Package for Kaspi review · Option 3 · Kaspi QR API v3.9.3

Kaspi Pay checkout for the LEGO® Kazakhstan online store

Customer journey, payment page mockups, status screens in Russian and Kazakh, the end-to-end process flow and the implementation roadmap. All payment UI follows the Kaspi.kz design kit.

STORE	INTEGRATION	LANGUAGES	PREPARED BY
Shopify, LEGO® Kazakhstan	**Option 3: certificate + static IP**	**Russian, Kazakh**	**A-LUX Digital Agency · 24.11.2026**

01 CUSTOMER JOURNEY

Four parties, one simple path

Kaspi.kz is a payment method in Shopify checkout. After the order is placed, the customer pays on a branded payment page: QR on desktop, direct redirect to the Kaspi.kz app on mobile. The order is marked as paid automatically.

1

Customer

Chooses Kaspi.kz at checkout, pays in the Kaspi.kz app by QR or by redirect.

2

Shopify store

Checkout, orders, refunds. Kaspi.kz is set up as a payment method, our custom app connects it.

3

Integration server

pay.lego.kz, static IP, Kaspi certificate. Creates QR and payment links, checks status, updates Shopify.

4

Kaspi QR API

Payment creation, operation status, refunds without customer, remote payment by phone number.

Step 1

Checkout

Customer selects **Kaspi.kz** in the list of payment methods and places the order.

Step 2

Thank-you page

A Kaspi block with the **Оплатить с Kaspi.kz** button. The same link is in the confirmation email.

Step 3

Payment page

Desktop: Kaspi QR to scan. Mobile: button opens the Kaspi.kz app with the payment ready to confirm.

Step 4

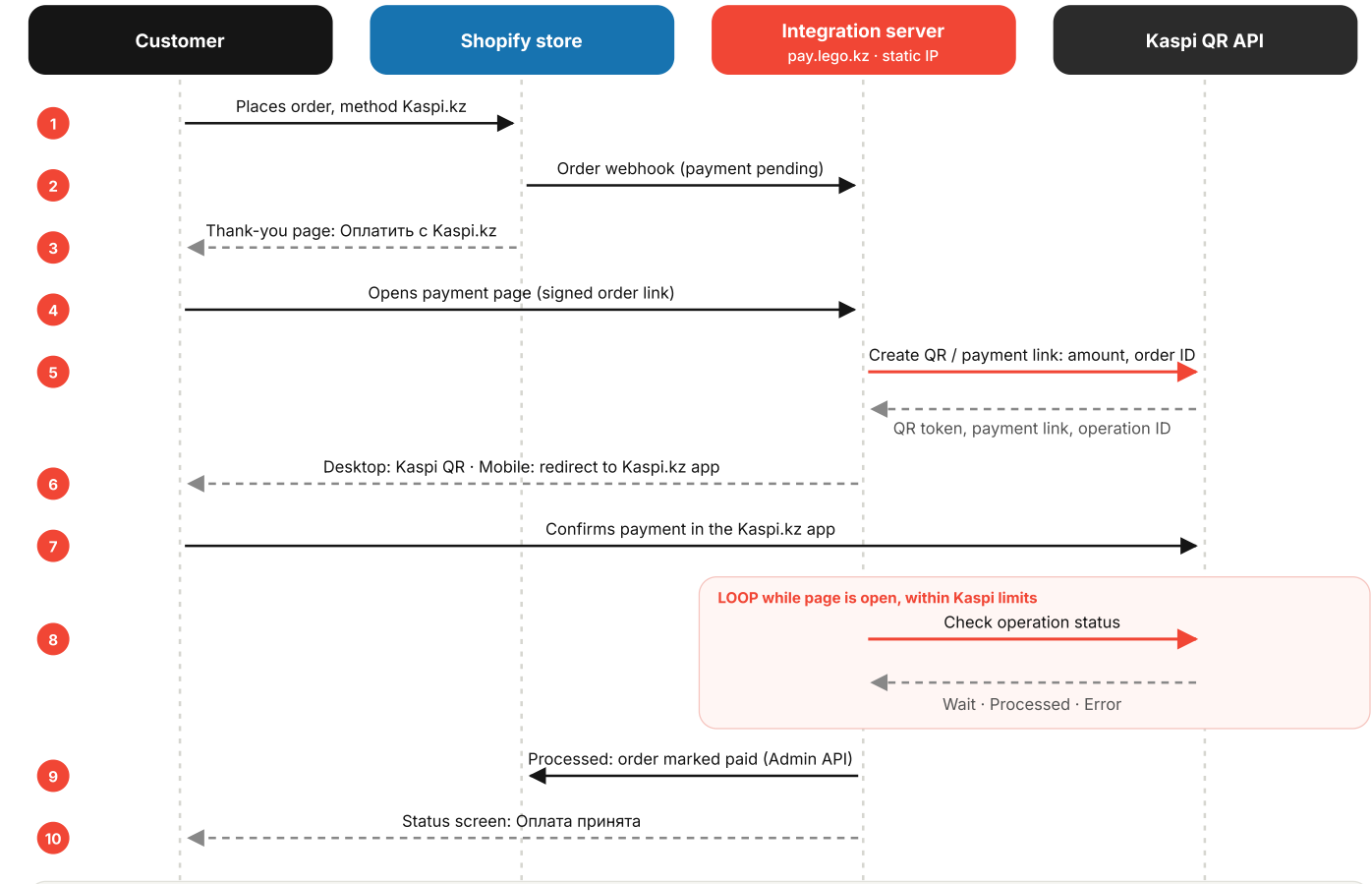
Paid

Status screen **Оплата принята**, the order is marked paid in Shopify and goes to fulfilment.

02 PROCESS FLOW

End-to-end payment flow

Sequence of calls between the customer, Shopify, the integration server and Kaspi. Payment status is checked while the payment page is open, within the limits set by Kaspi.



ALTERNATIVE OUTCOMES

QR expired, not paid: page offers a new QR; unpaid order is cancelled in Shopify after the payment window, stock is released.

Customer declined in Kaspi.kz: screen Отмена покупки, button to try again; the order stays pending until the window ends.

Error from Kaspi: screen Ошибка with Попробуйте еще раз; the event is logged in the order timeline for the store team.

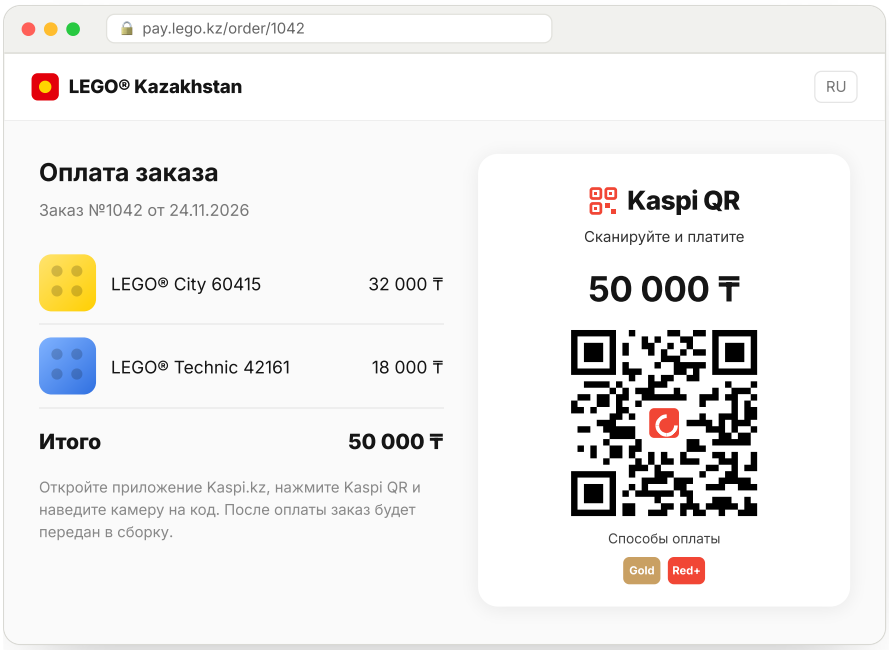
Customer closed the page: the link from the email or order status page opens the same payment again.

request · call to Kaspi API · response / UI shown

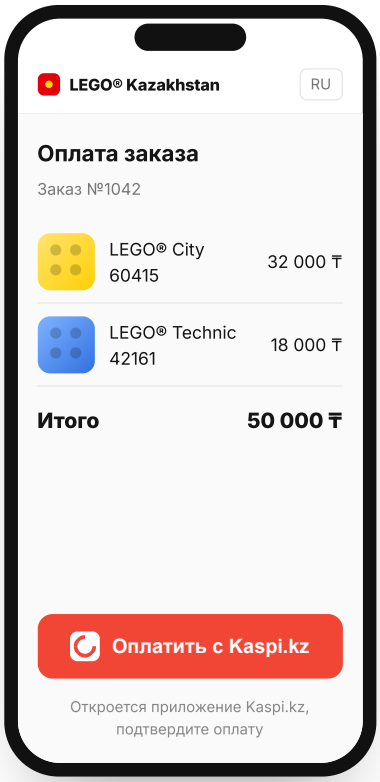
03 MOCKUPS

Checkout and payment page

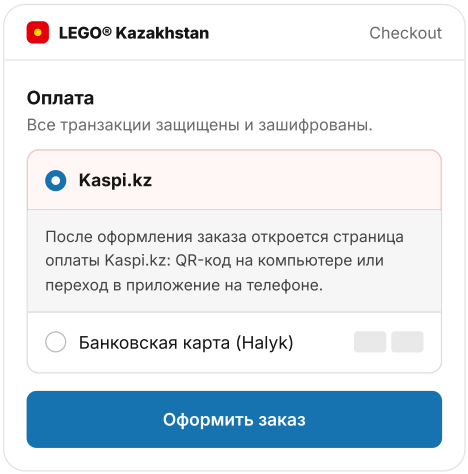
The payment page follows the Kaspi kit as is: Kaspi QR block on desktop, Kaspi.kz button on mobile. Store elements stay outside the Kaspi block. Language follows the language selected on the site.



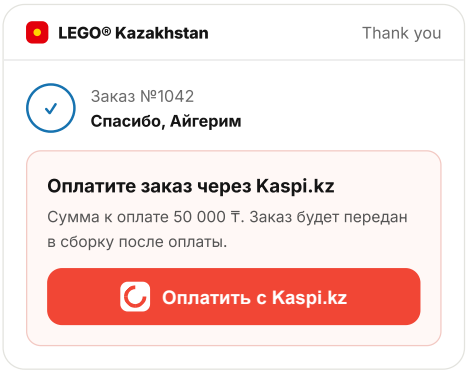
Desktop payment page · pay.lego.kz · Kaspi QR block from the Kaspi kit



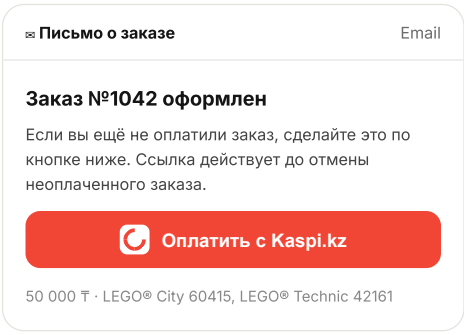
Mobile payment page · button opens the Kaspi.kz app, no QR



Shopify checkout · Kaspi.kz in the payment methods list



Thank-you and order status page · checkout UI extension



Order confirmation email · same payment link

Mockups show the layout and texts. The production build uses the official Kaspi.kz logos, icons and buttons from the Kaspi design kit without changes.

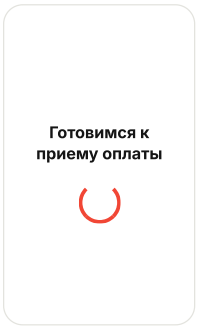
04 STATUS SCREENS

Every payment state, in Russian and Kazakh

Screens taken from the Kaspi kit. Shown in the payment block of the page, desktop and mobile, in the language of the site.

Русский · mobile and desktop payment block

Загрузка QR-кода
Creating QR



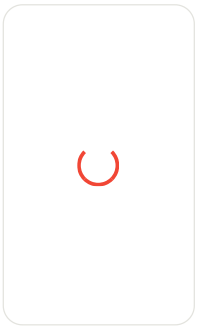
Оплата с Kaspi QR
QrTokenCreated



Ожидание оплаты
Wait



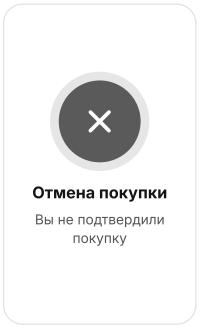
Обработка оплаты
Our server confirms



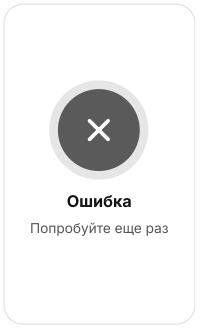
Подтверждение оплаты
Processed



Отмена, оплата не подтверждена
Declined or expired

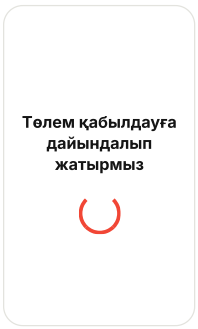


Ошибка оплаты или загрузки QR
Error



Қазақша · mobile and desktop payment block

QR-кодты жүктеу
Creating QR



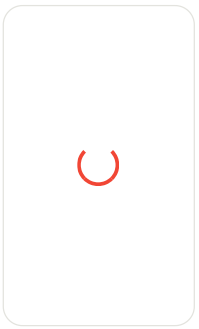
Kaspi QR арқылы төлеу
QrTokenCreated



Төлемді күту
Wait



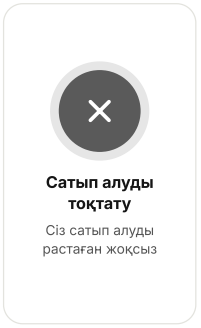
Төлем өңделіп жатыр
Our server confirms



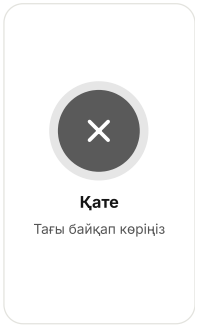
Төлемді растау
Processed



Қате, төлем расталған жоқ
Declined or expired



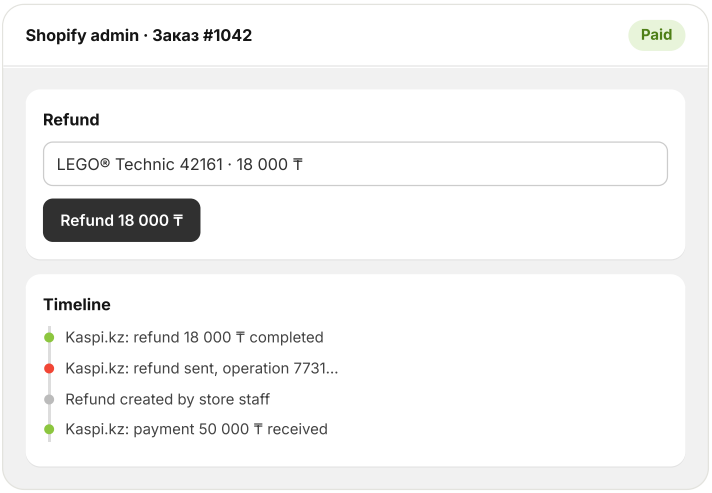
Төлем не QR жүктеу қатесі
Error

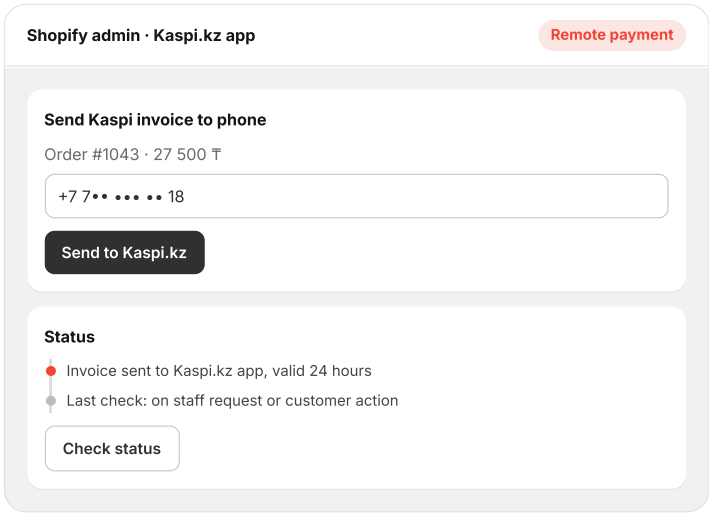


05 REFUNDS AND REMOTE PAYMENT

Store team works only in Shopify admin

Option 3 lets the store refund without the customer and send a Kaspi invoice to a phone number. No separate Kaspi cabinet for daily work.





Refund flow

- Staff makes a full or partial refund in the order, as usual in Shopify.
- Shopify notifies our server, the server sends the refund to Kaspi with the original operation.
- The result is written to the order timeline. Money returns to the customer in Kaspi.kz, no QR scan needed.
- If Kaspi returns an error, the store team sees it in the timeline and gets an email.

Remote payment flow

- For orders taken by phone or chat: staff enters the customer's phone number.
- Kaspi sends the invoice to the customer's Kaspi.kz app, the customer has 24 hours to pay.
- Per Kaspi rules the status is checked on events (staff presses Check status, customer opens the order), not by constant polling.
- When paid, the order is marked paid automatically, same as online payment.

06 IMPLEMENTATION ROADMAP

From Kaspi approval to go-live

Development starts after Kaspi approves this package and test access is issued.
Development itself takes 7 working days.

✓

Package for Kaspi review

Done · 24.11

Customer journey, process flow, mockups of the payment page and all status screens in RU and KZ, roadmap. This document.

A-LUX · Review: Yoggi · Submit to Kaspi: Vitaly

2

Kaspi review and test access

Depends on Kaspi

- Kaspi reviews the mockups and flow, comments are applied by A-LUX within 1 working day.
- Test access: BIN, TradePointId, test certificate, technical contact.
- A-LUX generates the CSR and provides the static IP of the integration server for registration.
- Shopify: collaborator access and staging store with permission for a custom app.

Vitaly · Kaspi · A-LUX · CSR, IP · Yoggi · Shopify access

3

Development

7 working days

- **Days 1 to 2.** Integration server: Kaspi QR API with certificate, payment creation, status checks, auto-cancel of unpaid orders, logging.
- **Day 3.** Shopify custom app: Kaspi.kz payment method, order webhooks, marking orders paid, refunds webhook.
- **Days 4 to 5.** Payment page and all status screens in RU and KZ, thank-you page block, email snippet for WEDEV.
- **Day 6.** Refunds without customer and remote payment by phone (Option 3).
- **Day 7.** Internal testing on Kaspi test environment, all scenarios from section 02.

A-LUX · WEDEV · email template, thank-you block

4

Joint testing and Kaspi acceptance

2 to 3 working days

Test orders with Yoggi on staging: payment, cancel, expiry, error, partial and full refund, remote payment. Screens and test results go to Kaspi for acceptance.

Yoggi · A-LUX · Vitaly · Kaspi

5

Production and go-live

1 working day

Production certificate and production keys, switch to the live store, first real payment and refund checked together, monitoring of the integration server.

A-LUX · Vitaly · production keys · Joel · go-live approval

Phase	Owner	W1	W2	W3	W4
Package for Kaspi review	A-LUX				
Kaspi review, test access, CSR, IP	Vitaly, Kaspi				
Development, 7 working days	A-LUX				
Joint testing, Kaspi acceptance	Yoggi, Kaspi				
Production certificate, go-live	A-LUX, Vitaly				

W1 starts on the day the package is submitted to Kaspi. Review and access times depend on Kaspi; development, testing and go-live take about 2.5 weeks after access.

Technical summary for Kaspi

ITEM	IMPLEMENTATION
API	Kaspi QR API v3.9.3, Option 3: client certificate and registered static IP
Payment channels	Kaspi QR on desktop, payment link with redirect to the Kaspi.kz app on mobile, remote payment by phone number
Status check	While the payment page is open, within Kaspi limits; remote payments on events only
Refunds	Full and partial, from Shopify admin, without customer participation
Server	Dedicated integration server with static IP, HTTPS, pay.lego.kz; certificate and keys stored only on the server
Data	No card data passes through the store or the server; only order ID, amount and Kaspi operation IDs are stored
UI	Official Kaspi.kz kit components and screens, Russian and Kazakh
Monitoring	Logs of every Kaspi call, alerts to A-LUX on errors and certificate expiry

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