

# DiLand Web user manual

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## DiLand Web settings in DiLand Studio

### Enable and Configure DiLand Web

DiLand Studio → Configuration → DiLand Web:

- DiLand Web → Account: Enter the account code and account password provided by Fit Engineering or your dealer.
- DiLand Web → Configurations → New → Code: HOME, confirm with OK.
- To publish/update your site: DiLand Web → Configurations → select the desired configuration (HOME is the main one) → publish.
- The configuration must be published each time changes are made in DiLand Studio.
- Publish for test: DiLand Web → Configurations → select the desired configuration → publish for test. The configuration is accessible by adding "&conf=<CONFIGURATION\_NAME>\_TEST" to the usual link, e.g.

[https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDemo&conf=HOME\\_TEST](https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDemo&conf=HOME_TEST).

### Enable DiLand Web Plus settings

To activate DiLand Web Plus settings in DiLand Studio:

Configuration → Initial Parameters → Program Tags: Write DWPLUS (separate multiple tags with commas, without spaces).

### General Settings

DiLand Studio → Configuration

- All settings for "box" of products, categories, themes, etc., are respected by DiLand Web, excluding the font.
- In the "box" settings for products, categories, delivery methods, etc., the "URL for additional information" field appears. If filled, the DiLand Web button will show an "Additional Information" link to the entered URL.

### Pricing

DiLand Studio → Configuration → Prices

- To set the price list for DiLand Web: Prices → Photos from home
- To copy the "For end user photos" price list to "Photos from home", click "Reset prices 'photos from home'."
- Prices can also be set from the DiLand Web dashboard.
- The DiLand Web price list is unique, even if multiple configurations are present.
- The price display mode (minimum, maximum, none) is set on the website.

### Categories

DiLand Studio → Categories

By default, DiLand Web uses the categories from DiLand Studio → Configure → Categories that are displayed in connected DiLand Kiosk software.

DiLand Studio → DiLand Web → Configurations → "home" → edit → categories

- Create custom categories for the specified DiLand Web configuration (HOME is the main one). If set here, the basic categories will no longer be considered.
- DiLand Studio → Categories → New → Generic Item (DiLand Web Plus) create a non-photographic item. Name and price are required. Only enabled with DiLand Web Plus.
- In the box of a category, the "unique code for direct web URL" field can be used to create a direct link to the DiLand Web category by adding "&icid=<value>" to the base link. For example, if the "unique code for direct web URL" is "cushions," the direct link for the FITENGDEMO user is <https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&icid=cushions>.

### Additional DiLand Web Links

- It is possible to have more links with different settings, in addition to the main one "HOME."
- The "HOME" configuration should never be deleted, and must always be present.
- DiLand Studio → DiLand Web → Configurations → New → Code: Enter the code for the additional configuration, which must always start with "HOME," for example, "HOME2."
- Acceptable characters in the additional configuration name are alphanumeric (a-z A-Z 0-9) and the symbols - and \_.
- If "\_PROF" is added as suffix, for example, "HOME\_PROF," "prints" products:
  - Accept also Tiff and psd files.
  - Will always send the original, unmodified image file.
  - Do not allow any in-program color or filter modifications.
- If multiple configurations are used, each configuration must be published individually when needed.
- Direct link to the additional configuration: Add "&conf=<configuration\_name>" to the link, e.g. <https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&conf=HOME2>.

### Logo

- Insert your logo in DiLand Studio → DiLand Web → Configurations → Edit → Logo.
- It will be displayed on every page of DiLand Web in the top left, with a maximum height of 45 pixels on desktop and 27 pixels on mobile.
- There are no limits for the logo width.

### Photographic Products

DiLand Studio → Configuration → Products

- DiLand Web supports all products except for Index print and Passport photo.
- The "Weight (in grams)" field, present in each product, should be filled if a weight-based shipping method is intended.
- In "box" settings, the "Unique code for direct web URL" field can be used to create a direct link to the DiLand Web product by adding &ipid=<value> to the base link. For example, if the "Unique code for direct web URL" is 10x15, the direct link for the user FITENGDEMO is: <https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&ipid=10x15>.

## Non-Photographic Products

Feature available only with DiLand Web Plus

DiLand Studio → Configuration → Categories → New → Generic Item (DiLand Web Plus)

Create a generic item with a name, price, and other features present in the "box" settings. This item, like other categories, can be positioned, grouped, and sorted as desired.

The price of these items can only be modified here: DiLand Studio → Configuration → Categories → Select the item → Edit → Price. The price will not be displayed in DiLand Studio → Prices and will be visible only in DiLand Web.

## Additional Options for Creative Products

Feature available only with DiLand Web Plus

Add extra customizations and options to products, with personalized prices. For example, allows the choice of material, gift packaging, frame...

Not available for simple prints

DiLand Studio → Products → select the product → Edit → Options → New (or Edit)

- **Name:** will be displayed as title in the selection screen and printed on the receipt. For example, "gift package" or "frame".
- **Choose after product preview:** select whether the choice for the option will be presented at the end of the ordering, instead of at the start.
- **Values:** each extra customization must have multiple selectable values, for example, "yes" and "no" for gift packaging or different materials for the frame, or it is ignored.
  - Code: displayed as an internal reference in order management in DiLand and in order-related emails
  - Name: displayed during selection, along with the features of its "Box"
  - Price: price, not editable elsewhere

## Shipping Methods and Payments

DiLand Studio → Configuration → DiLand Web → Shipping Methods

- Payment depends on the shipping method
- It is possible to create different shipping methods and organize them into categories and subcategories.
- Type:
  - **Store pickup:** for in-store deliveries
  - **Ship to home:** orders will include addresses, and will calculate shipping costs.

Different payment methods can be enabled for each delivery method. If no payment is selected, in-store payment is considered the default.


- Pay in the shop: yes, enables in-store payment upon material pickup

- PayPal, Pay.nl, Stripe, Checkout FI, PaysonAB payment: enable the relative provider. The identification details for each online payment method must be set in the DiLand Web dashboard, payment section. If a provider is enabled in DiLand Studio, but the corresponding account is missing on the website, it not be shown as a payment option.
- Invoice payment: YES, it will require the VAT number at the end of the order. It must also be enabled on the DiLandWeb dashboard.
- Cash on delivery: YES, it must also be enabled on the DiLandWeb dashboard.
- **Prices:**
  - Weight-based shipping cost: adjustable for weight ranges, calculated based on the weight set in each product; enter the weight range and the corresponding unit price
  - Fixed shipping cost: enter a single unit cost and weight (in grams) 0.

## Order Status Notification

DiLand Studio → Orders



Click the button  and then "Notify order status": orders with shipping are displayed in "Orders to ship to customers", while those with in-store pickup are listed in "Orders to pickup".

When an order is marked as ready or shipped, a notification email will be sent to the customer.

## DiLandWeb Dashboard and Statistics

To access the DiLandWeb dashboard, enter the DiLand Web username and password at:

<https://dilandweb2.fiteng.net/home/>

### Dashboard

Charts with order statistics for the last 7 days and last 12 months. Not editable.

### End users

List of registered customers, their personal data, and their orders, sortable with arrows in each column.

Download: (top left) export all data in an xlsx table format

For each customer, you can view the order list in "orders". Possible operations for each order if the images are still on the web server:

- Detail: view information about the order and the device that placed it
- Mark as downloadable: makes the order downloadable again in DiLand Studio (for example, for orders mistakenly deleted from DiLand Studio)
- Download: download the order in .zip format
- Status: shows the order status
  - Deleted: images deleted from the system; not recoverable
  - Downloaded: order downloaded in DiLand Studio
  - Uploaded: order uploaded by the customer
  - Produced: order created

Orders can no longer be downloaded once images are removed from the server.

### Orders

The complete list of orders is visible, sortable by each column.

**Detail:** view information about the order and the device that placed it

**Mark as downloadable:** makes the order downloadable again in DiLand Studio (for example, for orders mistakenly deleted from DiLand Studio)

**Download:** download the order in .zip format

**Status:** shows the order status

- Deleted: images deleted from the system; not recoverable
- Downloaded: order downloaded in DiLand Studio
- Uploaded: order uploaded by the customer
- Produced: order created

Orders can no longer be downloaded once images are removed from the server.

## Payments

In DiLand Studio, orders with online payment will be downloaded only when the payment is actually executed. If you want to force the download of the order in DiLand Studio even if the payment is not yet completed, click the "Mark as Paid" button. By doing so, the order will be downloaded from DiLand Studio, and the "notes" field will display the message "Manually set as paid."

## Statistics

Query data to display or export in xlsx and xml formats

## Prices

Edit prices. Changes made on this page do not affect the price list in DiLand Studio. If prices are edited on this page, price lists from DiLand Studio will be ignored.

**Custom price:** Prices set from the DiLandWeb dashboard (editable).

**Default price:** Original prices from DiLand Studio.

**Edit:** Enable the editing of "custom prices"

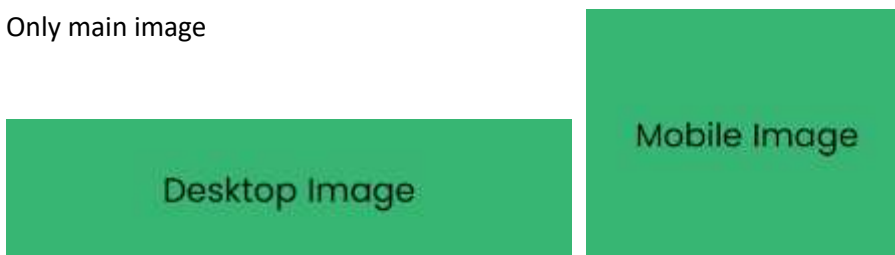
- Add new row: Add a new row for a new quantity tier.
- Save: Save the newly entered prices.
- Discard: Exit edit mode, forgetting newly entered prices.
- Reset to default prices: Link "Custom prices" to "Default prices," copying the prices from the DiLand Studio price list.

## Banners

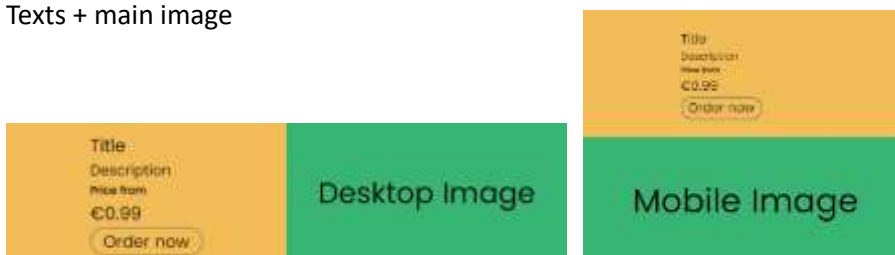
The purpose of banners is to highlight and promote products, categories, an external site...

Banners are displayed on the homepage of your DiLand Web site as per the schemes below, for desktop (computer monitor) and mobile (smartphone). The main image is mandatory, and four combinations are possible:

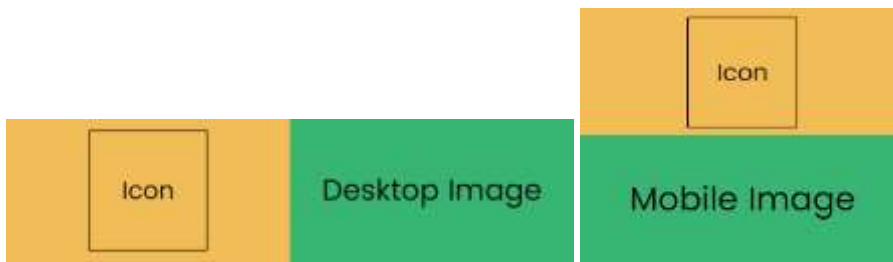
Only main image



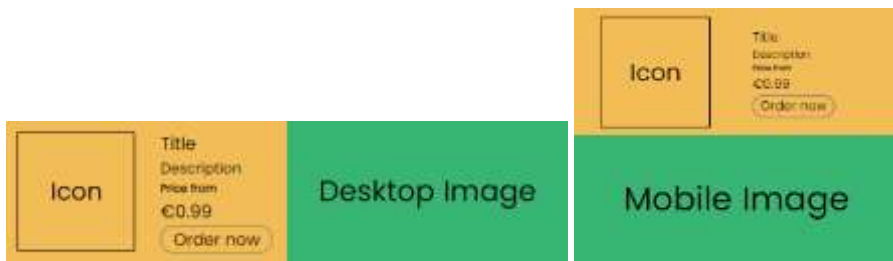
Texts + main image



Icon + Main image



Icon + Texts + Main image



**Add new banner:** Add a new banner.

**Edit:** Edit the respective banner.



Show or hide the banner

**Delete:** Delete the banner.

Add or Edit:

Based on entered data, a preview of the banner will be shown on the right side of the page.

- **Name:** Useful for easily identifying the banner. If a discount is associated to the banner, this field is mandatory.
- **Action Type:** Indicates the action that will be taken when the banner is pressed/clicked.
  - **None:** no action
  - **Link:** Open a new page pointing to the specified link.
  - **Product creation:** Select the specified product.
  - **Open category:** Display the content of the specified category. The option must be set up again whenever categories are “regenerated” in DiLand Studio.
- **Link/Product/Category:** Depending on the "Action type" selected, the specific field for entering the link or selecting the product or category will be shown.
- **Title/Description/Price/Button Text:** Enter the texts to be displayed in the banner. The price entered here is only used in the banner, displayed after "from", and is not used at checkout.
- **Position:** If multiple banners are inserted, manage the order in the slideshow. In case of equal values, the creation order prevails.
- **Icon Image:** Choose a file to upload as the “icon” image to be displayed in the banner as per the templates.
- **Desktop Image/Mobile Image:** Choose a file to upload as the main image for desktop and mobile. If one of the two images is missing, the same image will be used for both versions. At least 1 image is



needed. Having two separate images allows for the option of inserting lower resolution images for mobile and because in some layouts the main image has different proportions in mobile and desktop.

- **Show on desktop/Show on mobile:** Use these fields to decide whether to make the banner visible for the desktop and/or mobile version.
- **Start date/End date:** Validity period of the banner, useful for scheduling the publication of the banner in the future or for promoting limited-time discounts. If left blank, the two fields will have the following values: 1/1/1900 and 31/12/2999, that mean an always visible banner.
- **Has Discount:** Only available with DiLand Web Plus, "Name" not empty, and "Action type" = "Product creation." The discount will be automatically applied to the order: to the total order amount for simple print products, i.e., non-creative, and on the first copy of creative prints, i.e., compositions. The next fields will be visible only if this field is enabled.
  - **Discount Mode:** Select Percent for percentage discount, Absolute for fixed amount discount.
  - **Percent Discount Amount/Absolute Discount Amount:** Select the percentage or amount of the discount.
  - **Minimum Amount:** Amount threshold above which the discount is applied. Only the total amount for the specified product is considered for the threshold. On composition type products (creative prints), the "minimum amount" is ignored and the discount is applied every time, on the first copy only.

## Coupons

Only available with DiLand Web Plus.

Generate New Coupon: Generate a new coupon.

- **Name:** Required; not shown to the customer.
- **From date / To Date:** Required; determines the validity period of the coupon.
- **Discount target:** What to apply the discount to.
  - **Shipping:** Discounts on shipping costs.
  - **Order:** Discounts the total order amount.
  - **Product:** Discounts the product(s), to be selected from the list that will appear.
  - **Product type:** Discounts the category, to be selected from the list that will appear.
  - **Discount mode:** Type of discount.
  - **Percent:** Percentage discount on the total, the corresponding field will appear.
  - **Absolute:** Fixed value discount, the corresponding field will appear.
  - **Free:** Only with discount target "Shipping", will indicate free shipping.
- **Reset Fix Price:** Only if Discount target is Product or ProductType. If enabled, also discounts the fixed price of the product; it does not affect the "file opening" price.
- **Minimum Amount:** Minimum amount above which the discount is applied; only for simple prints.
- **Is for all customers:** Check the box if the same coupon (same code) can be used by multiple customers. If enabled, a single coupon code will be generated.
- **Max Uses:** Maximum uses of the coupon, for coupons issued with the same code.
- **Is Customer Usages Unlimited:** If selected, allows the same customer to use the same coupon multiple times.

If *Discount target* is Product or ProductType:

- **Print products:** The discount is applied to the total order line.
- **Composition type products:** the discount is applied on the first copy only, and the “minimum amount” setting is ignored.
- If the order contains more than one of the products indicated in the coupon, the discount will be applied to only one order line, the one with the highest discounted amount.

**Edit:** Edit the coupon. Once a coupon is created, its characteristics can be edited only as long as no code is generated. When a coupon is deleted, any generated discount code will be automatically invalidated.

**Code:** Generate discount codes (coupons) to give to customers.

**Usages:** Once codes are generated, view their usage status:

- In the first table, detailed information on coupon usage is shown:
  - **Used Status:** The user has used the coupon but has not yet confirmed the order.
  - **Confirmed Status:** The user has used the coupon and confirmed the order.
  - **CanceledByCustomer Status:** The user has used the coupon but then either removed it or canceled the order.
  - **CanceledByShopOwner Status:** The shop owner has manually canceled the coupon usage; this status appears only by pressing the "Cancel Usage" button on a row with "Used" status.
  
- The second table lists the orders where the coupon has been used.

If the coupon is in the "CanceledByCustomer" or "CanceledByShopOwner" states, its code can be used again.

## Sign up Form Customization

Only available with DiLand Web Plus.

Customize the information required during end-user registration.

Each field has four checkboxes, two for registered users (User) and two for guest users (Guest).

You can specify whether the field should be visible (Visible) or required (Mandatory). Some information is essential, and the related checkboxes are locked.

In DiLand Web, address information is only requested while ordering if by the chosen delivery method.

The "Extra1," "Extra2," "Extra3" fields are customizable to request additional information, for example fidelity card codes or newsletter subscription consent.

- **Display Name:** field label
- **Description:** short description shown in the registration form
- **Options:** comma-separated list of available options for the user. Leave blank to accept plain text.

## Product Details

Available only for DiLand Web Plus.

In this section, you can insert a detailed page for a product or category. It can contain images, an extended description, information about pickups, deliveries, materials, etc.

You can edit a detail page by pressing the icon on the left.

The displayed examples can be zoomed by pressing them.

The information displayed depends on the data entered in both DiLand Studio and this page:

- **Images:** those inserted in the page, or the product image from DiLand Studio
- **Name and description:** those entered in DiLand Studio
- **Price:** “from” or “to”: the same displayed in the product selection
- **Detailed description:** the description inserted in this page
- **“additional information” link:** the link inserted in DiLand Studio
- **“pickup in store” and “home delivery” info:** with the info entered in this page
- **“features” column:** with the features entered in this page
- **“prices”, “types of paper” and “additional options” columns:** with the data entered in DiLand Studio

**Is Enable:** enable the displaying of the detail page to users

**Reference Product:** select a product to use its information as the base for the current page. The current product detail page will use the information entered for the reference product, unless overwritten in this page. The information will be updated whenever the reference product is updated. Use this field to reuse similar information between products. Images are not automatically inherited, but the list can be copied manually.

**Description:** extended description of the product or category.

**Images:** Upload the images that will be displayed in a slideshow. It is recommended to use a small resolution, adequate for web (about 900x800, aspect ratio 4:3.5). Images are cropped to fit in the area.

**Pickup in store info:** detailed information on in-store pickup.

**Home delivery info:** detailed information on shipments.

**Material:** detailed information on the product materials

**Custom fields – Add field:** freely editable fields

- **Name:** field title
- **Value:** content

**Save:** save the form data.

## Kiosk Print QR code

This feature allows the use of DiLand Web in kiosk self-service mode.

It generates a QR code for a specific product or category, making it available to customers for easy ordering of that product or category. Orders from the QR code can not be paid online.

**Select one category or one product:** Select the category or product from those available.

**Initial message:** Message that appears upon opening DiLand Web (which will open automatically).

**Max number of photos:** Maximum number of photos that can be sent per order.

**From date / To date:** Start and end date of the QR code validity.

**Generate:** Generate the QR code.

**Download:** Download the QR code to be printed/shipped.

## Settings

### General

**Email:** Address to receive notifications of orders and user registration.

**Additional emails:** Additional email addresses to receive notifications.

**Skin:** Change the visual appearance; choose from the options provided.

**Initial message:** Text displayed in a popup upon opening DiLand Web.

**Price visualization mode:** Only valid for non-classic skins (dark, light, and variants). Select the desired value to display minimum, maximum, or no price on product buttons.

**Edit photos in creative workflow:** choose whether to show the photo editing screen during creative product creation.

**Sort photos in creative workflow:** choose whether to show the photo sorting screen during, for example, photobook creation.

**Supports invoice:** if selected, allows entering the VAT number for the corresponding invoice.

**Supports cash on delivery:** Check to request payment on delivery.

**Cash on delivery fee:** Not supported.

**Contact us URL:** Enter the address of a web page with your contact information. If entered, a "Contact Us" button will appear at the top of DiLand Web, opening the inserted link when pressed.

**Logo link URL:** Link that opens upon clicking the DiLand Web logo.

### Email Messages Customization

Change the text of emails sent to customers, either automatically or through DiLand Studio, to be with text or HTML.

**Email header:** Header of the order confirmation email.

**Email footer:** Footer of the order confirmation mail.

**Registration email header message:** Header of the customer registration confirmation email.

**Registration email footer message:** Footer of the customer registration confirmation email.

**Order uploaded email message:** Confirmation message for received orders.

**Order produced email message:** Confirmation message for printed orders.

**Order shipped email message:** Confirmation message for shipped orders.

Email customization instructions:

**Color change:** wrap the text in a `<span>` HTML element and assign a style with a color. The color may be specified as a name in English or a hexadecimal code:

`<span style="color:red;">text text</span>` or `<span style="color:#FF0000;">text text</span>`

**Bold:**

`<strong>text text</strong>`

**Italic:**

`<em>text text</em>`

**Line break:**

text  
(no closing tag needed)

## Payment

This section contains fields with keys for online payment systems, to be paired with settings in DiLand Studio.

## Terms and Privacy

This section includes fields for links to internet pages with privacy and terms of use documents. Each link adds a checkbox for confirming reading and a button to open the respective page. The terms of use and privacy disclaimer from Fit Engineering are always visible and can not be removed.

Terms and agreements URL: Terms and conditions of use.

Data safety URL: Privacy conditions for processed data.

Delivery conditions URL: Terms of use and information regarding home delivery.

Data Safety Updated

This checkbox is used when updating the privacy document. A version counter increments when enabled and saved. Registered users' saved document versions will prompt rereading and acceptance at login if a newer version exists.

## DiLand Web Site

You can specify some parameters in the URL:

**Skin:** "&skin=value," e.g.,

`https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&skin=dark`

**Language:** "&lang=value," e.g.,

`https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&lang=en`

**Additional configurations:** "&conf=value," e.g.,

`https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&conf=HOME2`

Direct URL examples:

**Product:** "&ipid=value," e.g.,

`https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&ipid=10x15`

**Category:** "&icid=value," e.g.,

<https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&icid=prints>

It is possible to use multiple parameters simultaneously, e.g.,

<https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&lang=en&ipid=10x15>

**Test configuration:** &conf=<CONFIGURATION\_NAME>\_TEST, e.g.,

[https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&conf=HOME\\_TEST](https://dilandweb3.fiteng.net/fitengdilandhomeweb/FITENGDEMO&conf=HOME_TEST)

## Devices and Browsers

Internet Explorer is not supported, and a warning popup will appear if used.

iPhone and iPad browsers (including Chrome) have a memory limitation. Products with an overall area exceeding 4096x4096 cannot be created, with a warning popup displayed if attempted.

Facebook and Instagram apps open links in an internal browser, limiting the import of multiple images. Using a different browser is recommended.