



**MY-FOTOFLEX BACK-OFFICE
USER MANUAL
FOR SL+ CONFIGURATION
STORE MANAGER**

November 2024 - Version 1.0

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1. USING MY-FOTOFLEX SERVICE

IN THIS CHAPTER:

my-Fotoflex presentation

my-Fotoflex workflow

my-Fotoflex offer for end customers

my-Fotoflex offer for stores

my-Fotoflex presentation

my-Fotoflex is an online ordering service that allows customers to print various photo products from any source, anywhere easily. Each store can be configured from my-Fotoflex Back Office (a web platform for configuring and customizing the offer).

From my-Fotoflex e-shop interface, customers can order their photos by selecting your store on the map or by clicking directly on your store link:

[my-fotoflex](#)

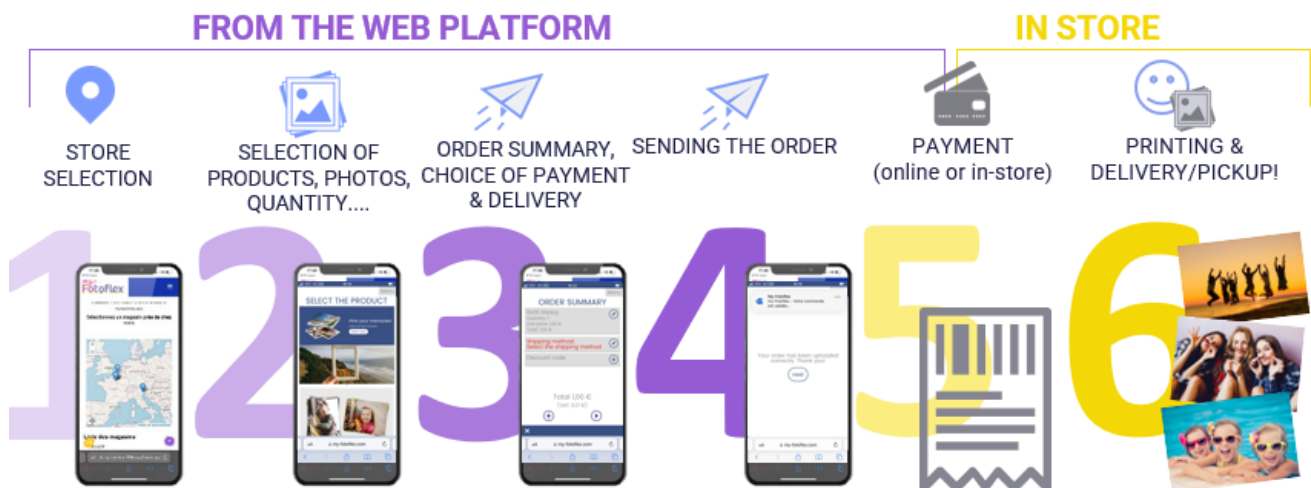
[Shop list my-fotoflex](#)

The customer interface manual can be viewed/downloaded from the website:

www.dnpphoto.eu

my-Fotoflex workflow

In just a few steps, end-users can order their prints and pick them up according to the options configured by the store.

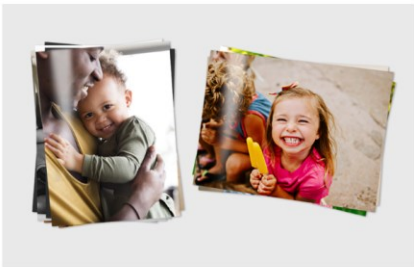


my-Fotoflex offer for end customers

[Information](#) [Login](#) 

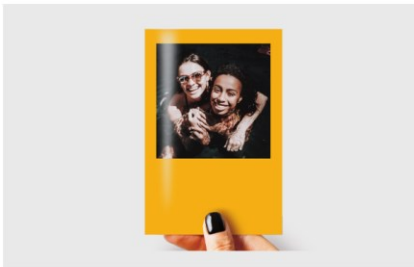


SELECT THE PRODUCT



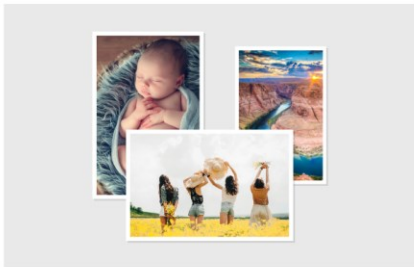
Prints

[Price list](#)



Retro Prints

[Price list](#)



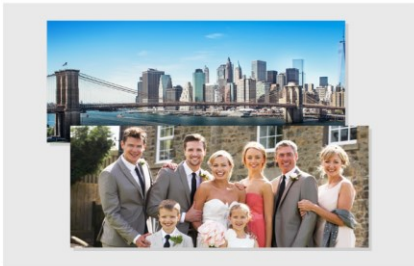
With borders

[Price list](#)



Frames

[Price list](#)



Panoramic prints

[Price list](#)



Calendars

[Price list](#)

Others available products depending on your system configuration.

my-Fotoflex offer for stores

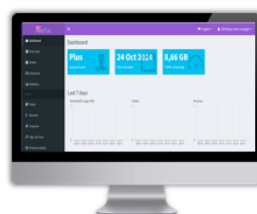


Optional integration of the store on the map

When pre-registering, the store will have the opportunity to decide if it wants to appear on the map.

If the customer accepts, it will be referenced in the my-Fotoflex network/map, allowing the end user to easily find the point of sale, access the store's information, view its product catalog and select it to send their order.

If he does not wish to be included, he will be included in the list of stores.



Online platform (Dedicated Back-Office)

From the platform dedicated to the store, the store will be able to personalize its store: adding a product description or a banner, recording information relating to its business or access to sales statistics.



Communication Kit

In order to help stores promote the service, we will provide them with a marketing toolkit: flyers, posters, visuals... etc. which they can print and set up in their store, on their website or on their social networks.

NOTE

For more information, please visit business.my-fotoflex.com, and to subscribe to my-Fotoflex, please contact your sales representative (distributor/DNP).

2. BACK OFFICE

IN THIS CHAPTER:

Presentation of my-Fotoflex Back Office

Subscription to my-Fotoflex

Your first access to my-Fotoflex Back Office

Back Office languages

Presentation of my-Fotoflex Back Office

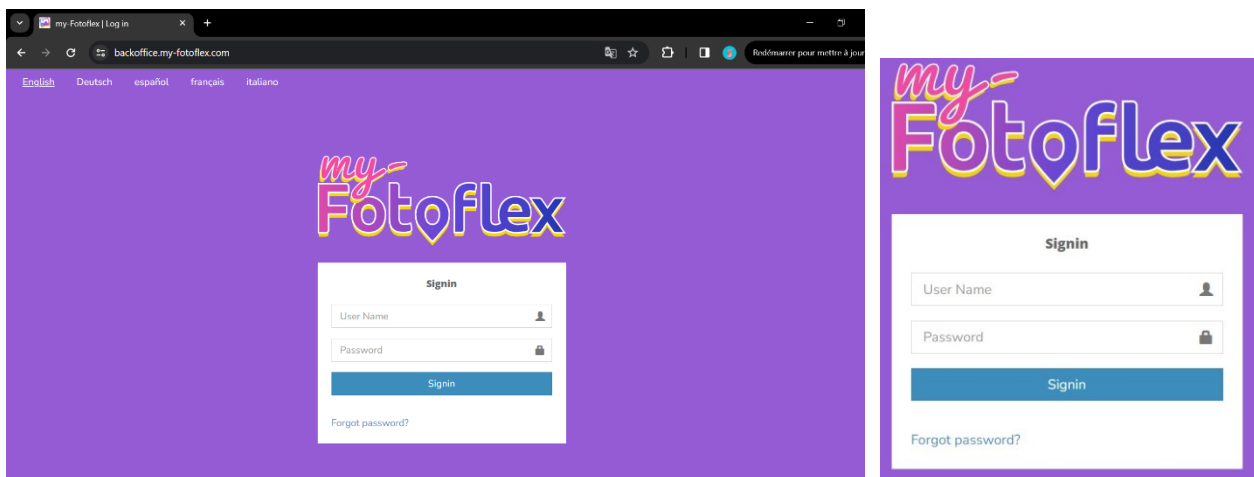
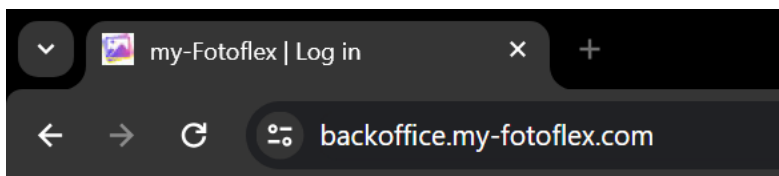
my-Fotoflex Back Office is a web-based interface that allows store owners to set up and customize their online store.

The store owner can access the back office from the below link:

⇒ <https://backoffice.my-fotoflex.com>

This login details sent to you by e-mail when after successful creation of your e-shop.

NOTE: verify your spam email box if the my-fotoflex email is not in your main inbox.



For easy access and a better user experience of the Back office, we recommend using the following browsers: Google Chrome, Mozilla Firefox and Microsoft Edge, Safari with 1024 x 768 resolution.

NOTE

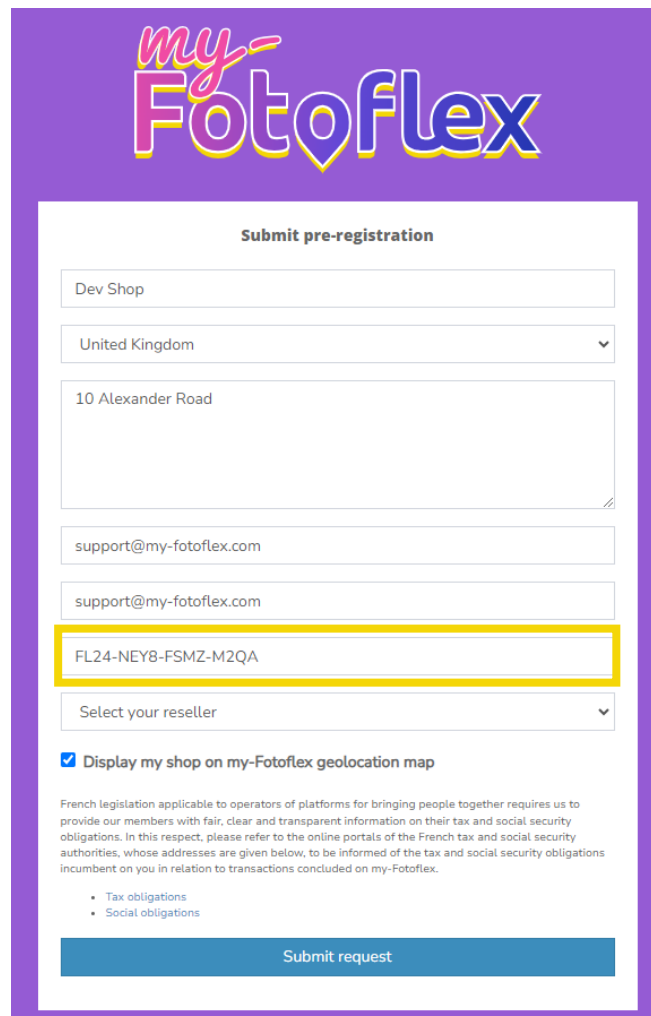
The Back Office interface is optimized for all types of devices: mobile, tablet and PC. However, we recommend that you connect to the Back Office using a PC, Mac or tablet.

PLEASE NOTE

Your connection to the Back Office is limited to 90 minutes without activity, after which you will be automatically disconnected, and any unsaved actions will be lost. Once you've logged out, you'll need to log in again.

Subscription to my-Fotoflex

- To start your registration, please contact your sales representative (distributor/DNP) to purchase your pack.
 - The pack is essential for the use of your my-Fotoflex service, as it enables you to obtain a defined traffic in GB and number of your photo order transfers from your end customers.
- When you purchase the pack, you will receive an activation code on your invoice. This activation code should be entered while registering for the service (see below).

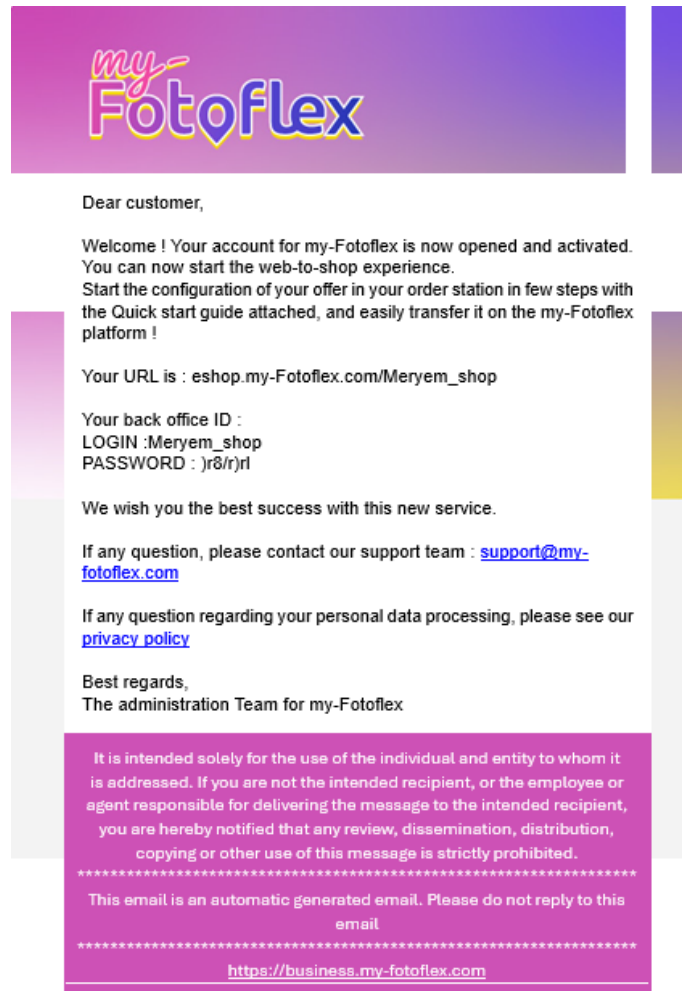


The image shows a screenshot of the 'my-Fotoflex' 'Submit pre-registration' form. The form is set against a purple background with the 'my-Fotoflex' logo at the top. The form fields include: 'Dev Shop' (text input), 'United Kingdom' (dropdown menu), '10 Alexander Road' (text input), 'support@my-fotoflex.com' (two email input fields), 'FL24-NEY8-FSMZ-M2QA' (activation code input field, highlighted with a yellow border), and 'Select your reseller' (dropdown menu). There is a checkbox labeled 'Display my shop on my-Fotoflex geolocation map' which is checked. Below the checkbox is a paragraph of French text regarding legal obligations, followed by links for 'Tax obligations' and 'Social obligations'. At the bottom is a blue 'Submit request' button.

- Registration for my-Fotoflex service is carried out via the online form: <https://backoffice.my-fotoflex.com/SubmitPreRegistration.aspx>
- my-Fotoflex service is available in Eastern Europe, Western Europe, Northern Europe and North Africa (CF. SALES).
- For other countries, please write to us at: contact@my-fotoflex.com
- For more information on subscriptions, please contact your sales representative (distributor/DNP).

Your first access to my-Fotoflex Back Office

- Login to <https://backoffice.my-fotoflex.com> with the username and temporary password received by e-mail.
The system will force to change the password at first login at backoffice.



NOTE

This e-mail will be received within 24 hours on working days.

FIRST CONNECTION

The first screenshot shows the 'Signin' form with fields for 'User Name' and 'Password', a 'Signin' button, and a 'Forgot password?' link. The second screenshot shows the 'Change your password' form with fields for 'New password' and 'Confirm your new password', a 'Set your new password' button, and a yellow rectangular highlight around the entire form area.

IMPORTANT:

In this screen you should change the password. This password will be mandatory to set my-Fotoflex configuration on your SL+ system.

The screenshot shows the 'Terms and conditions' page with a scrollable text area containing the following content:

GENERAL CONDITIONS OF USE
We invite you to read the present general conditions of use ("GCU") carefully before using the my-fotoflex platform (the "Platform"). By accessing the Platform, you agree without reservations to be bound by the present GCU and by all applicable laws and regulations. If you do not accept the present conditions, you must refrain from using the Platform.
DNP Photo Imaging Europe (DNP PIE) reserves the right to modify the CGU at any time. Whenever possible, DNP PIE notifies users of any changes made to the GCU by email or via announcements on the Platform. Be that as it may, you are invited to consult the GCU regularly, to gain knowledge of any modifications. If you disagree, you can reject the GCU and cease to use the Platform.

1. Object of the Platform
The object of this Platform is to enable you to find professional specialists who provide the my-fotoflex service, for online photo prints, anywhere in France and in Europe. By downloading your photos, you benefit from innovative, intelligent printing solutions available from independent service providers (referred to below as the "Partners") subject to their own general conditions of use and sale (referred to below as the "Partners' CG").

You are governed by the Partner's CG once you have selected the Partner's store on the interactive map. You are hence invited to carefully read the Partners' CG, which are applicable to the Partners' virtual stores that can be accessed via the Platform, before using their online ordering services (referred to below as the "Order"). When you purchase products and/or services from the Partner's virtual store, you are considered as having accepted the Partners' CG.

You are free to select the Partner of your choice to place your order.

2. Accessibility of the Platform
You can access the Platform free of charge if you have access to the Internet, with the proviso that all costs stemming from access to the Platform, of whatever type, remain at your sole charge.
The Platform is compatible with all the recent browsers that support HTML 5 and CSS 2 and it complies with the XHTML and CSS vocabulary and grammar recommended by the W3C. Thus the Platform gives its best results with the latest-generation browsers, while remaining accessible for older browsers. Use of the following browsers is recommended (i) On Mac OSX (Macintosh operating system 10): Opera, Safari, Mozilla Firefox (ii) On Windows: Mozilla Firefox, Opera, Internet Explorer 6, HPR (Home Page Reader) 3.0 (iii) On Linux: Mozilla Firefox, Opera.
DNP PIE does all in its power, whenever possible, to keep the Platform accessible 7 days a week and 24 hours a day. However, DNP PIE may be led to interrupt access to the Platform, in particular for maintenance and upgrading purposes, or on any other grounds, especially technical grounds.
DNP PIE cannot be held liable for any suspension of the Platform and/or its services, or for any losses liable to be suffered under such circumstances, including data loss and cancellation of an Order.

DNP PIE cannot be held liable for the accessibility of the Partners' stores via the Platform.
You are not entitled to access and/or use the Platform's source codes.

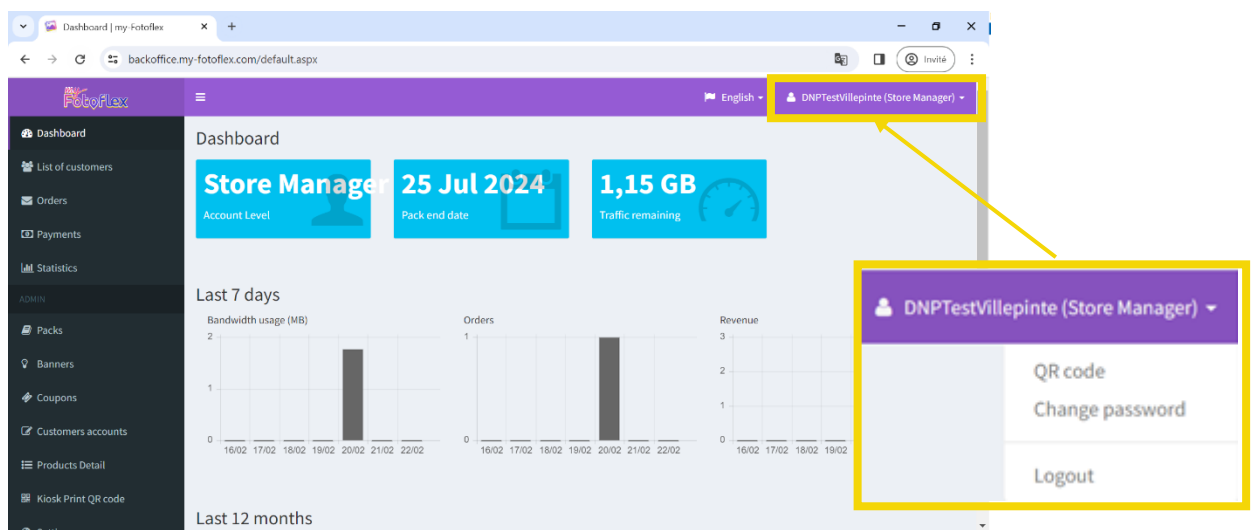
3. Orders placed with Partners
Orders placed with the Partners constitute a sale contract concluded solely between you and the Partner. Thus the prices of the products and/or services, the payment terms, and the delivery methods and lead times are given by the Partners and governed by the CG of the said Partners.

☐ I accept terms and conditions

Confirm

NOTE: at your first connection you should confirm the terms conditions.

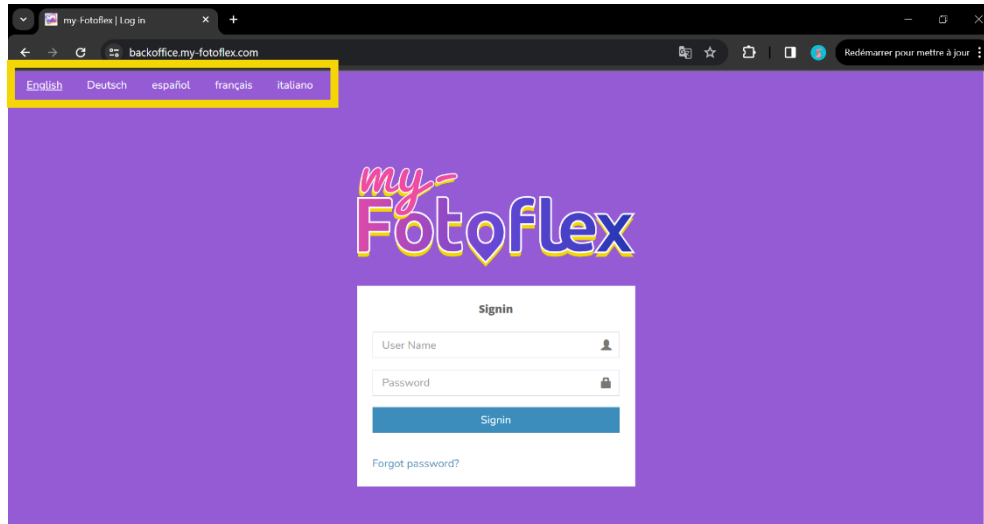
BACK-OFFICE MAIN MENU



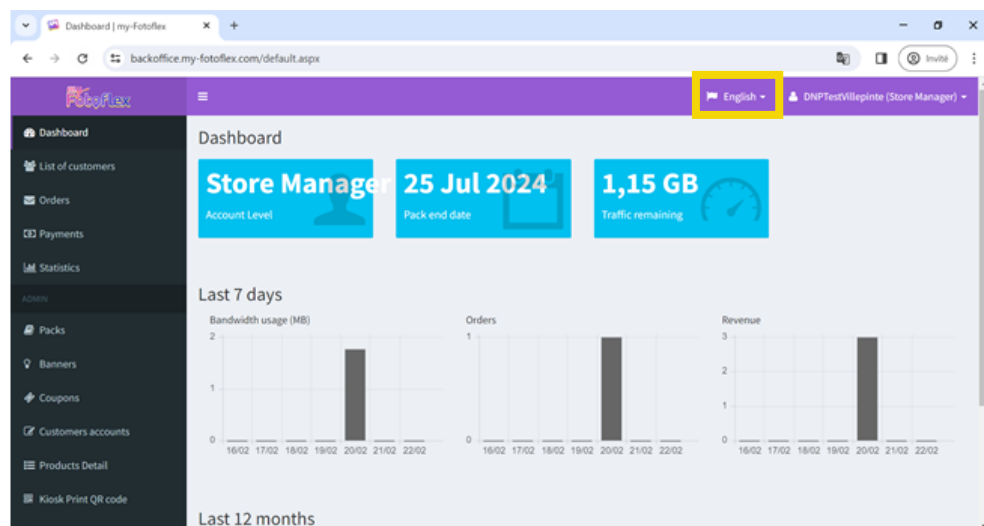
You can log out of the Back Office at any time by clicking on the menu at the top right, then "Logout".

Back-office languages

- To change the language at any time, click on the desired language on the top left at the login page.



- Also change the language at any time in the top right-hand corner after logging in to the Back Office.



The my-Fotoflex Back Office is available in 5 languages: French, English, Italian, Spanish and German.

3. ACCOUNTS & ROLES

IN THIS CHAPTER:

Types of accounts and roles in my-Fotoflex Back Office

Types of accounts and roles in the Back Office

- Actions/functions vary according to your role:

Types of Back Office roles and accounts
Store manager
Store employee

- As a Store Manager, you can:
 1. View customer information
 2. Access order status and download orders
 3. View payment status of each order
 4. Access statistics
 5. Access pack status & activate a renewal pack
 6. Customize online store (banners, text description, email etc...)
 7. Create promotions
 8. Customize registration form for customer account creation
 9. Generate QR codes for the store, a product category or for a product alone for easier access to the online catalog
 10. Define store contact details & opening hours
 11. Configure online payment (PayPal & Stripe only)
 12. Add your general sales conditions
 13. Create and activate store employee accounts
 14. Contact my-fotoflex service support if you have any difficulties
- The Store Employee has more restricted access and can only perform a few actions. They can:
 1. View customer information
 2. Access order status
 3. View payment status for each order
 4. Access statistics
 5. Access pack status & activate a renewal pack
 6. View promotions
 7. View available products
 8. Generate QR codes for the store, a product category or a product for easier access to the online catalog
 9. Consult store contact details & opening hours
 10. View online payment configuration
 11. View general sales conditions

PLEASE NOTE

The configuration of the products you wish to offer in your online store is carried out solely on your DNP system.

4. CONFIGURATION ON YOUR DNP SYSTEM

IN THIS CHAPTER:

SL+ from version 4.0.66.18

SL+

IMPORTANT:

Internet connection is mandatory on your DNP system for my-Fotoflex services.

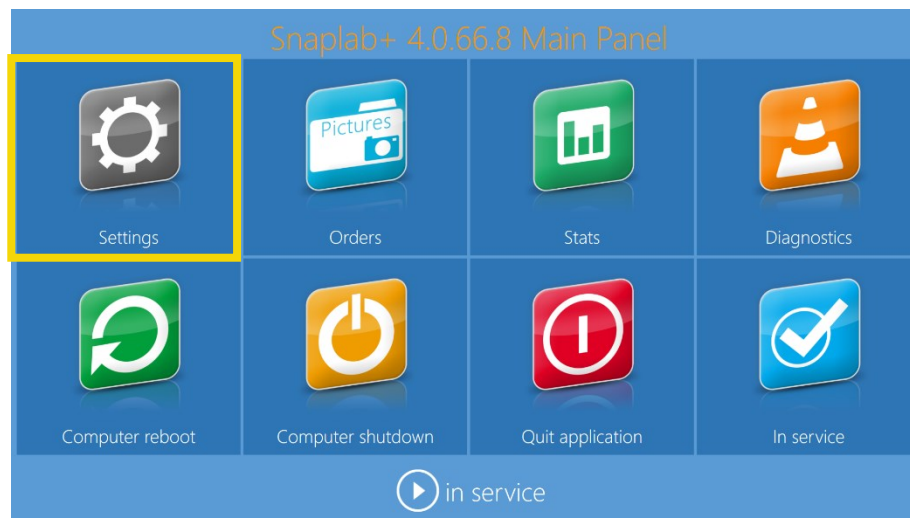
Please update your SL+ software to the version 4.0.66.18 provided by the support team. If your system is composed with a user terminal, please also update SL+ to the latest version.

To obtain the correct version, please contact DNP support: support@my-fotoflex.com.

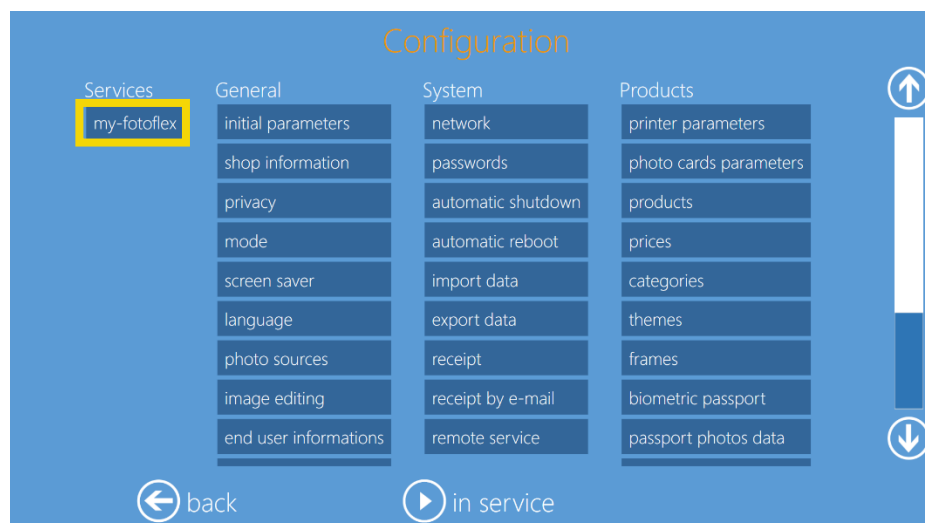
Please make sure you have received the registration confirmation emails with your login & password to follow my-Fotoflex configuration steps.

To configure your my-Fotoflex online store, follow the steps below:

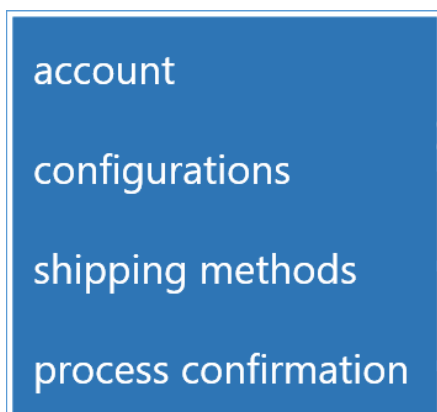
1. On the main SL+ software screen, click on the "Settings" tab



2. In the configuration menu, in the "Services" column, click on the "my-Fotoflex" button.

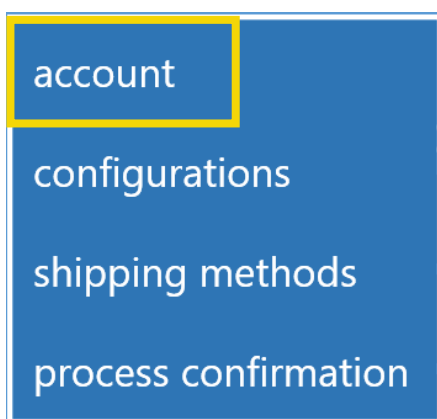


3. Three submenus appear: "Account", "Configurations", "Shipping methods" and "process confirmation".



Account:

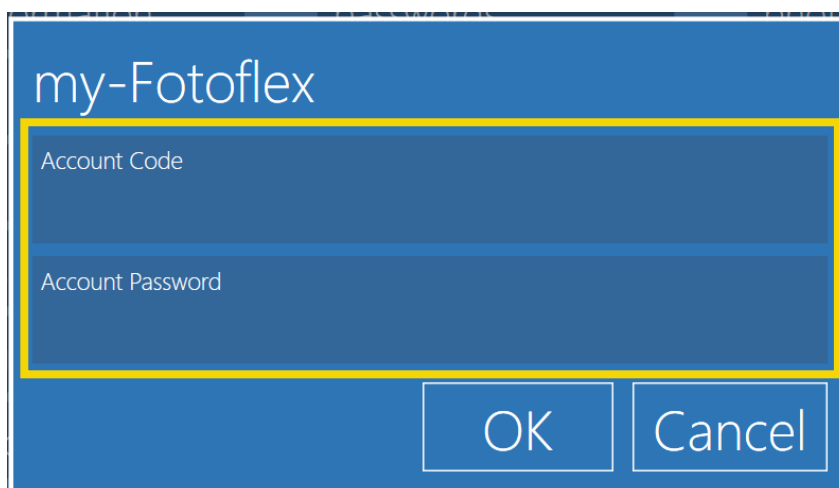
4. Click on the "Account" button, a new window appears. Please enter your login details to connect to my-Fotoflex service.



Account Code: this field corresponds to the username received by e-mail.

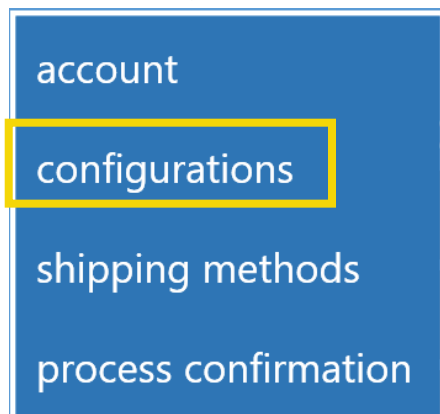
Account Password: this field corresponds to your password.

Please enter modified password you provided during first connexion to Back-Office.

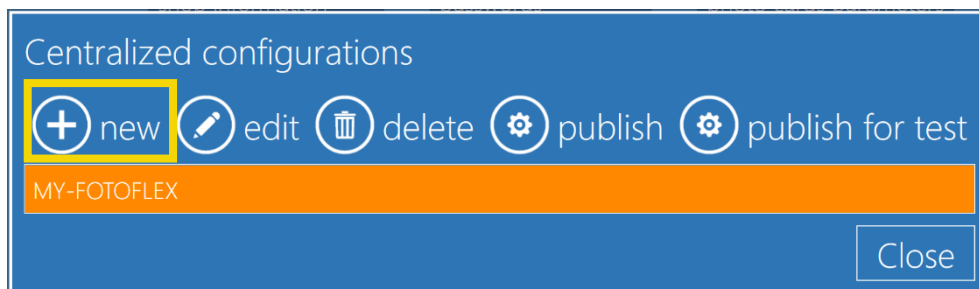


Configuration:

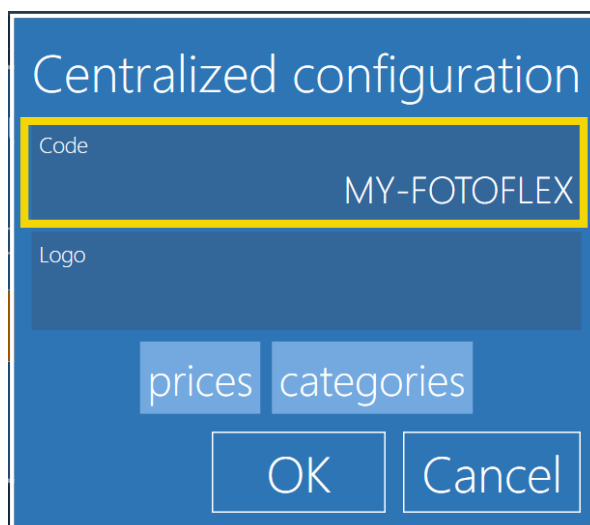
5. Click on the "Configurations" button, a new window will appear.



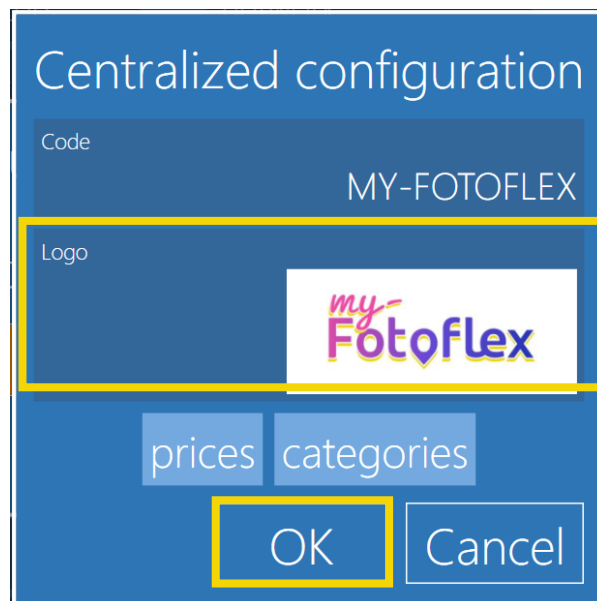
6. For your first configuration, click on "New".



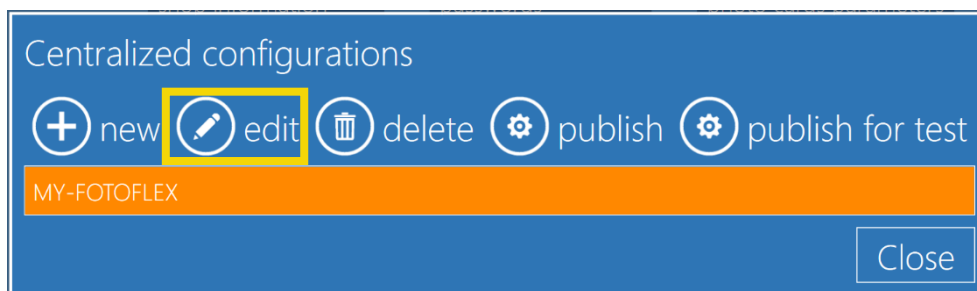
"Code" is the name of the service "MY-FOTOFLEX" (this field is automatically filled in when you set up your account). Please do not modify this name for the proper functioning of my-Fotoflex service.



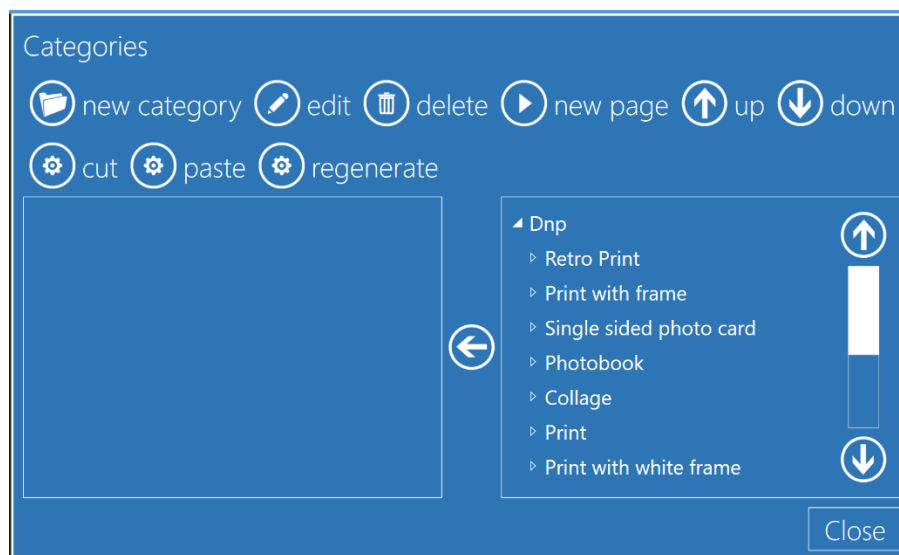
7. Click on "Logo" to add a logo that will appear when the customer selects your store on my-Fotoflex card and when they access your online store. Once all fields have been completed, click on "OK".



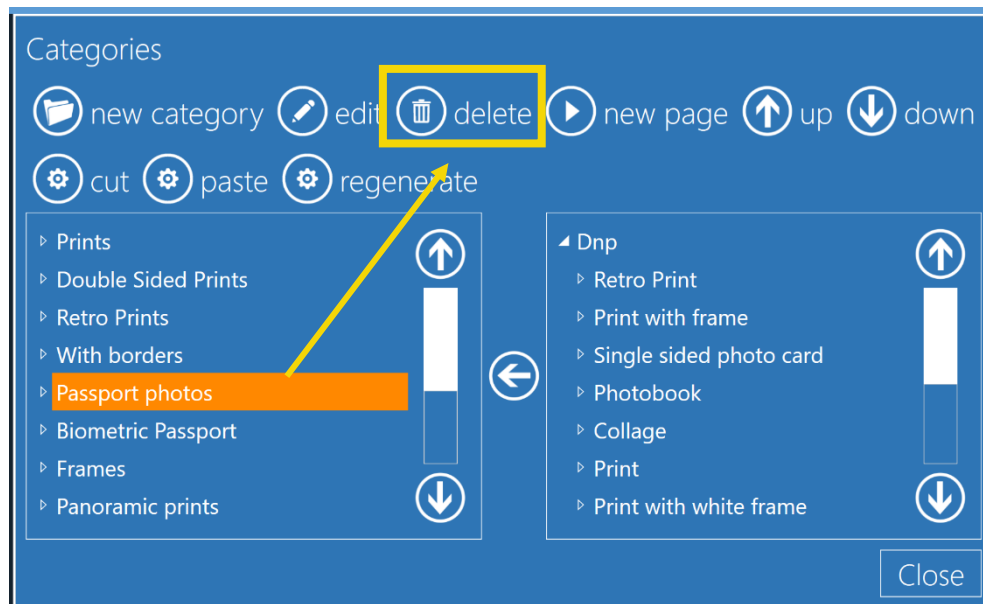
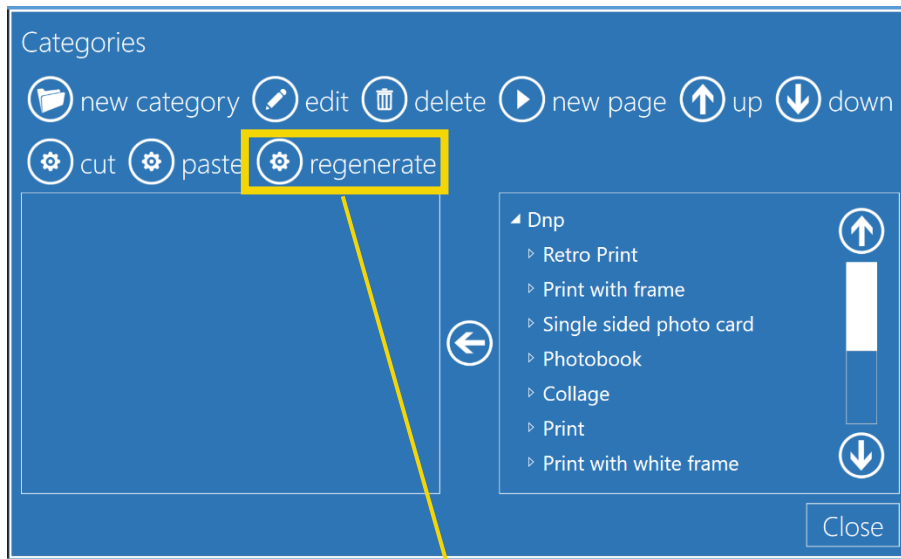
8. Click on "Edit", then "Categories" to define your online product offer.



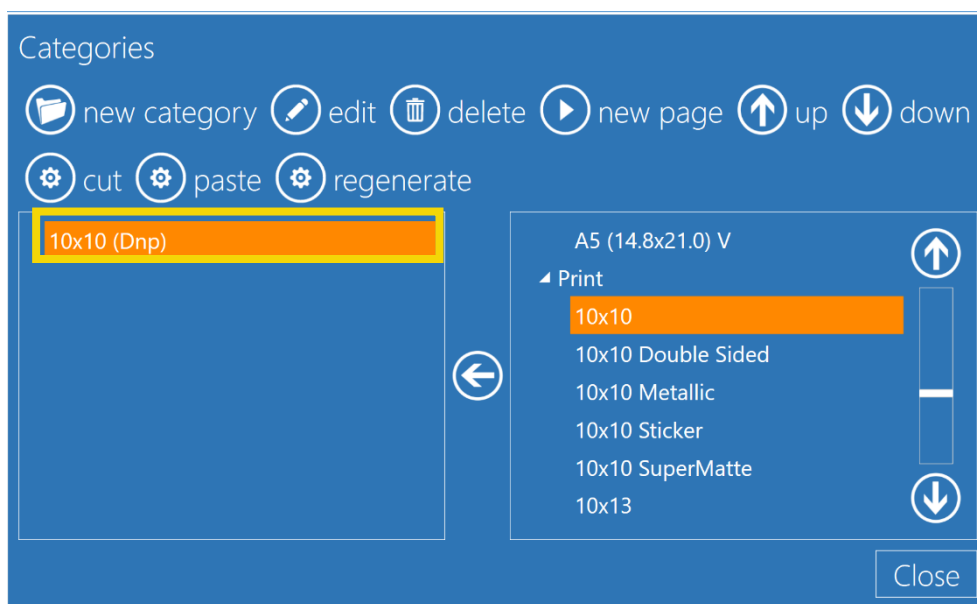
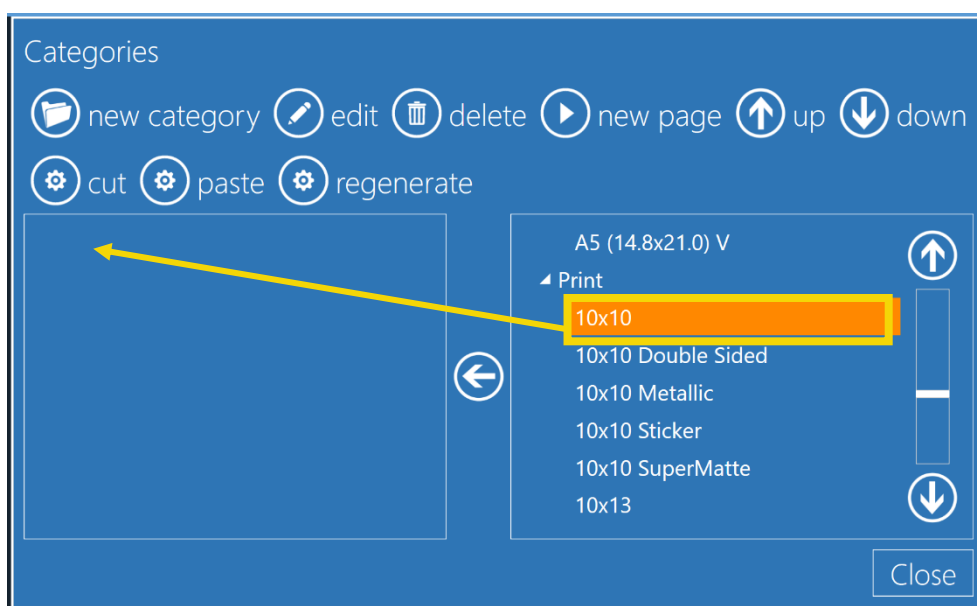
IMPORTANT: By default, if nothing is selected, all products configured on your SL+ will be added to your online store offer once you have clicked on "Publish".



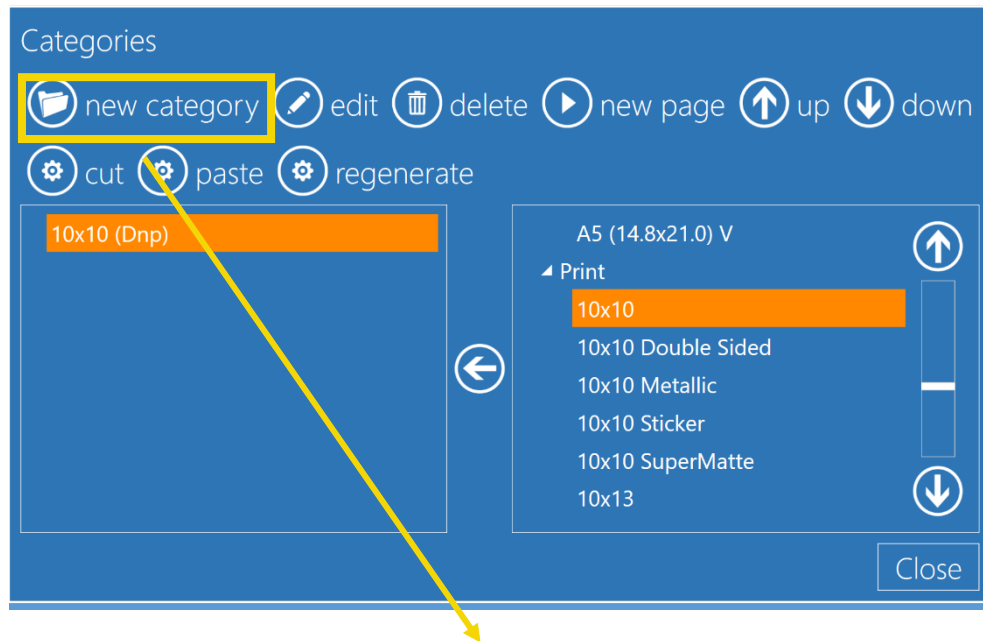
- a. To customize your online shop, click on regenerate button and please delete the categories and products (sizes) you don't want to offer.



b. It is also possible to customize more deeply your offer.



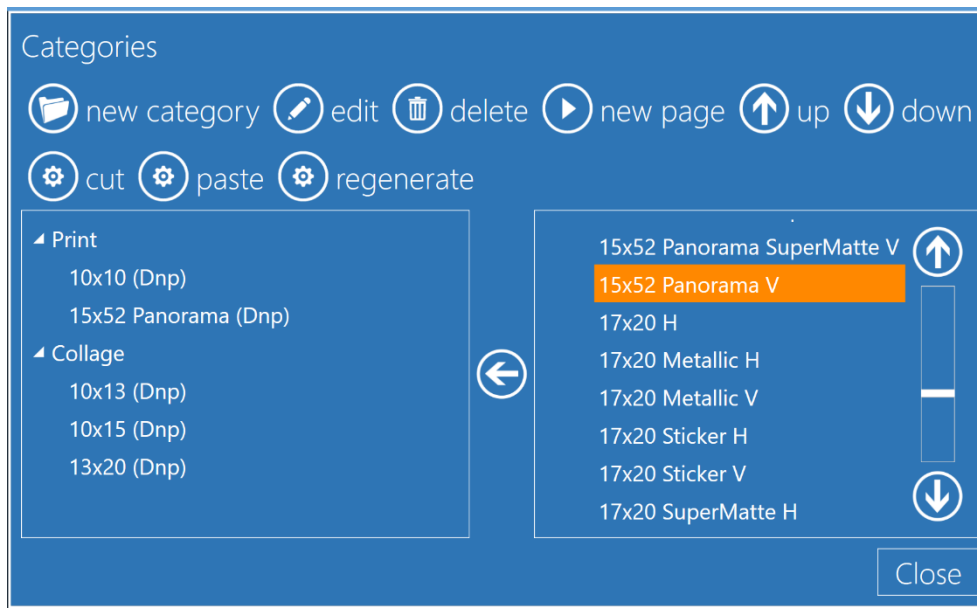
- c. You can also create product categories to structure/hierarchize your offer. To do this, click on "New category", give your category a name (e.g. Prints or Collages) and click on OK. You can create several product categories.



The 'Category' dialog box contains the following fields and options:

- Name:** Prints
- Customized title:**
- Description:**
- Visible:** Yes
- Begin date:** 01/01/1900
- End date:** 31/12/2999
- Visibility on kiosks:** Visible
- Background color:** Default
- Custom background color:**
- Text color:**
- Font:**
- Icon:**
- Background image:**
- Password:**
- Supported languages:**
- Unsupported languages:**
- Buttons:** OK, Cancel

Once categories have been created, you can group several products together in a category by clicking and dragging each product into the relevant category.



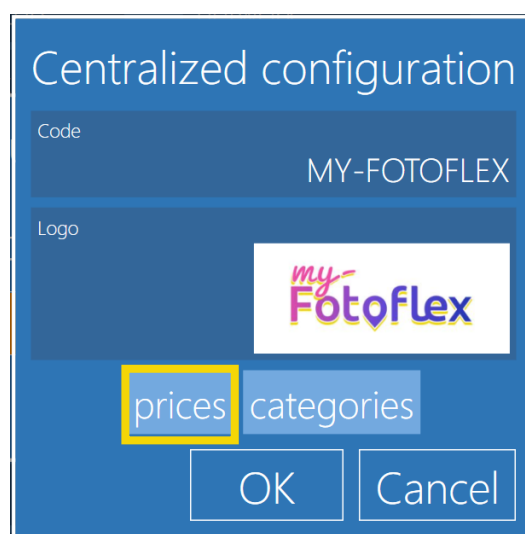
Once finished, click on "Close".

PLEASE NOTE:

Remember to customize your online product catalog before publishing your configuration to display products on your online store.

9. Click on "Prices" to define the prices for your online product offer.

IMPORTANT: By default, all prices configured on your SL+ will be added to your online store offer once you have clicked on "Publish".



You can customize my-Fotoflex prices offer by following underneath.

Please enter a price in the "Prices" field for each configured product by clicking on "add". You can add degressive prices starting from a certain number of prints. Once you've filled in your prices, click on "Close".

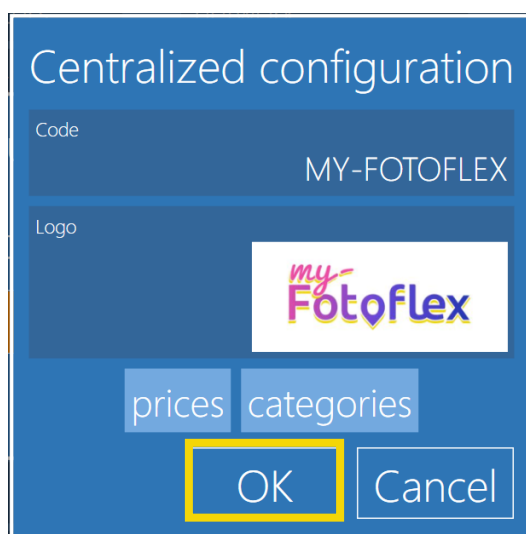
The screenshot shows the 'Prices' configuration window. At the top, there are buttons for 'export prices' and 'import prices'. Below them is a dropdown menu set to 'Normal' and a checkbox for 'Only available products'. On the left, a list of products is shown: 'Print' (highlighted in orange), 'Print with white frame', 'Calendar', 'Double sided photo card', and 'Biometric international passport'. In the center, there is a table with columns 'From', 'Price', and 'Service fee'. The 'add' button is highlighted in yellow. At the bottom, there is a numeric keypad and a 'Close' button.

From	Price	Service fee
------	-------	-------------

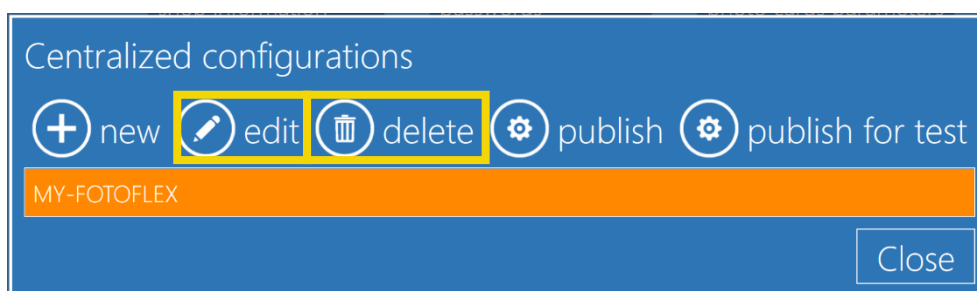
The screenshot shows the 'Prices' configuration window after adding two rows of data. The 'add' button is no longer highlighted. The table now contains two rows of data.

From	Price	Service fee
1	0,45 €	0,00 €
50	0,40 €	0,00 €

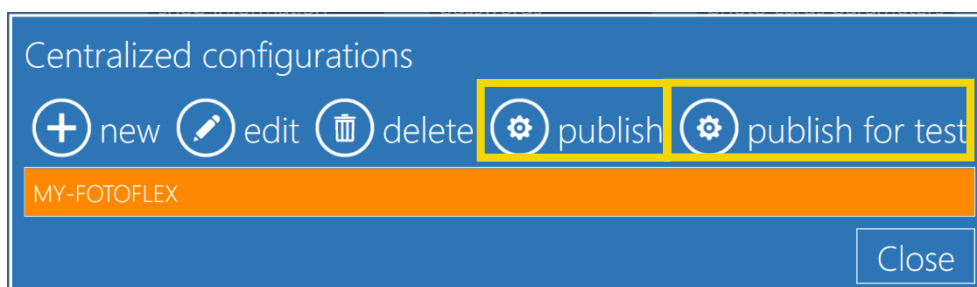
10. Finalize the configuration by clicking on "OK".



11. You can modify or delete your configuration at any time (even if it has already been published).



12. Once your configuration is complete, click on "Publish for test" if you wish to test the rendering of your configuration on your online store, or on "Publish" if you wish to apply your configuration directly for production/ to go live.



When you click on "Publish for test" to view the rendering of your configuration, simply add the following to the end of your online store URL: `&conf=MY-FOTOFLEX_TEST`

Example: if your store link is <https://eshop.my-fotoflex.com/Shop1>, the link to test your configuration will be:
https://eshop.my-fotoflex.com/Shop1&conf=MY-FOTOFLEX_TEST

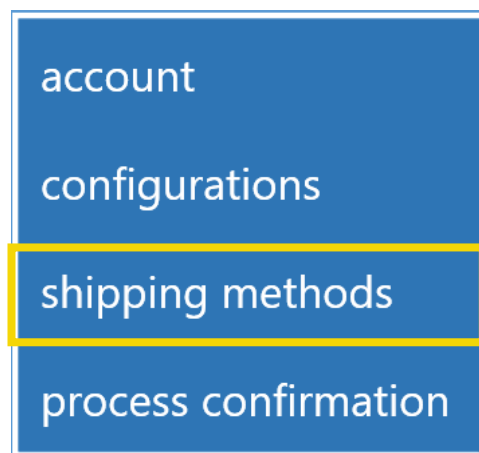
NOTE: "Shop1" is the name of your online store.

IMPORTANT: The publish time is around 30 minutes.

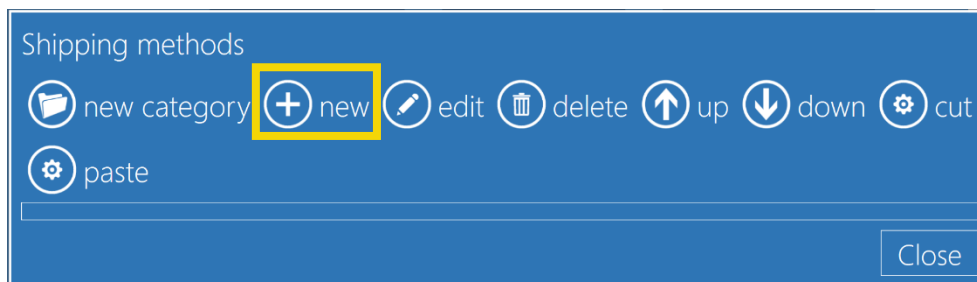
Delivery /Shipping methods:

The methods configured will be displayed on your my-Fotoflex online store for your customers.

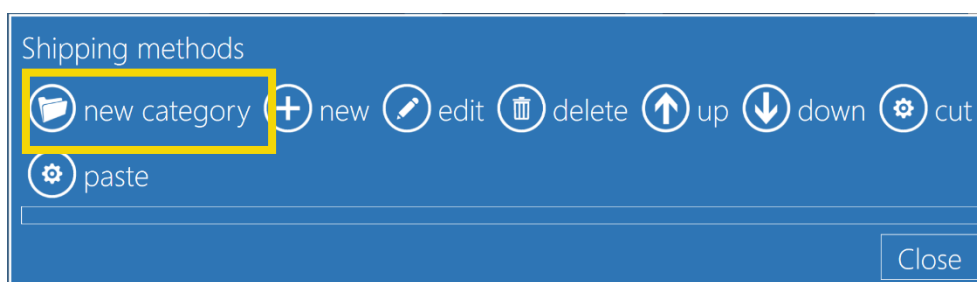
13. Click on the "Shipping methods" button, a new window will appear. Please enter the delivery options that will be available on your online store.



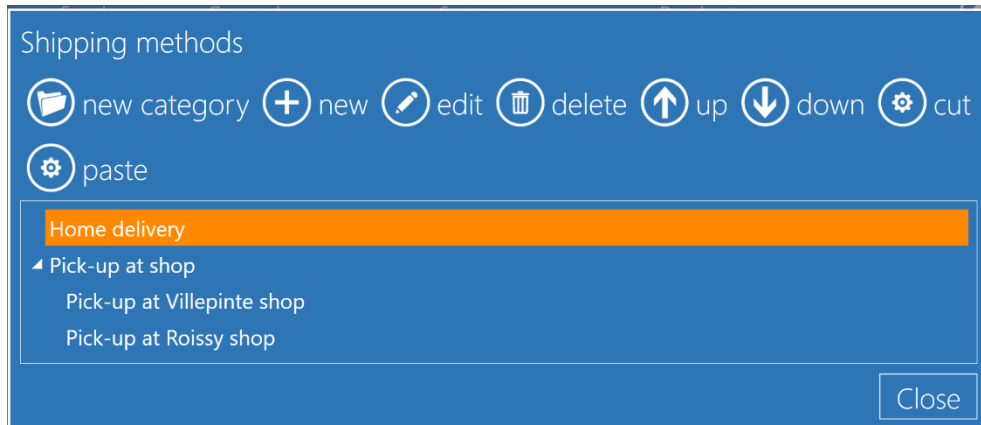
14. In the "Shipping methods" menu, you have 2 configuration options: "New category" and "New".
 - a. "New" allows you to create a single delivery method: home delivery or in-store pick-up.



- b. "New Category" allows you to group/list several pick-up points.

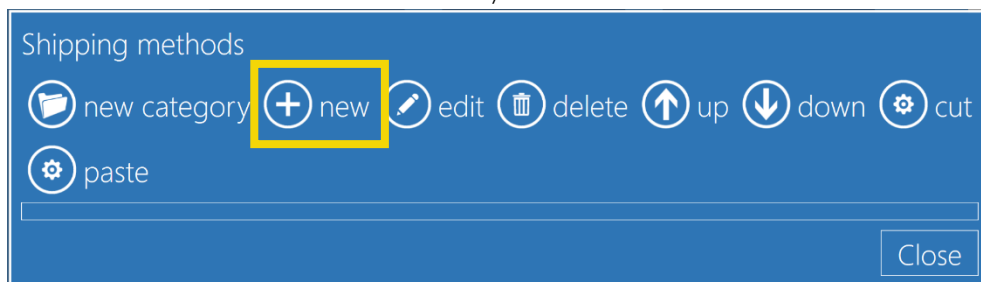


Ex: on my-Fotoflex interface, it would be possible to display 2 buttons: "Home delivery" and "Pick-up point". By clicking on "Pick-up point", you can display a list of stores offering your pick-up service.

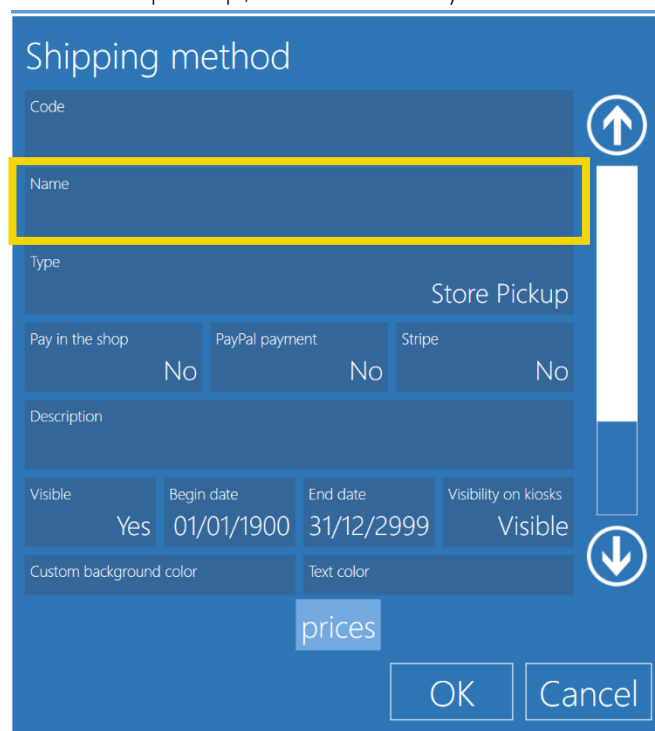


15. « New » configuration

- a. Click on "New" to define a delivery method.



- b. In the "Name" field, enter the name associated with the delivery method. For example: XX store pickup, home delivery or other...



Shipping method			
Code		↑	
Name			
Type		Store Pickup	
Pay in the shop	PayPal payment	Stripe	
No	No	No	
Description			
Visible	Begin date	End date	Visibility on kiosks
Yes	01/01/1900	31/12/2999	Visible
Custom background color		Text color	
prices			
OK		Cancel	

- c. In the "Type" field, select the desired delivery method: "Store pick-up" or "Home delivery". Only one selection is possible.

Shipping method

Code

Name

Type **Store Pickup**

Pay in the shop No PayPal payment No Stripe No

Description

Visible Yes Begin date 01/01/1900 End date 31/12/2999 Visibility on kiosks Visible

Custom background color Text color

prices

OK Cancel

- d. In the "In-store payment" field, select "Yes" or "No". By selecting "Yes", you authorize in-store payment.

Shipping method

Code

Name

Type **Store Pickup**

Pay in the shop No PayPal payment No Stripe No

Description

Visible Yes Begin date 01/01/1900 End date 31/12/2999 Visibility on kiosks Visible

Custom background color Text color

prices

OK Cancel

NOTE

Please do not configure Stripe/Paypal online payment (choose "No" in the configuration menu) for the proper work of the payment selected (only one payment method must be configured per Shipping method).

- e. In the "PayPal payment" field, select "Yes" or "No". By selecting "Yes", you authorize payment via Paypal.

Shipping method

Code

Name

Type

Store Pickup

Pay in the shop No **PayPal payment No** Stripe No

Description

Visible Yes Begin date 01/01/1900 End date 31/12/2999 Visibility on kiosks Visible

Custom background color Text color

prices

OK Cancel

NOTE (1)

Please do not configure payment in store (choose "No" in the configuration menu) for the correct operation of the proposed payment (only one payment method must be configured per Shipping method).

NOTE (2)

Paypal or Stripe can be configured via my-Fotoflex back office: backoffice.my-fotoflex.com, in the "Settings" menu, "Payment" section.

IMPORTANT

Don't forget to create an account with Stripe or Paypal, then fill in all the information provided to activate this service in the Back Office.

- f. In the "Payment by Stripe" field, select "Yes" or "No". By selecting "Yes", you authorize payment by Stripe.

Shipping method

Code

Name

Type

Store Pickup

Pay in the shop No PayPal payment No Stripe No

Description

Visible Yes Begin date 01/01/1900 End date 31/12/2999 Visibility on kiosks Visible

Custom background color Text color

prices

OK Cancel

NOTE (1)

Please do not configure payment in store (choose "No" in the configuration menu) for the correct operation of the proposed payment (only one payment method must be configured per Shipping method).

NOTE (2)

Paypal or Stripe can be configured via my-Fotoflex back office: backoffice.my-fotoflex.com, in the "Settings" menu, "Payment" section.

IMPORTANT

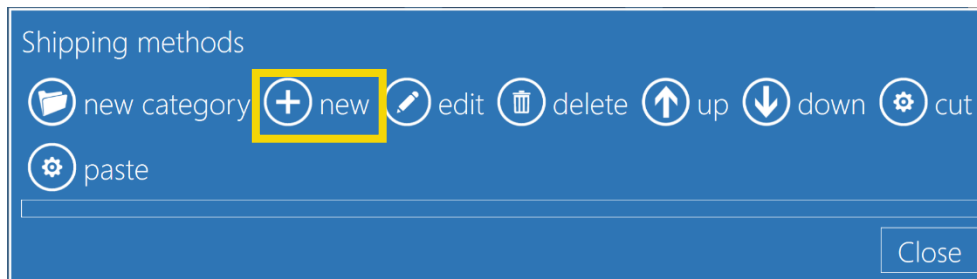
Don't forget to create an account with Stripe or Paypal, then fill in all the information provided to activate this service in the Back Office.

g. Other elements can be customized:

- "Description": this field lets you add a descriptive text below the icon when the customer chooses the shipping method.
- "Visible": this field allows you to make your shipping method visible or hidden by selecting "Yes"/"No".
- "Start date" & "End date": these fields allow you to define a period during which the Shipping method configured will be visible/available on your online store.
- "Custom background color": this field lets you set a background color for the icon of the configured shipping method.
- "Text color": this field lets you choose the color of the "Name" field configured previously.
- "Font": this field lets you choose a text font for your shipping method name & description.
- "Icon": this field lets you add a main image with the shipping method configured. Icon format to be respected: 1000x1000 pixels (min 96 dpi) in jpeg or png format.
- "Background image": this field lets you add a background image for the shipping method configured.
- "Price": this field lets you define a delivery cost and a minimum starting weight.

NOTE:

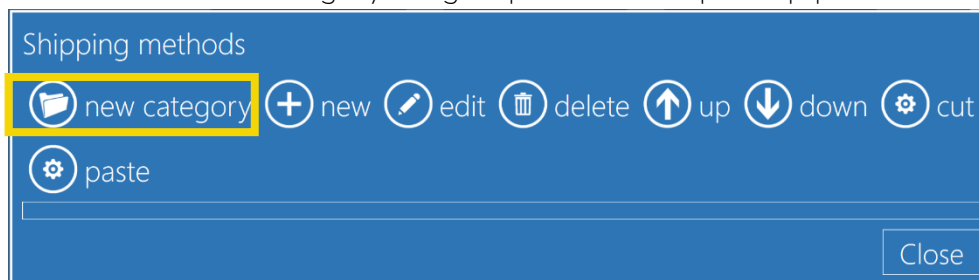
If you wish to offer several shipping methods, you will need to create a new shipping method by clicking on "New" again.

**IMPORTANT:**

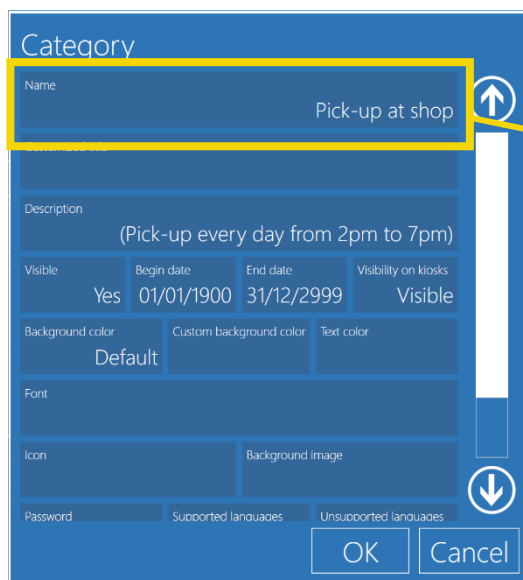
For in-store pick-up or delivery, you must take full responsibility for the logistics involved. my-Fotoflex service does not allow parcel tracking like ex: Mondial Relay®, Relay colis®, Chronopost®....

16. "New category" configuration

- a. Click on "New category" to group/list several pick-up points.



- b. In the "Name" field, define a name for the category/group of collection points (ex: Store pick-up).



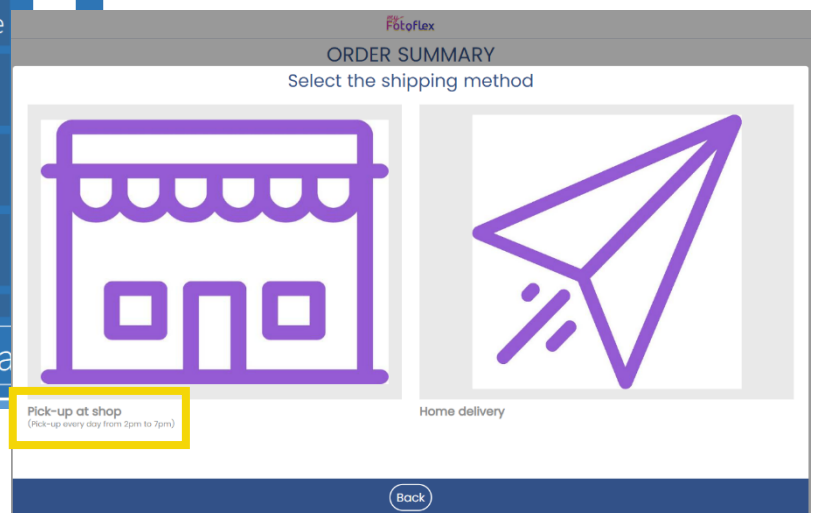
Name Pick-up at shop

c. Other elements can be customized:

- "Description": this field lets you add a descriptive text below the icon when the customer chooses the shipping method.

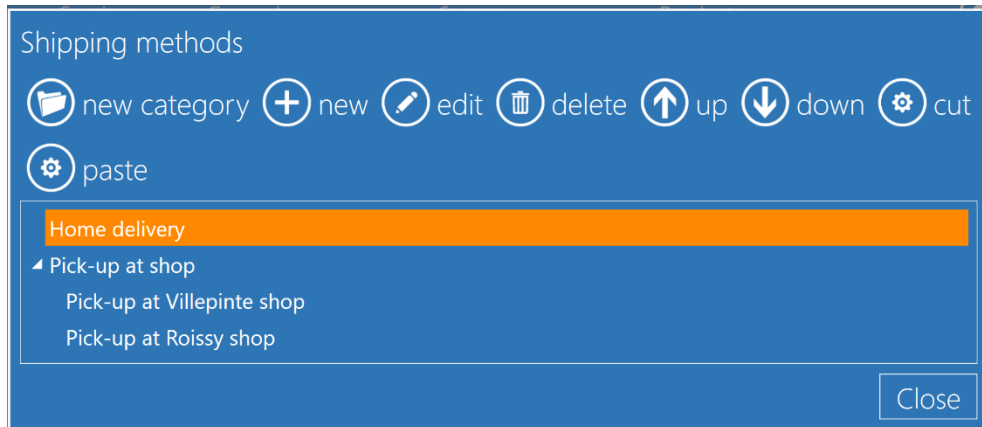
Configuration on the SL+ :

Overview of your online store:

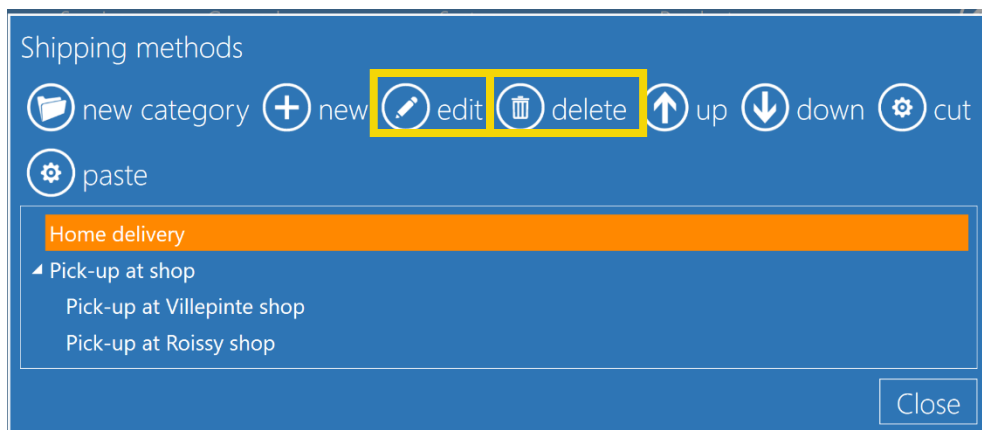


- "Visible": this field allows you to make your shipping method visible or hidden by selecting "Yes"/"No".
- "Start date" & "End date": these fields allow you to define a period during which the shipping method configured will be visible/available on your online store.
- "Custom background color": this field lets you set a background color for the icon of the configured shipping method.
- "Text color": this field lets you choose the color of the previously configured "Name" field.
- "Font": this field lets you choose a text font for your shipping method name & description.
- "Icon": this field lets you add a main image with the shipping method configured. Icon format to be respected: 1000x1000 pixels (min 96 dpi) in jpeg or png format.
- "Background image": this field lets you add a background image to the configured shipping method.

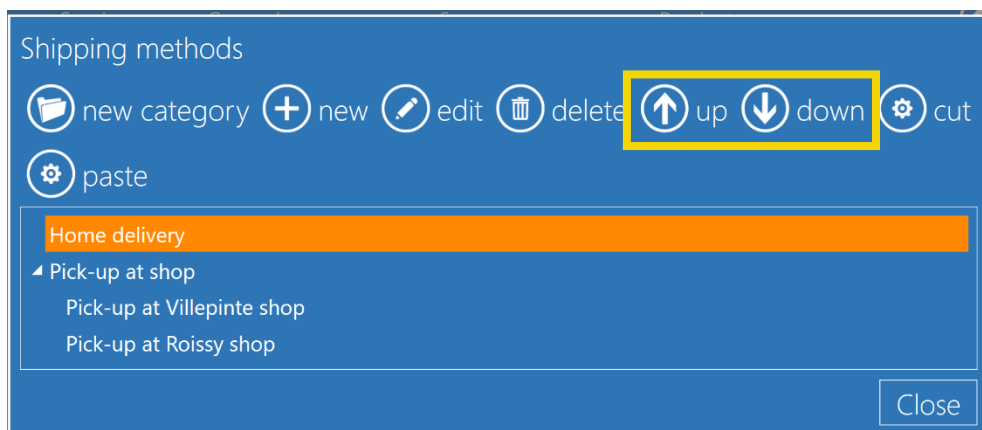
- d. Once you've created one or more delivery options/methods, you can integrate them into the category you've created.



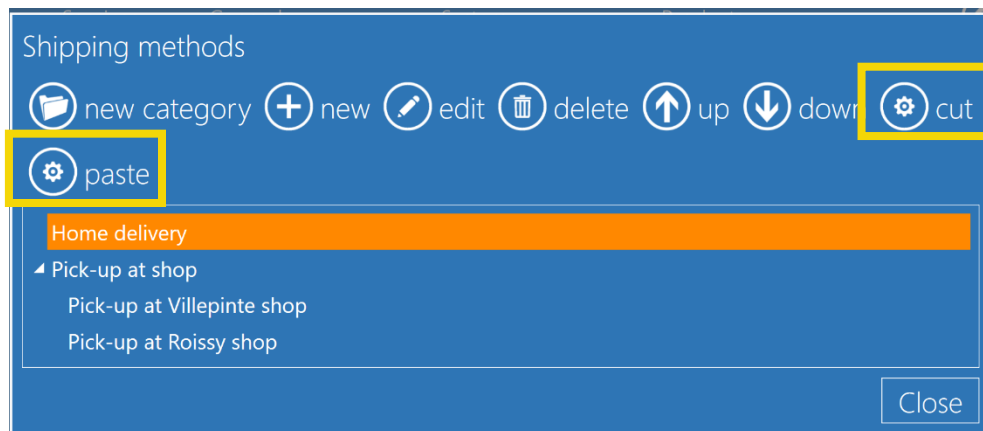
- e. You can modify or delete a category or delivery option at any time by selecting the desired item and clicking on "Edit" or "Delete".



- f. You can move a shipping method up or down within its group or a group of collection points by clicking on the arrows.



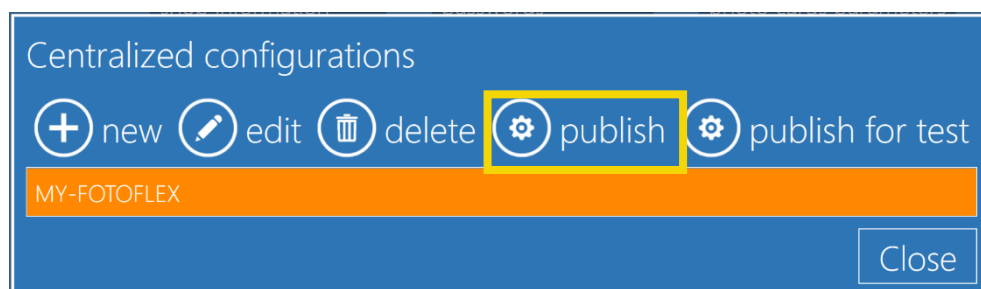
- g. You can also "cut"/"paste" delivery methods if you wish to move them to another category/group.



- h. Once you've defined your shipping methods, you can click on "Close" in the bottom right-hand corner.

NOTE

Once you have configured your shipping methods, please click on "my-Fotoflex" and "Configuration", then "Publish", accepting the message, in order to display the information, you have entered in your online store. Please wait a few moments while your online store is updating.



5. DESCRIPTION OF BACK-OFFICE TABS

IN THIS CHAPTER :

Dashboard

List of customers

Orders

Payment

Statistics

Packs

Banners

Coupons

Registration form

Product details

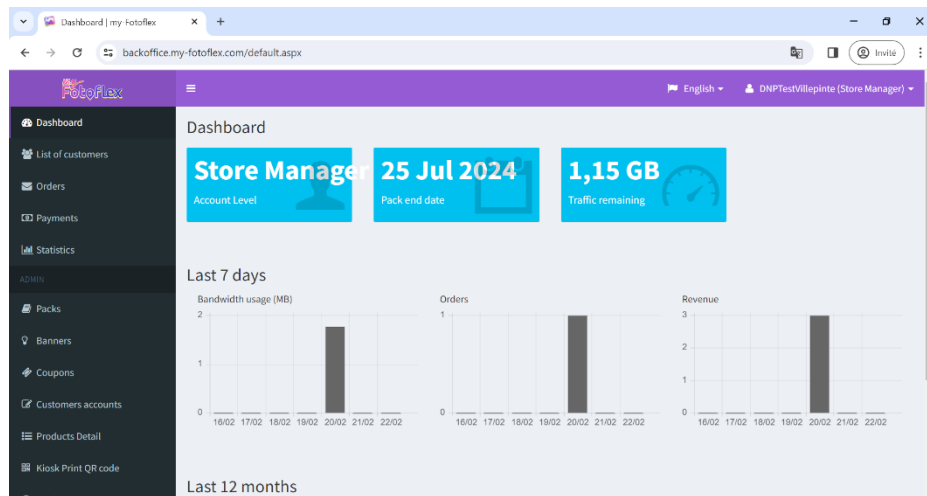
Terminal QR code

Settings

Store employees

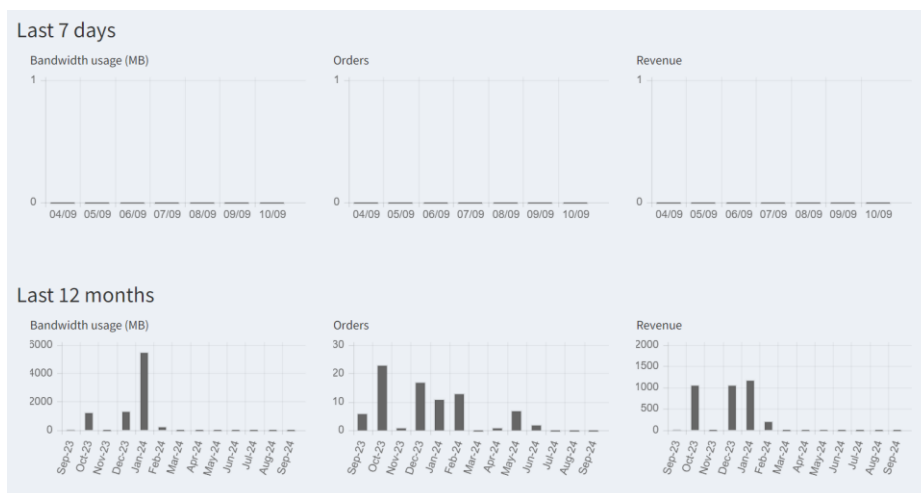
Contact us

Dashboard

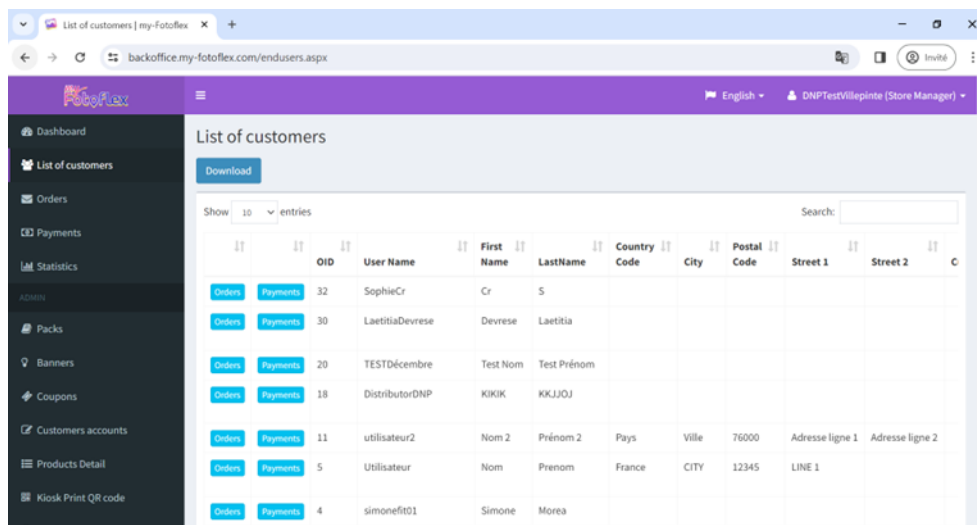


The dashboard allows you to view the main information related to your account:

- account level,
- pack end date,
- amount of GB remaining on your pack (data transferred to your DNP system),
- bandwidth usage (MB) over the last 7 days and 12 months,
- orders placed over the last 7 days and 12 months,
- sales over the last 7 days and 12 months



List of customers

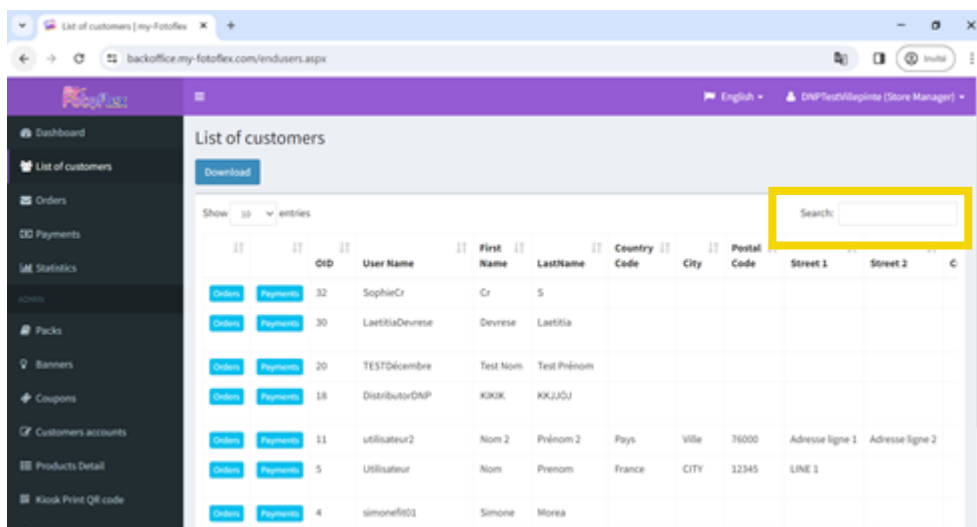


Search:

		OID	User Name	First Name	Last Name	Country Code	City	Postal Code	Street 1	Street 2	
Orders	Payments	32	SophieCr	Cr	S						
Orders	Payments	30	LaetitiaDevrese	Devrese	Laetitia						
Orders	Payments	20	TESTD�cembre	Test Nom	Test Pr�nom						
Orders	Payments	18	DistributeurDNP	KIKIK	KKJJJJ						
Orders	Payments	11	utilisateur2	Nom 2	Pr�nom 2	Pays	Ville	76000	Adresse ligne 1	Adresse ligne 2	
Orders	Payments	5	Utilisateur	Nom	Prenom	France	CITY	12345	LINE 1		
Orders	Payments	4	simoneff01	Simone	Morea						

In the "List of customers" tab, you can view information on customers who have placed orders, also the following access:

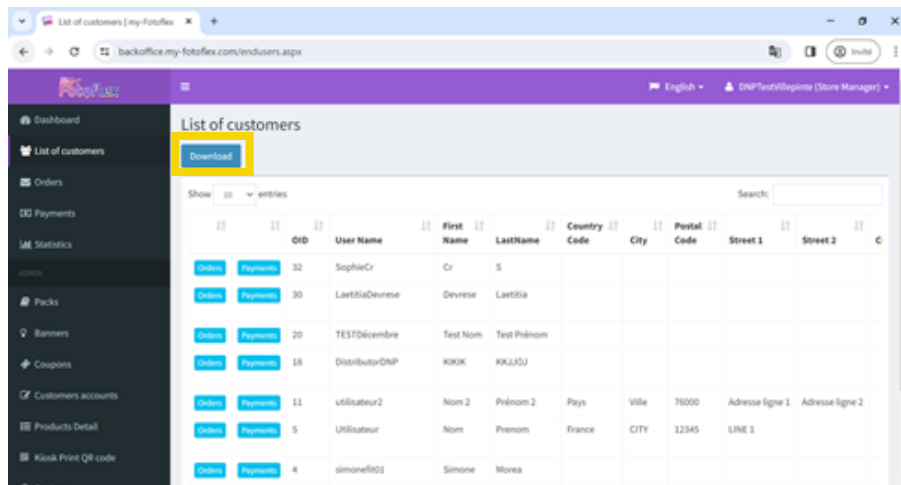
- Search for customer information using the search bar



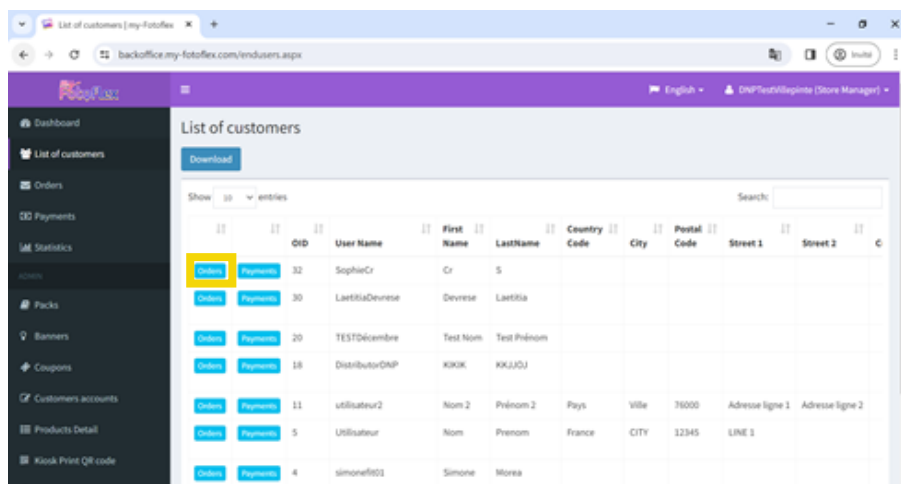
Search:

		OID	User Name	First Name	Last Name	Country Code	City	Postal Code	Street 1	Street 2	
Orders	Payments	32	SophieCr	Cr	S						
Orders	Payments	30	LaetitiaDevrese	Devrese	Laetitia						
Orders	Payments	20	TESTD�cembre	Test Nom	Test Pr�nom						
Orders	Payments	18	DistributeurDNP	KIKIK	KKJJJJ						
Orders	Payments	11	utilisateur2	Nom 2	Pr�nom 2	Pays	Ville	76000	Adresse ligne 1	Adresse ligne 2	
Orders	Payments	5	Utilisateur	Nom	Prenom	France	CITY	12345	LINE 1		
Orders	Payments	4	simoneff01	Simone	Morea						

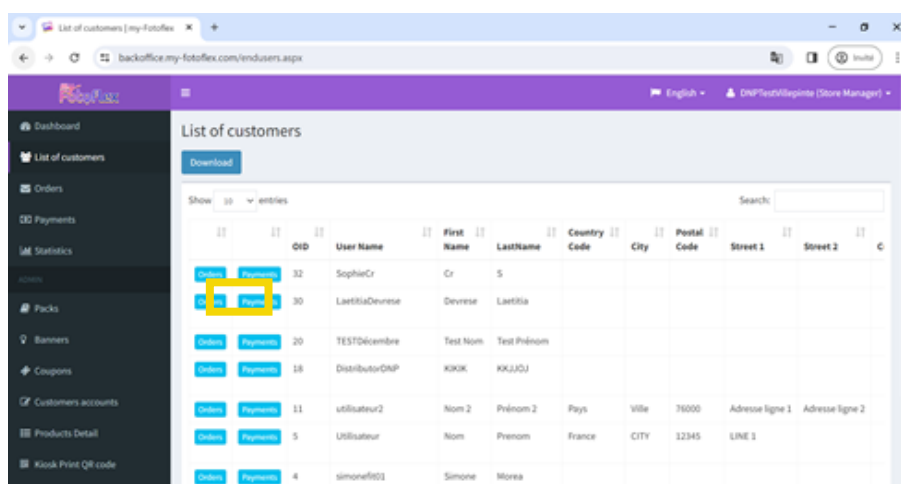
- Download the list of customers who have placed orders with their details via the "Download" button.



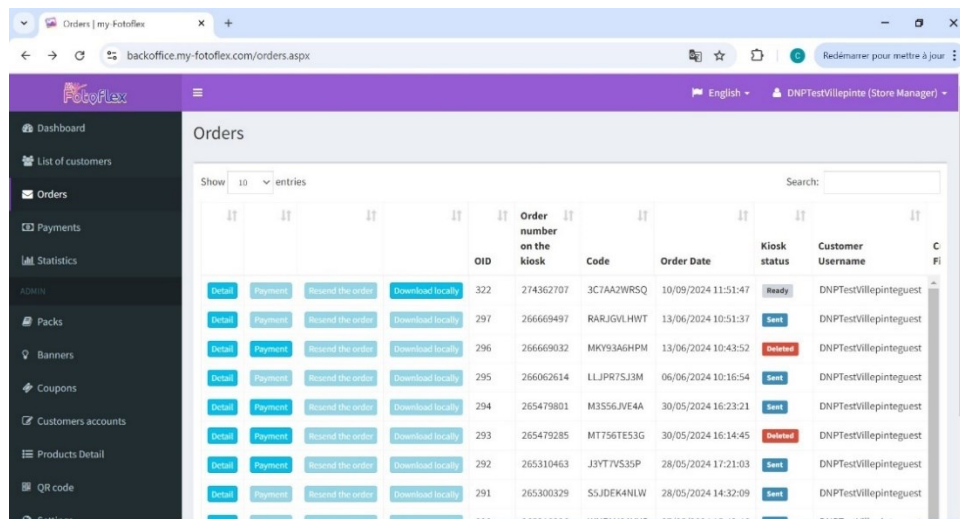
- View details of all orders placed by the end customer via the "Orders" button



- View the payment details chosen by the end customer for all orders via the "Payment" button



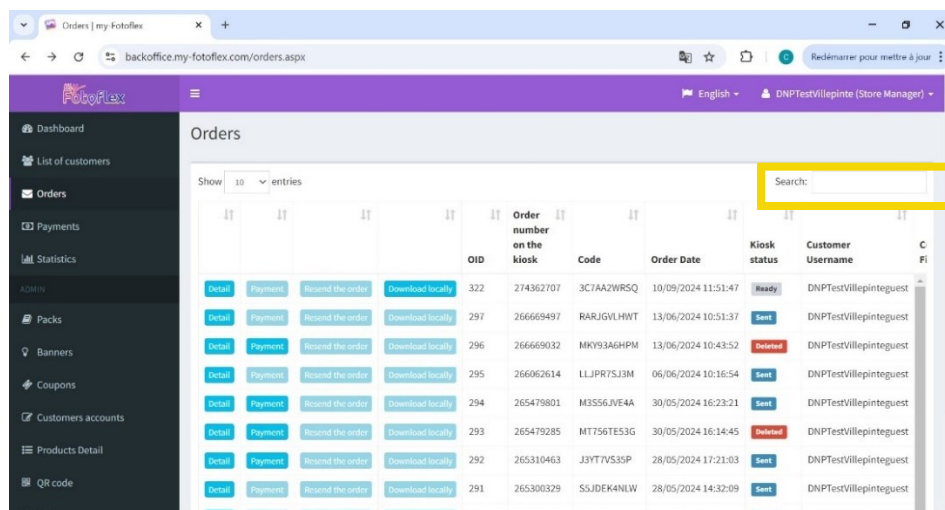
Orders



					Order number on the kiosk	Code	Order Date	Kiosk status	Customer Username	C	Fi
Detail	Payment	Resend the order	Download locally	322	274362707	3C7AA2WRSQ	10/09/2024 11:51:47	Ready	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	297	266669497	RARJGVLHWT	13/06/2024 10:51:37	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	296	266669032	MKY93AGHPM	13/06/2024 10:43:52	Deleted	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	295	266062614	LLJPR7SJ3M	06/06/2024 10:16:54	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	294	265479801	M3556JVE4A	30/05/2024 16:23:21	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	293	265479285	MT756TE53G	30/05/2024 16:14:45	Deleted	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	292	265310463	J3YT7V53SP	28/05/2024 17:21:03	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	291	265300329	SSJDEK4NLW	28/05/2024 14:32:09	Sent	DNPTestVilepinteguest		

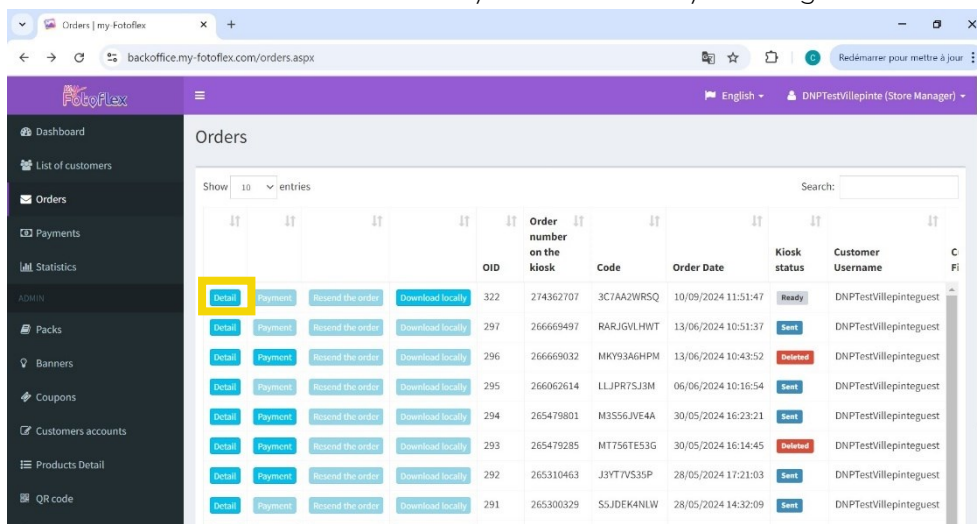
In the "Orders" tab, you can view all orders and access the following functions:

- Search for order information using the search bar



					Order number on the kiosk	Code	Order Date	Kiosk status	Customer Username	C	Fi
Detail	Payment	Resend the order	Download locally	322	274362707	3C7AA2WRSQ	10/09/2024 11:51:47	Ready	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	297	266669497	RARJGVLHWT	13/06/2024 10:51:37	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	296	266669032	MKY93AGHPM	13/06/2024 10:43:52	Deleted	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	295	266062614	LLJPR7SJ3M	06/06/2024 10:16:54	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	294	265479801	M3556JVE4A	30/05/2024 16:23:21	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	293	265479285	MT756TE53G	30/05/2024 16:14:45	Deleted	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	292	265310463	J3YT7V53SP	28/05/2024 17:21:03	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	291	265300329	SSJDEK4NLW	28/05/2024 14:32:09	Sent	DNPTestVilepinteguest		

- “Detail”: Consult a technical summary of the order by clicking on the "details" button.



					Order number on the kiosk	Code	Order Date	Kiosk status	Customer Username	C	Fi
Detail	Payment	Resend the order	Download locally	322	274362707	3C7AA2WRSQ	10/09/2024 11:51:47	Ready	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	297	266669497	RARJGVLHWT	13/06/2024 10:51:37	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	296	266669032	MKY93AGHPM	13/06/2024 10:43:52	Deleted	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	295	266062614	LLJPR7SJ3M	06/06/2024 10:16:54	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	294	265479801	M3556JVE4A	30/05/2024 16:23:21	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	293	265479285	MT756TE53G	30/05/2024 16:14:45	Deleted	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	292	265310463	J3YT7V53SP	28/05/2024 17:21:03	Sent	DNPTestVilepinteguest		
Detail	Payment	Resend the order	Download locally	291	265300329	SSJDEK4NLW	28/05/2024 14:32:09	Sent	DNPTestVilepinteguest		

- "Payment": View a summary of payment for the selected order by clicking on "Payment".
 - Clicking on "Payment" will take you to the "Payment" category (please refer to the "Payment" section).
- Mark as downloadable: to change the order status
- Download: Download each order to your PC via the "Download" button. This order will need to be unzipped before being copied to a USB stick for processing on your SL+ system.

Orders

Show 10 entries

Search:

				OID	Order number on the kiosk	Code	Order Date	Kiosk status	Customer Username	C	Fi
Detail	Payment	Resend the order	Download locally	322	274362707	3C7AA2WRSQ	10/09/2024 11:51:47	Ready	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	297	266669497	RARJGVLHWT	13/06/2024 10:51:37	Sent	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	296	266669032	MKY93A6HPM	13/06/2024 10:43:52	Deleted	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	295	266062614	LLJPR7SJ3M	06/06/2024 10:16:54	Sent	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	294	265479801	M3556JVE4A	30/05/2024 16:23:21	Sent	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	293	265479285	MT756TE53G	30/05/2024 16:14:45	Deleted	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	292	265310463	J3YT7V535P	28/05/2024 17:21:03	Sent	DNPTestVilleginteguest		
Detail	Payment	Resend the order	Download locally	291	265300329	SSJDEK4NLW	28/05/2024 14:32:09	Sent	DNPTestVilleginteguest		

[DW-guest-274362707-20240910-1151-c19e1e8d.COM](#)

Payment

	OID	Order Number	Shop name	Paid	Paid On	Amount	Customer	Transaction ID
Mark as Paid Order	54	266669032		No		0,7000	3	42757f9c-ffa5-403e-a591-bb882536
Mark as Paid Order	53	265479801		Yes	11/06/2024 01:01:26	0,3500	3	8b17b783-934b-4db5-865b-b4daf9
Mark as Paid Order	52	265479285		No		0,3500	3	0b56d968-db45-4932-8886-f04432
Mark as Paid Order	51	265310463		Yes	28/05/2024 17:24:21	1,4000	3	964abebf-1f92-4693-b256-6831499
Mark as Paid Order	50	265218120		No		4,0000	3	f2fe96dc-3060-4fe1-ab44-0a8da70f
Mark as Paid Order	49	255783368		Yes	08/02/2024 10:57:58	63,0000	3	65e202a8-5917-434a-80c7-0fea226
Mark as Paid Order	48	255624375		Yes	06/02/2024 14:47:14	63,0000	3	e3d25a5a-f124-44f6-957a-b249ab4
Mark as Paid Order	45	252167829		Yes	28/12/2023 14:37:47	6,0000	3	124c352e-c39d-4f6c-a8e1-f097a53
Mark as Paid Order	44	252083617		Yes	03/01/2024 11:45:08	16,0000	3	7d1a9ce7-395e-491d-8431-51f12d

In the "Payment" tab, you can view all order payment transactions and access the following functions:

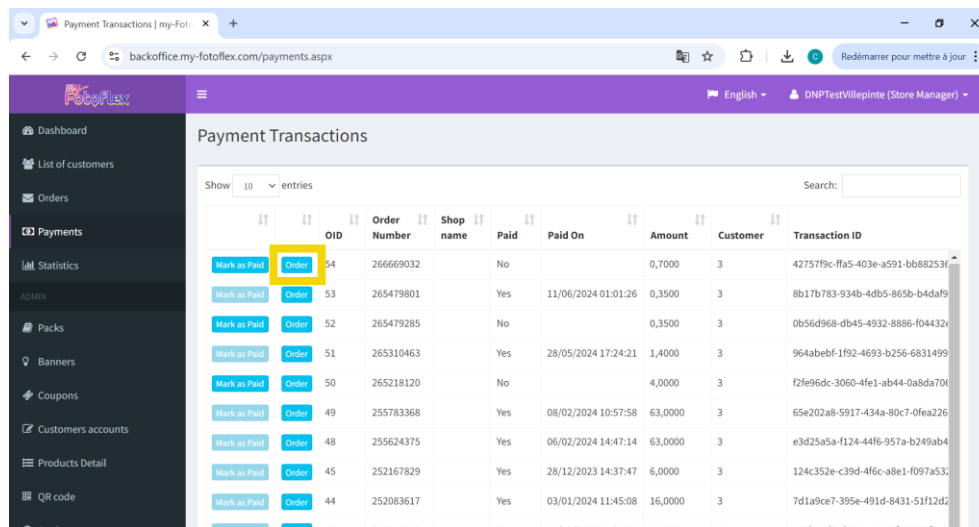
- Search for payment information using the search bar

	OID	Order Number	Shop name	Paid	Paid On	Amount	Customer	Transaction ID
Mark as Paid Order	54	266669032		No		0,7000	3	42757f9c-ffa5-403e-a591-bb882536
Mark as Paid Order	53	265479801		Yes	11/06/2024 01:01:26	0,3500	3	8b17b783-934b-4db5-865b-b4daf9
Mark as Paid Order	52	265479285		No		0,3500	3	0b56d968-db45-4932-8886-f04432
Mark as Paid Order	51	265310463		Yes	28/05/2024 17:24:21	1,4000	3	964abebf-1f92-4693-b256-6831499
Mark as Paid Order	50	265218120		No		4,0000	3	f2fe96dc-3060-4fe1-ab44-0a8da70f
Mark as Paid Order	49	255783368		Yes	08/02/2024 10:57:58	63,0000	3	65e202a8-5917-434a-80c7-0fea226
Mark as Paid Order	48	255624375		Yes	06/02/2024 14:47:14	63,0000	3	e3d25a5a-f124-44f6-957a-b249ab4
Mark as Paid Order	45	252167829		Yes	28/12/2023 14:37:47	6,0000	3	124c352e-c39d-4f6c-a8e1-f097a53
Mark as Paid Order	44	252083617		Yes	03/01/2024 11:45:08	16,0000	3	7d1a9ce7-395e-491d-8431-51f12d

- Mark as paid": change the payment status from unpaid to paid by clicking on "Mark as paid". For example, if a customer pays in your store, you can use this menu to change the status of the payment to paid to keep track of them in your statistics.

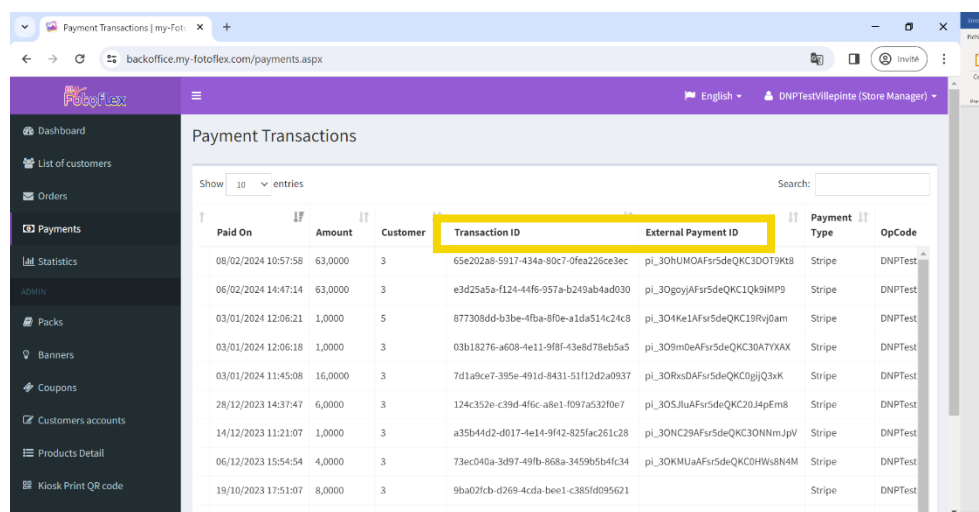
	OID	Order Number	Shop name	Paid	Paid On	Amount	Customer	Transaction ID
Mark as Paid Order	54	266669032		No		0,7000	3	42757f9c-ffa5-403e-a591-bb882536
Mark as Paid Order	53	265479801		Yes	11/06/2024 01:01:26	0,3500	3	8b17b783-934b-4db5-865b-b4daf9
Mark as Paid Order	52	265479285		No		0,3500	3	0b56d968-db45-4932-8886-f04432
Mark as Paid Order	51	265310463		Yes	28/05/2024 17:24:21	1,4000	3	964abebf-1f92-4693-b256-6831499
Mark as Paid Order	50	265218120		No		4,0000	3	f2fe96dc-3060-4fe1-ab44-0a8da70f
Mark as Paid Order	49	255783368		Yes	08/02/2024 10:57:58	63,0000	3	65e202a8-5917-434a-80c7-0fea226
Mark as Paid Order	48	255624375		Yes	06/02/2024 14:47:14	63,0000	3	e3d25a5a-f124-44f6-957a-b249ab4
Mark as Paid Order	45	252167829		Yes	28/12/2023 14:37:47	6,0000	3	124c352e-c39d-4f6c-a8e1-f097a53
Mark as Paid Order	44	252083617		Yes	03/01/2024 11:45:08	16,0000	3	7d1a9ce7-395e-491d-8431-51f12d

"Order": Consult a technical summary of the order by clicking on the "Order" button.



Mark as Paid	Order	Order Number	Shop name	Paid	Paid On	Amount	Customer	Transaction ID
Mark as Paid	Order	54	266669032	No		0,7000	3	42757f9c-fa5-403e-a591-bb88253c
Mark as Paid	Order	53	265479801	Yes	11/06/2024 01:01:26	0,3500	3	8b17b783-934b-4db5-865b-b4da9
Mark as Paid	Order	52	265479285	No		0,3500	3	0b56d968-db45-4932-8886-f04432
Mark as Paid	Order	51	265310463	Yes	28/05/2024 17:24:21	1,4000	3	964abebf-1f92-4693-b256-6831499
Mark as Paid	Order	50	265218120	No		4,0000	3	f2fe96dc-3060-4fe1-ab44-0a8da70
Mark as Paid	Order	49	255783368	Yes	08/02/2024 10:57:58	63,0000	3	65e202a8-5917-434a-80c7-0fea226
Mark as Paid	Order	48	255624375	Yes	06/02/2024 14:47:14	63,0000	3	e3d25a5a-f124-44f6-957a-b249ab4
Mark as Paid	Order	45	252167829	Yes	28/12/2023 14:37:47	6,0000	3	124c352e-c39d-4f6c-a8e1-f097a53
Mark as Paid	Order	44	252083617	Yes	03/01/2024 11:45:08	16,0000	3	7d1a9ce7-395e-491d-8431-51f12d2

- For more information on payment details ("Transaction ID" & "External payment ID" fields), please consult your Stripe or PayPal account directly on the provider dashboard interface.



Paid On	Amount	Customer	Transaction ID	External Payment ID	Payment Type	OpCode
08/02/2024 10:57:58	63,0000	3	65e202a8-5917-434a-80c7-0fea226ce3ec	pi_3OHUOAFsr5deQK3D0T9Kt8	Stripe	DNPTes
06/02/2024 14:47:14	63,0000	3	e3d25a5a-f124-44f6-957a-b249ab4ad030	pi_3OgovjAFsr5deQK3D0T9Kt8	Stripe	DNPTes
03/01/2024 12:06:21	1,0000	5	877308dd-b3be-4fba-8fde-a1da514c2c8	pi_3O4Ke1AFsr5deQK3D0T9Kt8	Stripe	DNPTes
03/01/2024 12:06:18	1,0000	3	03b18276-a608-4e11-9bf1-43e8d78eb5a5	pi_3O9moeAFsr5deQK3D0T9Kt8	Stripe	DNPTes
03/01/2024 11:45:08	16,0000	3	7d1a9ce7-395e-491d-8431-51f12d2a0937	pi_3ORxsDAFsr5deQK3D0T9Kt8	Stripe	DNPTes
28/12/2023 14:37:47	6,0000	3	124c352e-c39d-4f6c-a8e1-f097a532f0e7	pi_3OSJluAFsr5deQK3D0T9Kt8	Stripe	DNPTes
14/12/2023 11:21:07	1,0000	3	a35b44d2-d017-4e14-9f42-825fac261c28	pi_3ONC29AFsr5deQK3D0T9Kt8	Stripe	DNPTes
06/12/2023 15:54:54	4,0000	3	73ec040a-3d97-491b-868a-3459b5b4fc34	pi_3OKMuAFsr5deQK3D0T9Kt8	Stripe	DNPTes
19/10/2023 17:51:07	8,0000	3	9ba02fcb-d269-4cda-bee1-c385fd095621		Stripe	DNPTes

Statistics

In the "Statistics" tab, you can access your online store's sales data. You can view or download this data (in XLS or XML format), adding filters or groups as required:

Filters :

- Start date & end date (you can select filters such as "yesterday", "last week", "current month" etc.).

- Warehouse: if you have several warehouses, you can select one or more warehouses. If you only have one store you can leave the default configuration.

Statistics

Filter by

Today Yesterday Last week Current week Last month Current month
Last year Current year

Date From 1 January 2024 To 31
January 2024

Account DNPTTestVillepinte

Shop -

Customer -

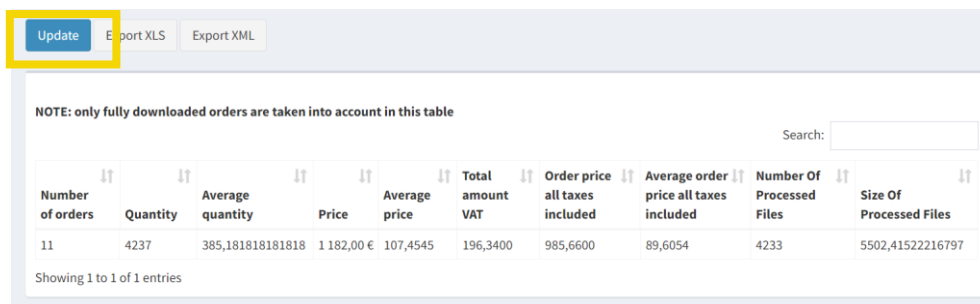
Groups:

Group by

-	-	-	-
Shop Code	Shop Code	Shop Code	Shop Code
Order Number	Order Number	Order Number	Order Number
Customer FirstName	Customer FirstName	Customer FirstName	Customer FirstName
Customer LastName	Customer LastName	Customer LastName	Customer LastName
Customer City	Customer City	Customer City	Customer City
Customer Zip code	Customer Zip code	Customer Zip code	Customer Zip code
Customer Country	Customer Country	Customer Country	Customer Country
Customer Currency	Customer Currency	Customer Currency	Customer Currency
Product Code	Product Code	Product Code	Product Code

- Order number,
- Customer name,
- Product type,
- Paper type,
- Day of order
- Payment type,
-

If you wish to update the complete list of orders in your online store, or export the list with the latest orders received, click on "Update".

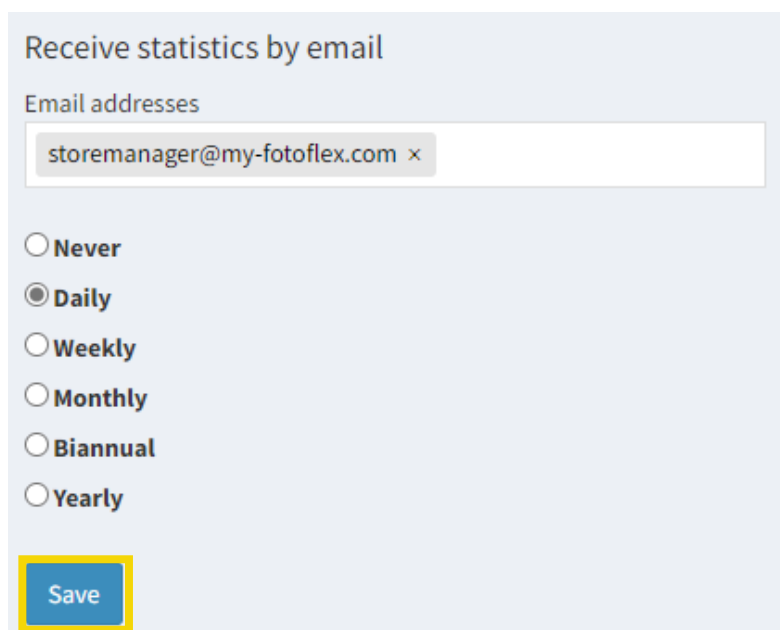


The screenshot shows a web interface with three buttons at the top: 'Update' (highlighted with a yellow box), 'Export XLS', and 'Export XML'. Below the buttons is a table with order statistics. A note above the table states: 'NOTE: only fully downloaded orders are taken into account in this table'. A search bar is located to the right of the table. The table has 10 columns: 'Number of orders', 'Quantity', 'Average quantity', 'Price', 'Average price', 'Total amount VAT', 'Order price all taxes included', 'Average order price all taxes included', 'Number Of Processed Files', and 'Size Of Processed Files'. The first row of data shows values for 11 orders. At the bottom, it says 'Showing 1 to 1 of 1 entries'.

Number of orders	Quantity	Average quantity	Price	Average price	Total amount VAT	Order price all taxes included	Average order price all taxes included	Number Of Processed Files	Size Of Processed Files
11	4237	385,181818181818	1 182,00 €	107,4545	196,3400	985,6600	89,6054	4233	5502,41522216797

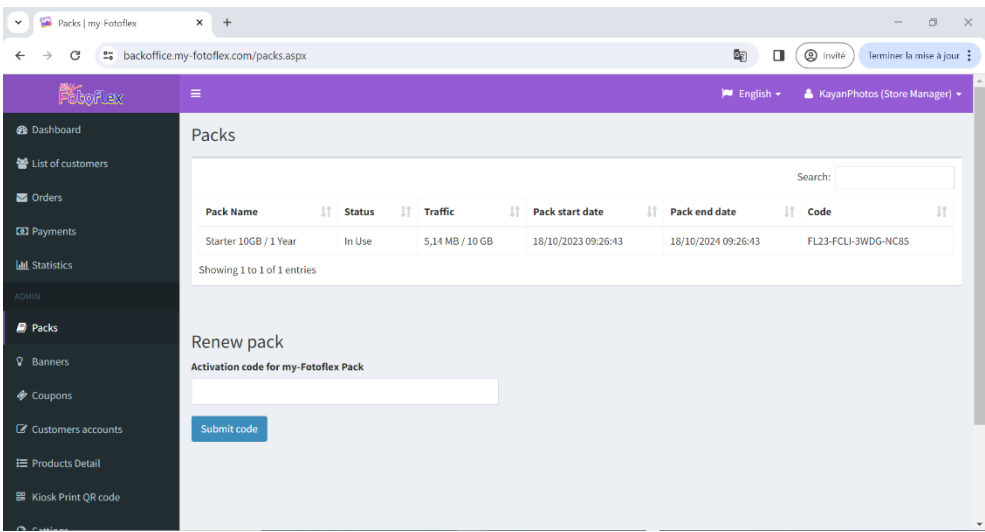
Showing 1 to 1 of 1 entries

You can also define your own automatic statistical reports to be sent to you by e-mail. To do this, enter one or more e-mail addresses in the field, then define the frequency (daily, weekly, monthly, Biannual & Yearly) below and click on "Save".



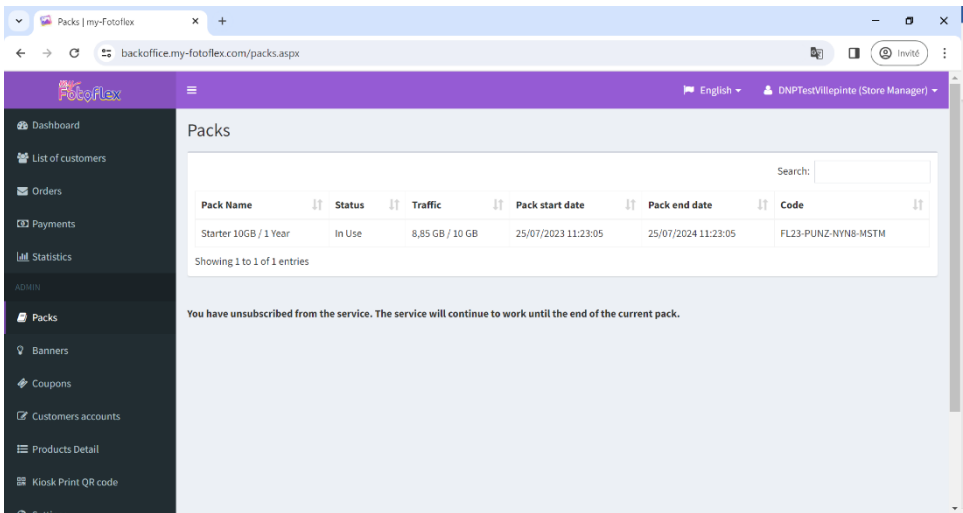
The screenshot shows a form titled 'Receive statistics by email'. It has a section for 'Email addresses' with a text input field containing 'storemanager@my-fotoflex.com' and a close button 'x'. Below this is a list of radio buttons for frequency: 'Never', 'Daily' (selected), 'Weekly', 'Monthly', 'Biannual', and 'Yearly'. At the bottom, there is a 'Save' button highlighted with a yellow box.

Packs

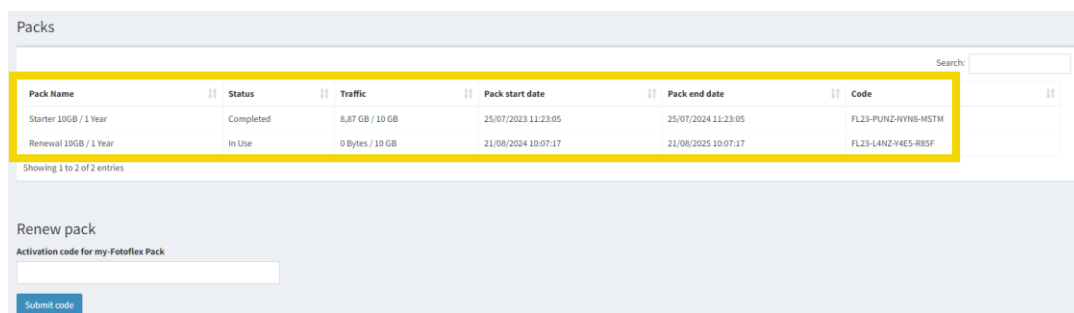
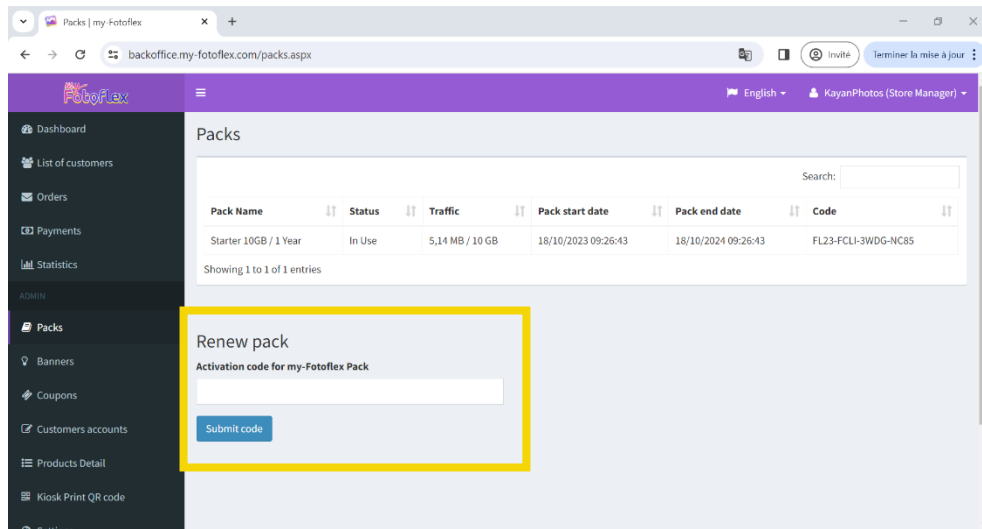


In the "Packs" tab, you can access information on the status of your pack: pack consumption, validity date, etc.

NOTE: If you have unsubscribed from my-Fotoflex service, a message will appear informing you of this. You will be able to use your current pack until its expiration date.



In this tab, once your current pack has expired, you can renew it. An activation code will be sent to you by e-mail following your payment, so all you must do is enter it in the field below and click on "Submit code":

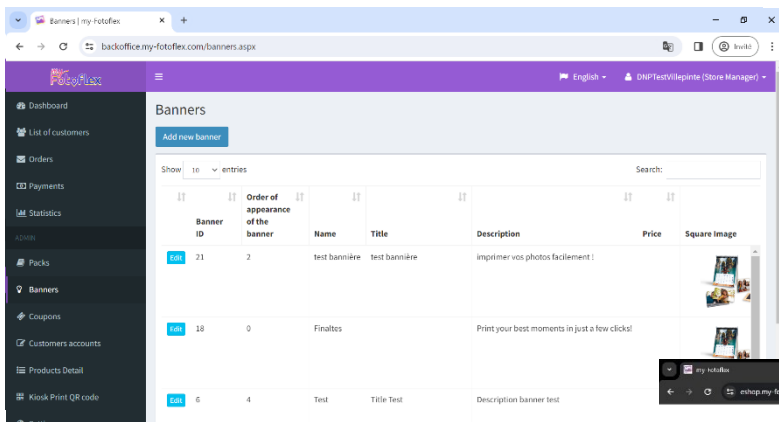


NOTE: If you are not entering the renewal pack code before the pack expiration date, the shop gets deactivated and disappears from the my-Fotoflex map, and the renewal pack field gets deactivated.

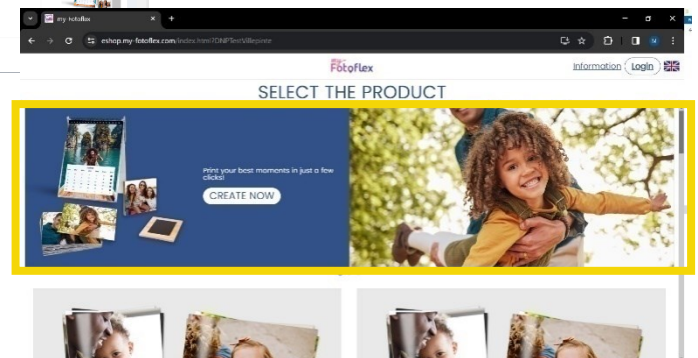
To resume/re-activate please contact your DNP distributor to order a renewal pack and get the activation code.

Banners

Back-Office:



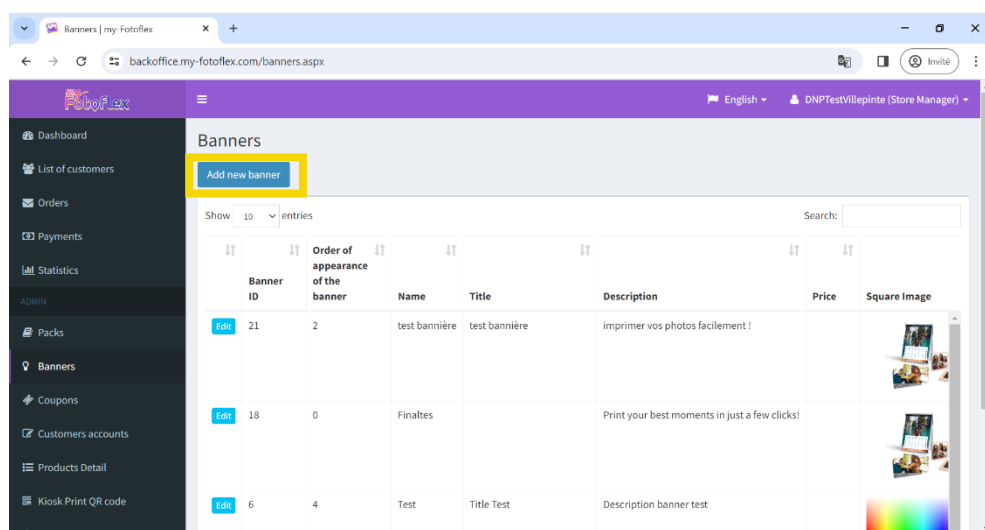
Online shop:



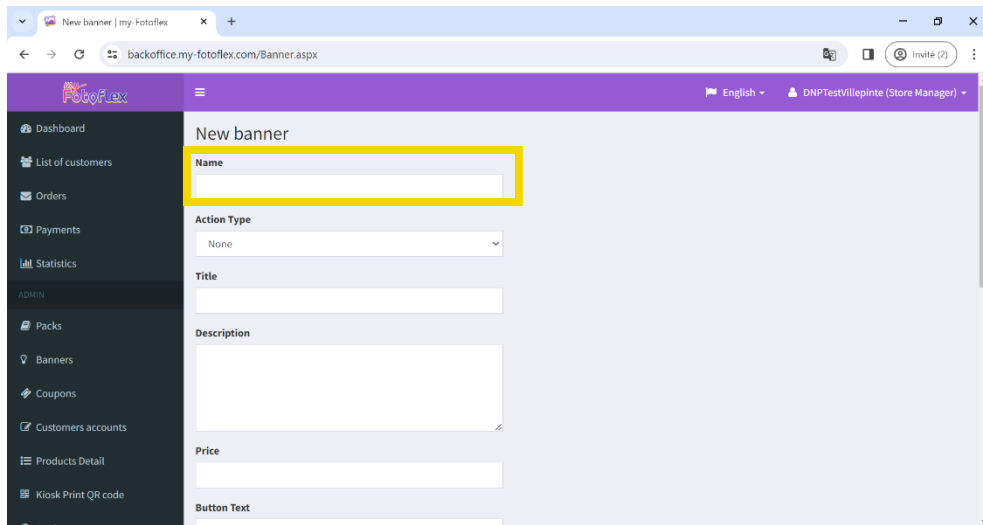
In the "Banners" tab, you can access all generated banners and create new ones.
All generated banners will be visible at the top of your online store.

To create a new banner:

1. Click on "Add a new banner".

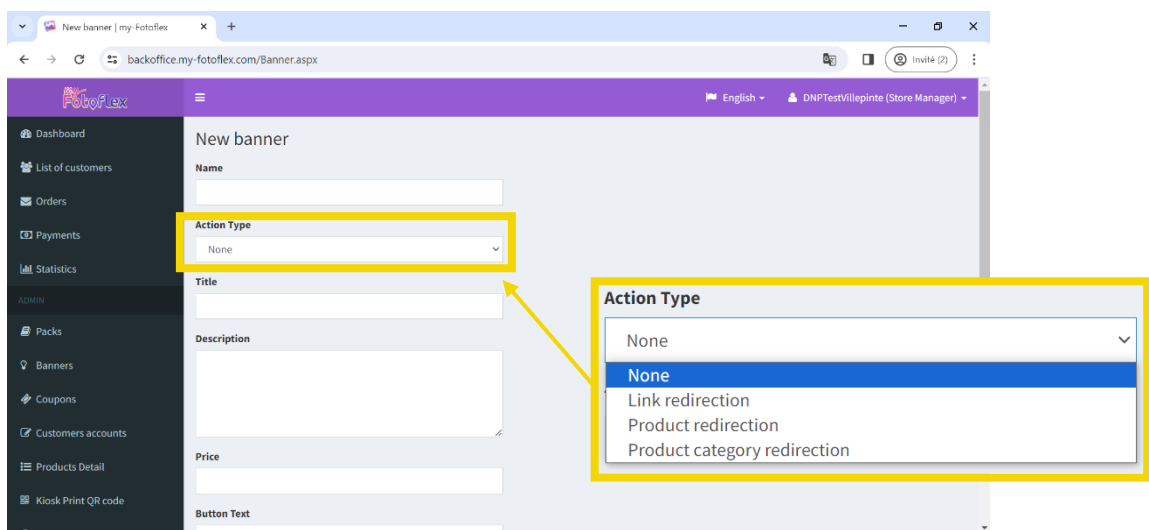


2. "Name": enter the name of your banner, which will only appear in the Back-Office (and not on your online store).



The screenshot shows the 'New banner' form in the Fotoflex back office. The 'Name' field is highlighted with a yellow box. The form includes fields for 'Name', 'Action Type' (set to 'None'), 'Title', 'Description', 'Price', and 'Button Text'. The left sidebar contains navigation links for Dashboard, List of customers, Orders, Payments, Statistics, ADMIN, Packs, Banners, Coupons, Customers accounts, Products Detail, and Kiosk Print QR code.

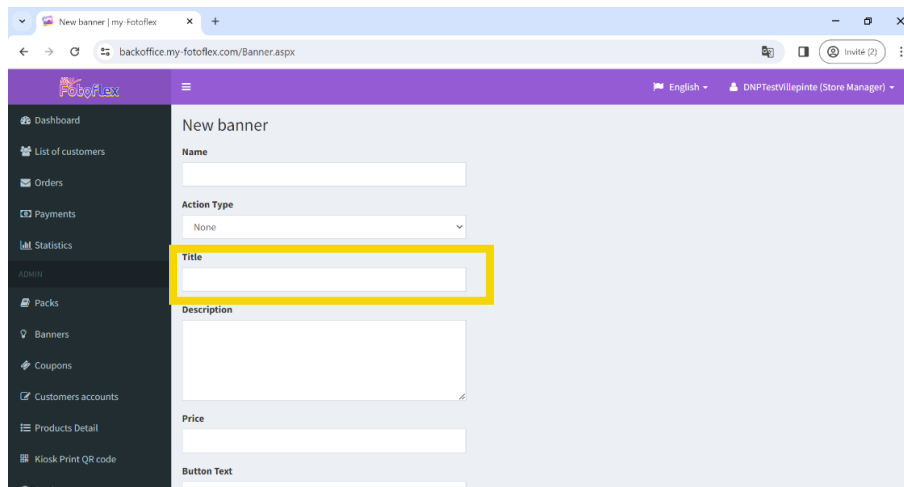
3. "Action type": select the type of action associated with the clickable button on your banner.



The screenshot shows the 'New banner' form in the Fotoflex back office. The 'Action Type' dropdown menu is open, showing options: 'None', 'Link redirection', 'Product redirection', and 'Product category redirection'. The 'None' option is highlighted. The 'Name' field is also highlighted with a yellow box. The left sidebar contains navigation links for Dashboard, List of customers, Orders, Payments, Statistics, ADMIN, Packs, Banners, Coupons, Customers accounts, Products Detail, and Kiosk Print QR code.

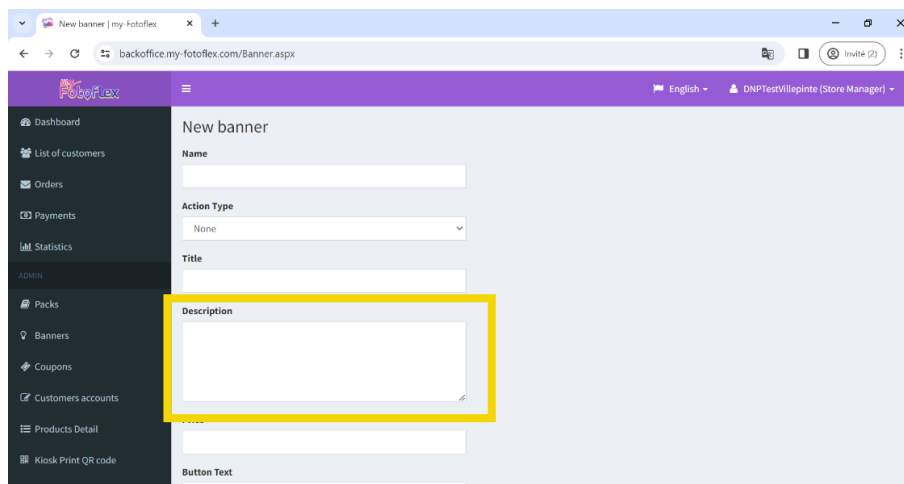
- "None": no action button will be visible on the banner.
- "Link redirection": a link will be added to the clickable button. You'll need to insert the link in the "Link" field. This link is a URL to another website.
- "Product redirection": a shortcut to a product will be added to the clickable button. You'll need to select the product in the "S_Product" field. For Example: 10x15 cm print.
- "Product category redirection": a shortcut to a product category will be added to the clickable button. You'll need to select the product in the "Category" field. For Example: Panoramic prints

" Title": Enter the title of your banner. This title will be visible to your customers on your online store.



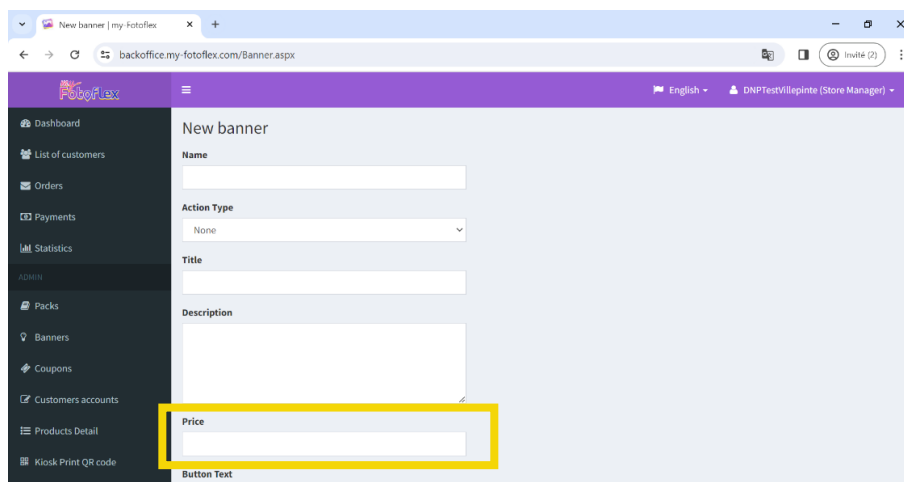
The screenshot shows the 'New banner' form in the Fotoflex back office. The form includes fields for Name, Action Type (set to None), Title, Description, Price, and Button Text. The 'Title' field is highlighted with a yellow box.

4. "Description": Enter a description for your banner. This text will be visible below the title.



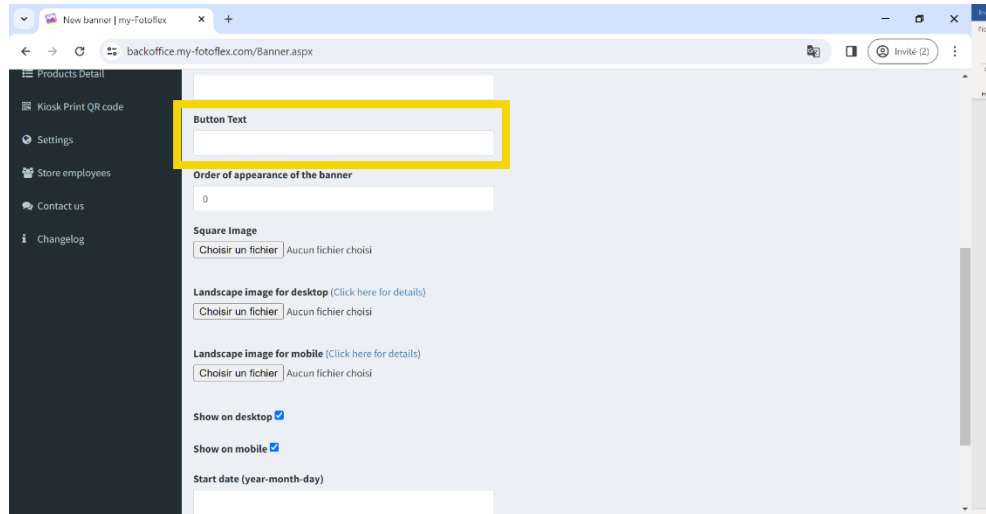
The screenshot shows the 'New banner' form in the Fotoflex back office. The 'Description' field is highlighted with a yellow box.

5. "Price": Enter a price if you wish to associate your banner with a product or product category. As soon as you enter a price, the text "From" will be integrated above the indicated price. For example: from €9.



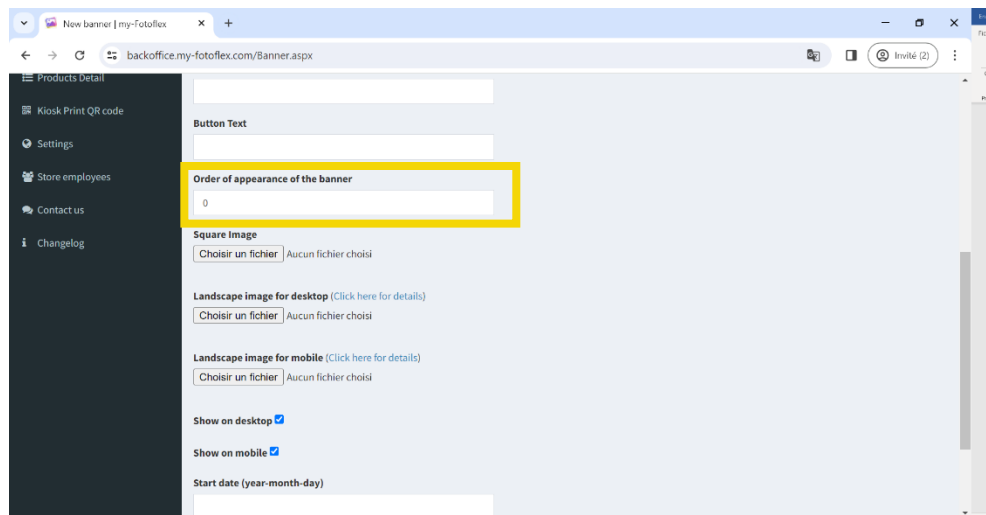
The screenshot shows the 'New banner' form in the Fotoflex back office. The 'Price' field is highlighted with a yellow box.

6. "Button Text": enter a text to appear in the clickable button.



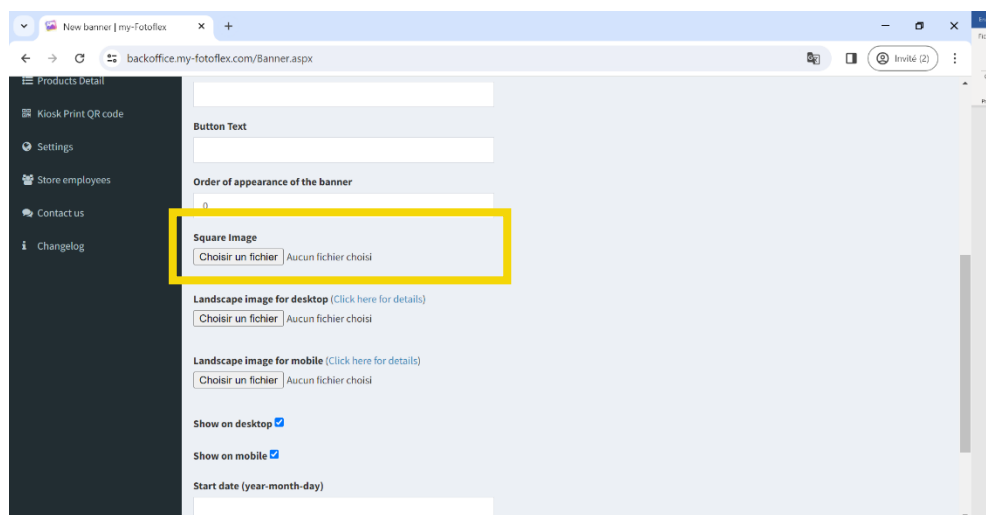
The screenshot shows the 'New banner' form in the my-Fotoflex Back Office. The 'Button Text' field is highlighted with a yellow box. The form includes a sidebar with navigation links: Products Detail, Kiosk Print QR code, Settings, Store employees, Contact us, and Changelog. The main form area contains fields for 'Button Text', 'Order of appearance of the banner' (with a value of 0), 'Square Image' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Landscape image for desktop' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Landscape image for mobile' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Show on desktop' (checked), 'Show on mobile' (checked), and 'Start date (year-month-day)'.

7. "Order of appearance of the banner": enter a number to define the order of appearance (0,1,2,3...) of your banners on your online store interface.



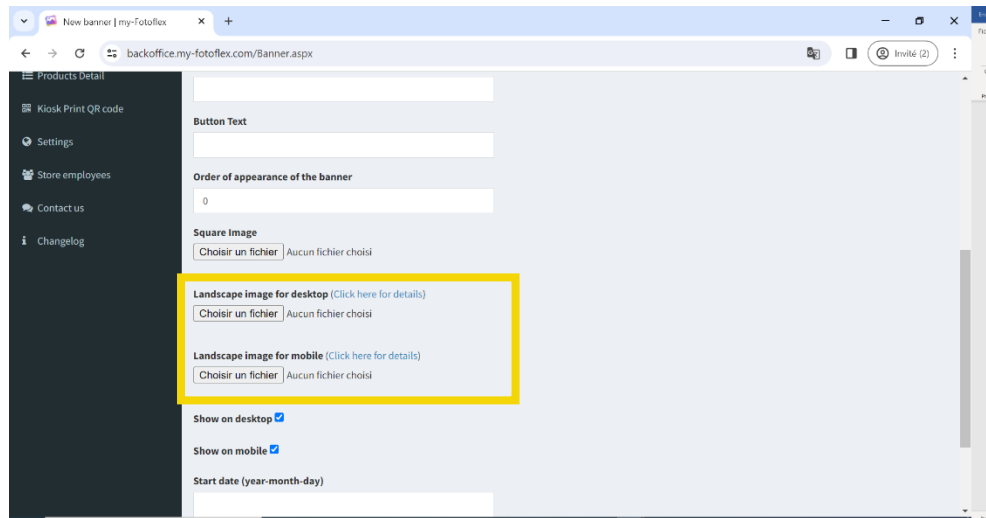
The screenshot shows the 'New banner' form in the my-Fotoflex Back Office. The 'Order of appearance of the banner' field is highlighted with a yellow box. The form includes a sidebar with navigation links: Products Detail, Kiosk Print QR code, Settings, Store employees, Contact us, and Changelog. The main form area contains fields for 'Button Text', 'Order of appearance of the banner' (with a value of 0), 'Square Image' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Landscape image for desktop' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Landscape image for mobile' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Show on desktop' (checked), 'Show on mobile' (checked), and 'Start date (year-month-day)'.

8. "Square image": choose a file to appear on the left of your banner. For information on image ratios/formats, click on "Click here for more information".



The screenshot shows the 'New banner' form in the my-Fotoflex Back Office. The 'Square Image' field is highlighted with a yellow box. The form includes a sidebar with navigation links: Products Detail, Kiosk Print QR code, Settings, Store employees, Contact us, and Changelog. The main form area contains fields for 'Button Text', 'Order of appearance of the banner' (with a value of 0), 'Square Image' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Landscape image for desktop' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Landscape image for mobile' (with a 'Choisir un fichier' button and 'Aucun fichier choisi' text), 'Show on desktop' (checked), 'Show on mobile' (checked), and 'Start date (year-month-day)'.

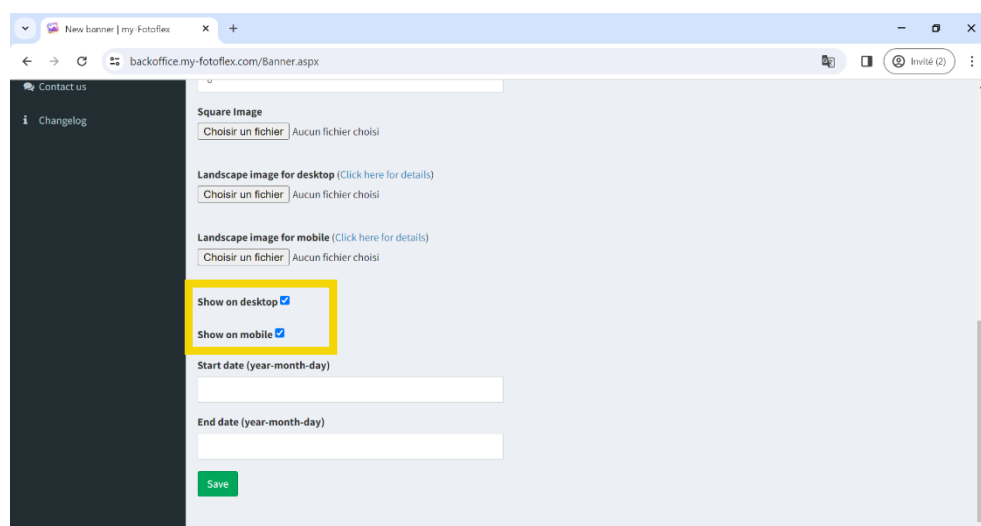
9. "Landscape image for computer version" & "Landscape image for phone version": choose a file that will appear on the right-hand side of your banner. You can choose a different image for phone and PC browsing.



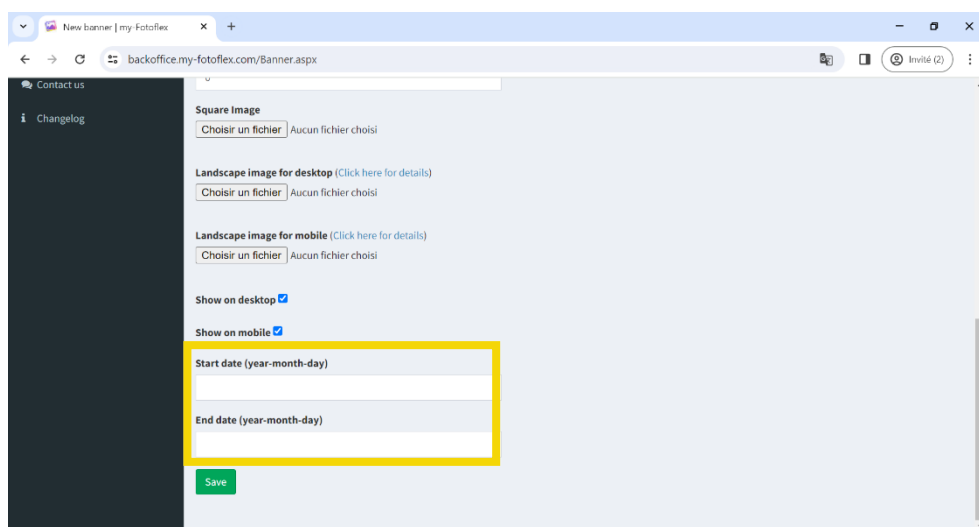
You'll need to add at least one landscape image for the computer version. If you configure only this image, it will be applied by default in the mobile version.

For information on image ratios/formats, click on "Click here for more information". To optimize display on phones, please choose a file in "Landscape image for phone version".

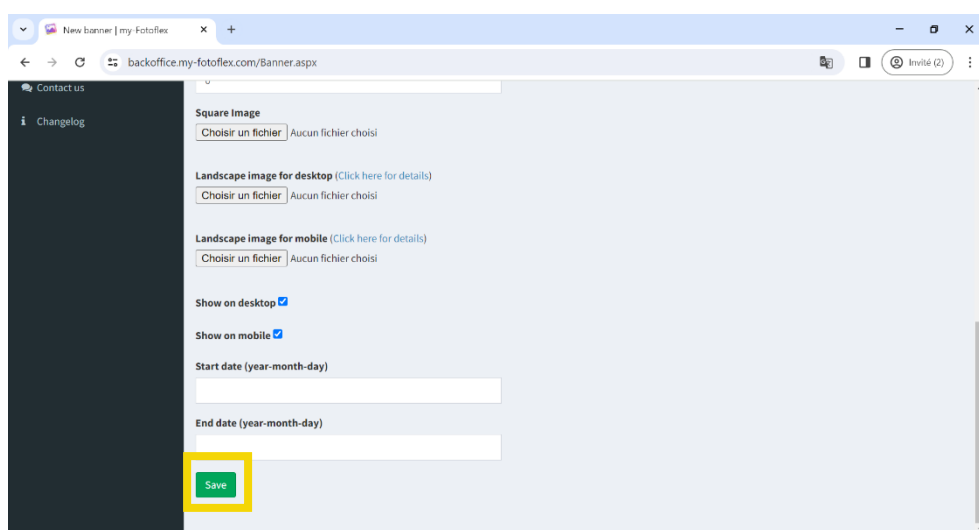
10. "Display on computer" & "Display on phone": check the 2 boxes if you wish to display a help tool in the top right-hand corner of the Back Office screen, giving you a non-personalized preview of the banner on the computer screen and on the phone screen.



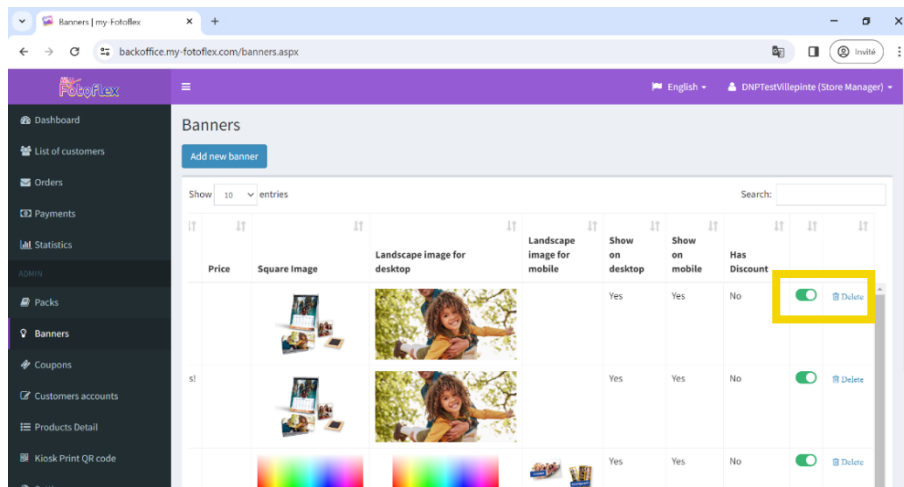
11. "Start date" & "End date": enter the period during which your banner will appear. For example, you can configure a banner that will only appear during the Christmas period.



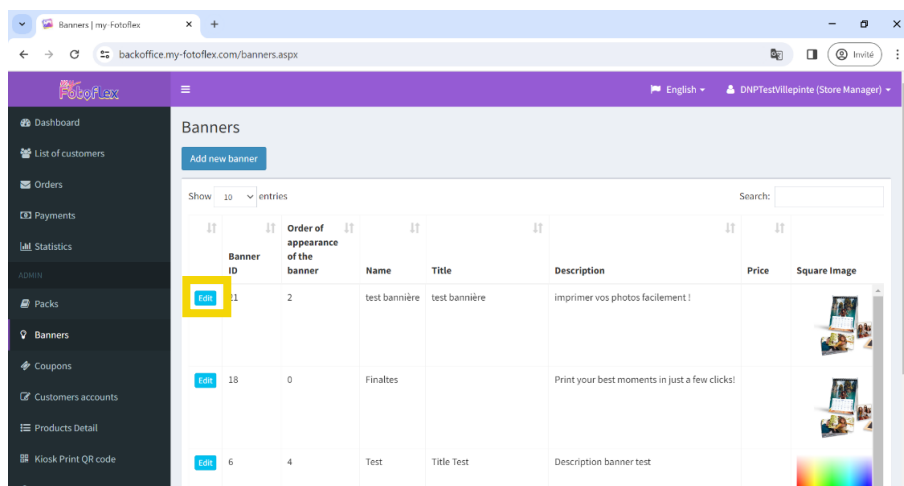
12. Click on "Save" to generate your banner. It will become visible in the main screen of the "Banners" tab.



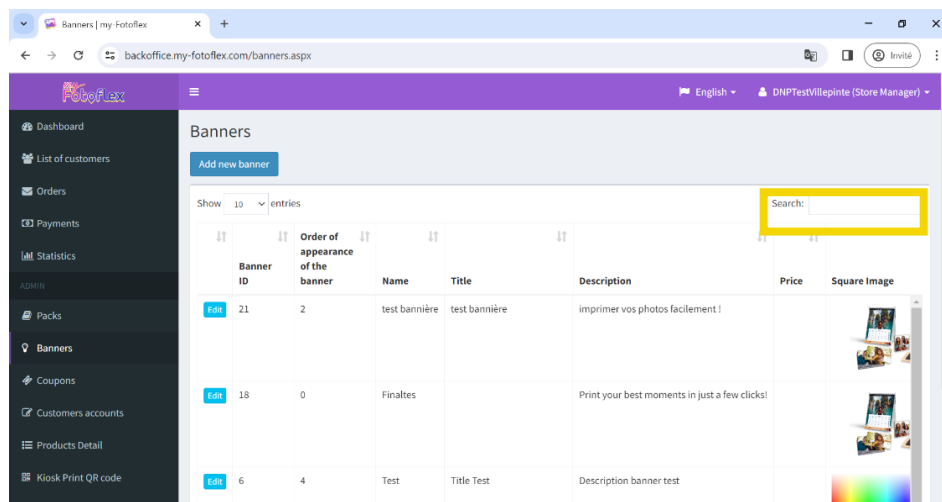
13. You can activate or deactivate a banner by clicking/swiping the switch in the banner table on the far right:



14. You can modify a banner at any time by clicking on "Edit".



15. You can search for information on your banners in the search field.



NOTE: one banner is available by default (not visible from the Back-Office). Once you have configured a new banner, the default banner will be visible in the banner tab.

Coupons

Coupons

Add new coupon

Show 10 entries

		Coupon ID	Name	From Date	To Date	Discount Target	Discount Mode	Absolute Discount Amount	Percentage Discount
Edit	Codes	23	BIENVENUE	13/02/2024 00:00:00	13/02/2025 23:59:59	ProductType	Percent	0,00	5,00
Edit	Codes	22	SPRING 2024	02/04/2024 00:00:00	17/05/2024 23:59:59	ProductType	Percent	0,00	10,00
Edit	Codes	21	SAINT VALENTIN 2024	12/02/2024 00:00:00	14/02/2024 23:59:59	ProductType	Percent	0,00	10,00
Edit	Codes	19	TEST 2024	04/01/2024 00:00:00	05/01/2024 23:59:59	Product	Percent	0,00	20,00
Edit	Codes	11	sophie	04/12/2023 00:00:00	31/12/2023 23:59:59	ProductType	Absolute	1,00	0,00
Edit	Codes	7	test	07/11/2023 00:00:00	07/11/2023 23:59:59	Product	Percent	0,00	20,00
Edit	Codes	3		18/09/2023 00:00:00	23/09/2023 23:59:59	Order	Percent	0,00	10,00

In the "Coupons" tab, you can add a new coupon and access all existing coupons/promotion codes.

To create a new coupon/promotion code, simply:

1. Click on "Add new coupon"

Coupons

Add new coupon

Show 10 entries

		Coupon ID	Name	From Date	To Date	Discount Target	Discount Mode	Absolute Discount Amount	Percentage Discount
Edit	Codes	23	BIENVENUE	13/02/2024 00:00:00	13/02/2025 23:59:59	ProductType	Percent	0,00	5,00
Edit	Codes	22	SPRING 2024	02/04/2024 00:00:00	17/05/2024 23:59:59	ProductType	Percent	0,00	10,00
Edit	Codes	21	SAINT VALENTIN 2024	12/02/2024 00:00:00	14/02/2024 23:59:59	ProductType	Percent	0,00	10,00
Edit	Codes	19	TEST 2024	04/01/2024 00:00:00	05/01/2024 23:59:59	Product	Percent	0,00	20,00
Edit	Codes	11	sophie	04/12/2023 00:00:00	31/12/2023 23:59:59	ProductType	Absolute	1,00	0,00
Edit	Codes	7	test	07/11/2023 00:00:00	07/11/2023 23:59:59	Product	Percent	0,00	20,00
Edit	Codes	3		18/09/2023 00:00:00	23/09/2023 23:59:59	Order	Percent	0,00	10,00

2. "Name": enter a name to identify this coupon in the Back Office.

- This name does not correspond to the discount code.

New Coupon

Name

From Date (year-month-day)

To Date (year-month-day)

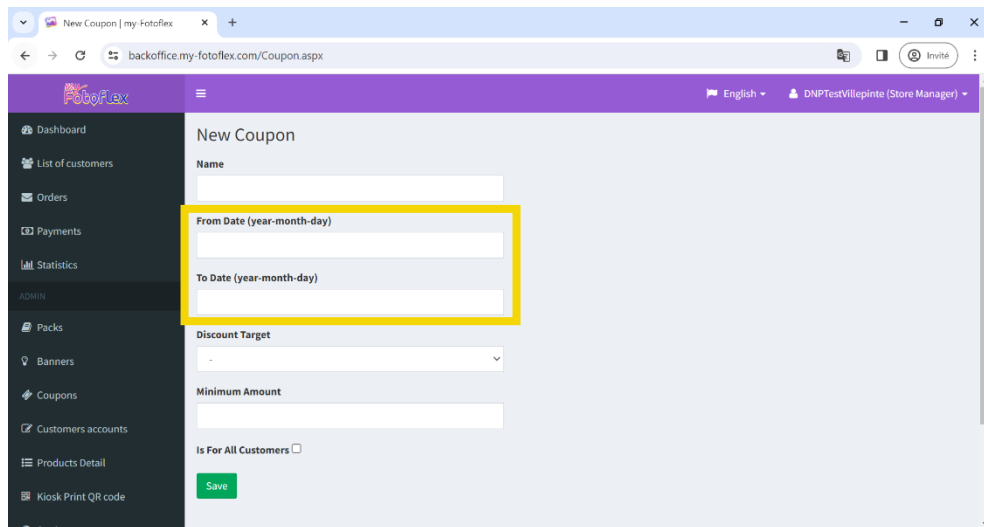
Discount Target

Minimum Amount

Is For All Customers ☐

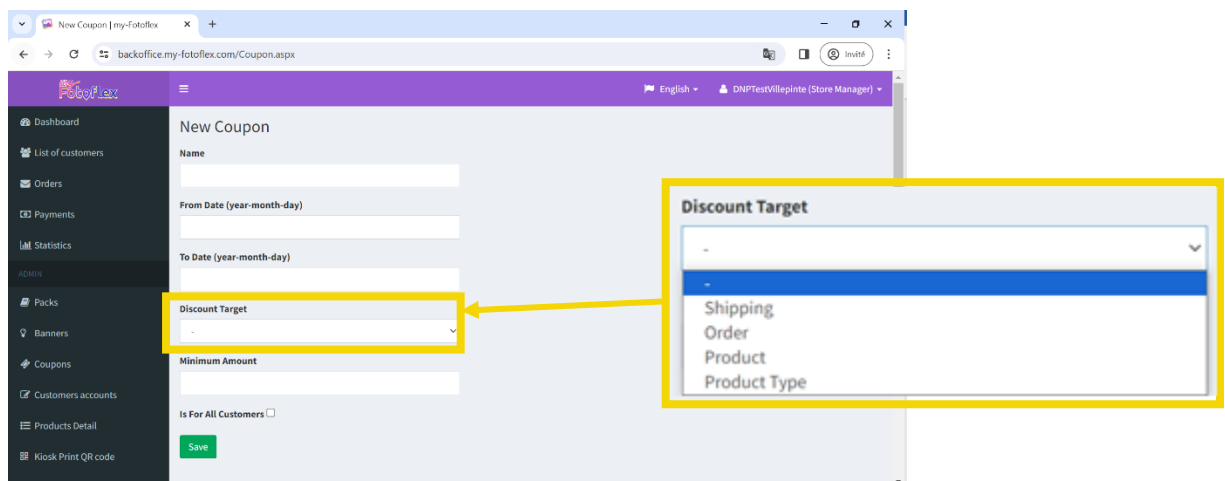
Save

3. "From date" & "To date": enter these 2 dates to apply a validity period to your coupon/promotion code.



The screenshot shows the 'New Coupon' form in the my-Fotoflex Back Office. The form includes fields for Name, From Date (year-month-day), To Date (year-month-day), Discount Target, Minimum Amount, and a checkbox for 'Is For All Customers'. The 'From Date' and 'To Date' fields are highlighted with a yellow box.

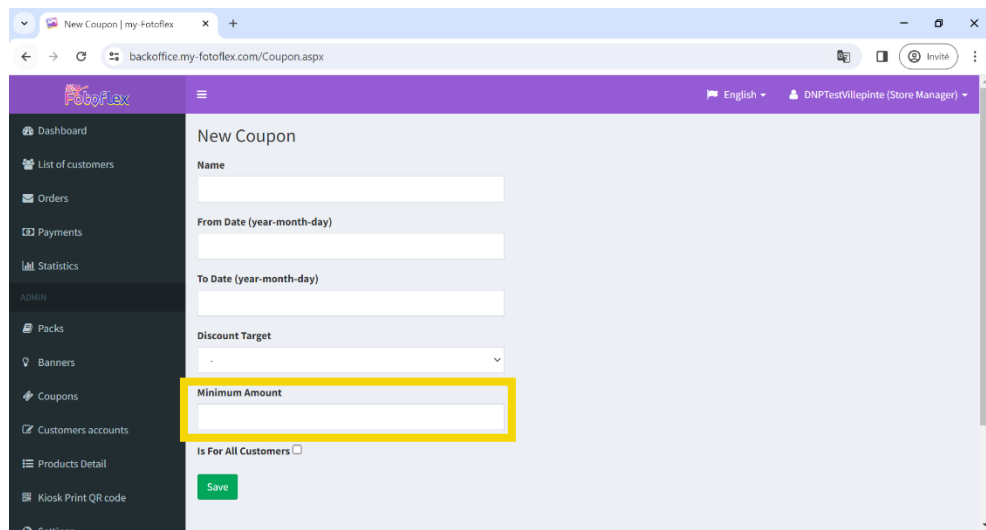
4. "Discount Target": enter the service concerned by your coupon/promotion:



The screenshot shows the 'New Coupon' form in the my-Fotoflex Back Office. The 'Discount Target' dropdown menu is open, showing options: Shipping, Order, Product, and Product Type. A yellow box highlights the dropdown, and an arrow points to the 'Discount Target' field.

- "Shipping": if you select this mode, please choose a discount mode (free, percentage or numeric).
- "Order": if you select this mode, please choose a discount mode (percentage or numeric)
- "Product": if you select this mode, please choose a discount mode (percentage or numeric) and at least one product for which the discount will apply. For example: you can create a 10% discount on 10x15 cm prints.
- "Product Type": if you select this mode, please choose a discount mode (percentage or numeric) and at least one product category for which the discount will apply. For example: you can create a €5 discount on panoramic prints.

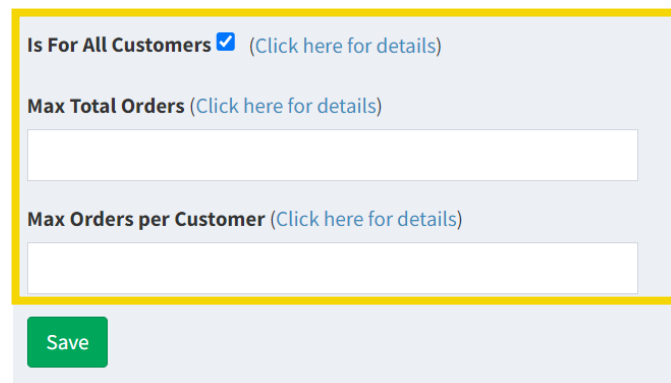
5. "Minimum amount": enter an amount above which your customers will be able to apply the coupon/discount code. For example: if you set a minimum amount of €5, your customers will only be able to apply the coupon/discount code to purchases of €5 or more, depending on the product concerned.



The screenshot shows the 'New Coupon' form in the Fotoflex back office. The form has a sidebar with navigation links: Dashboard, List of customers, Orders, Payments, Statistics, ADMIN, Packs, Banners, Coupons, Customers accounts, Products Detail, and Kiosk Print QR code. The main form area contains the following fields: Name, From Date (year-month-day), To Date (year-month-day), Discount Target (a dropdown menu), and Minimum Amount (a text input field highlighted with a yellow box). Below the Minimum Amount field is a checkbox labeled 'Is For All Customers' and a green 'Save' button.

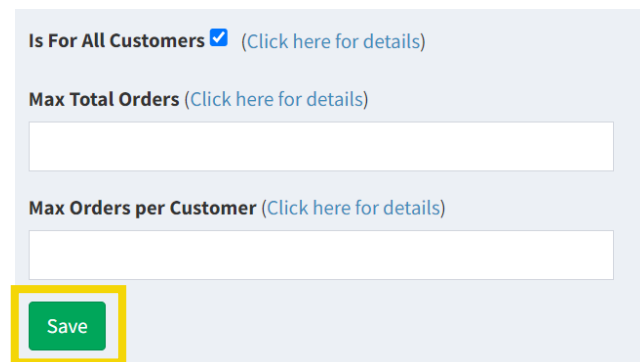
6. Check the "applies to all customers" box if you wish to generate a code that can be used by all customers. If you leave this box unchecked, the system will generate several codes that can be used once by a single customer.

If you tick the "applies to all customers" box, you will need to specify a maximum number of uses OR tick the "Allow customer to use unlimited" box if you wish to authorize the customer to use this code unlimitedly.



This screenshot shows a section of the coupon form with a yellow border. It contains the following elements: a checkbox labeled 'Is For All Customers' which is checked, followed by a link '(Click here for details)'; a label 'Max Total Orders' followed by a link '(Click here for details)' and an empty text input field; a label 'Max Orders per Customer' followed by a link '(Click here for details)' and an empty text input field; and a green 'Save' button at the bottom.

7. Once all the fields have been filled in, click on "Save".



This screenshot is identical to the previous one, showing the 'Is For All Customers' section with the checkbox checked and the 'Save' button highlighted with a yellow box.

8. Back on the main table of the coupon menu, a new line corresponding to the configured coupon appears.

Coupon ID	Name	From Date	To Date	Discount Target	Discount Mode	Absolute Discount Amount	Percentage Discount
23	BIENVENUE	13/02/2024 00:00:00	13/02/2025 23:59:59	ProductType	Percent	0,00	5,00
22	SPRING 2024	02/04/2024 00:00:00	17/05/2024 23:59:59	ProductType	Percent	0,00	10,00
21	SAINT VALENTIN 2024	12/02/2024 00:00:00	14/02/2024 23:59:59	ProductType	Percent	0,00	10,00
19	TEST 2024	04/01/2024 00:00:00	05/01/2024 23:59:59	Product	Percent	0,00	20,00
11	sophie	04/12/2023 00:00:00	31/12/2023 23:59:59	ProductType	Absolute	1,00	0,00
7	test	07/11/2023 00:00:00	07/11/2023 23:59:59	Product	Percent	0,00	20,00
3		18/09/2023 00:00:00	23/09/2023 23:59:59	Order	Percent	0,00	10,00

9. You can only modify this coupon before you have generated the code. To do so, click on "Edit".

Coupon ID	Name	From Date	To Date	Discount Target	Discount Mode	Absolute Discount Amount	Percentage Discount
23	BIENVENUE	13/02/2024 00:00:00	13/02/2025 23:59:59	ProductType	Percent	0,00	5,00
22	SPRING 2024	02/04/2024 00:00:00	17/05/2024 23:59:59	ProductType	Percent	0,00	10,00
21	SAINT VALENTIN 2024	12/02/2024 00:00:00	14/02/2024 23:59:59	ProductType	Percent	0,00	10,00
19	TEST 2024	04/01/2024 00:00:00	05/01/2024 23:59:59	Product	Percent	0,00	20,00
11	sophie	04/12/2023 00:00:00	31/12/2023 23:59:59	ProductType	Absolute	1,00	0,00
7	test	07/11/2023 00:00:00	07/11/2023 23:59:59	Product	Percent	0,00	20,00
3		18/09/2023 00:00:00	23/09/2023 23:59:59	Order	Percent	0,00	10,00

10. If you're happy with the generated coupon, you'll now need to generate the coupon code.

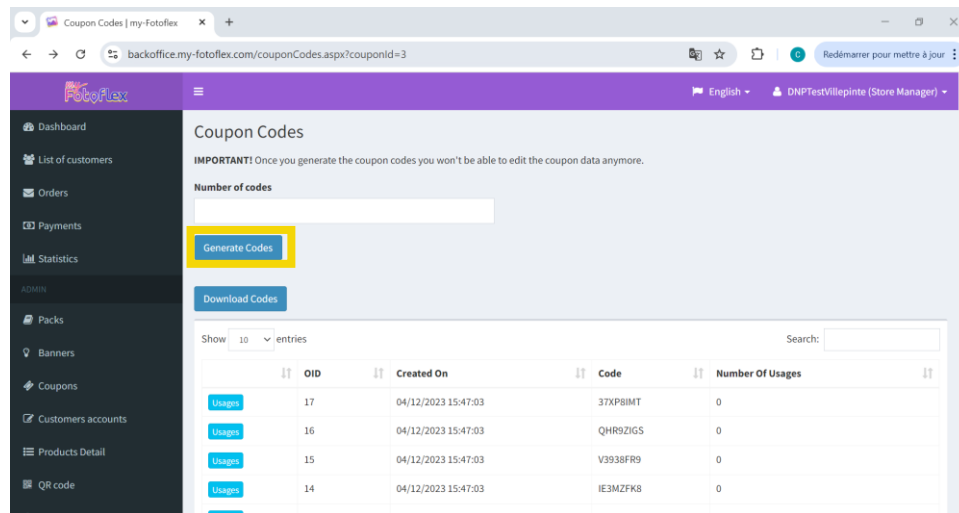
11. Click on "codes":

Coupon ID	Name	From Date	To Date	Discount Target	Discount Mode	Absolute Discount Amount	Percentage Discount
23	BIENVENUE	13/02/2024 00:00:00	13/02/2025 23:59:59	ProductType	Percent	0,00	5,00
22	SPRING 2024	02/04/2024 00:00:00	17/05/2024 23:59:59	ProductType	Percent	0,00	10,00
21	SAINT VALENTIN 2024	12/02/2024 00:00:00	14/02/2024 23:59:59	ProductType	Percent	0,00	10,00
19	TEST 2024	04/01/2024 00:00:00	05/01/2024 23:59:59	Product	Percent	0,00	20,00
11	sophie	04/12/2023 00:00:00	31/12/2023 23:59:59	ProductType	Absolute	1,00	0,00
7	test	07/11/2023 00:00:00	07/11/2023 23:59:59	Product	Percent	0,00	20,00
3		18/09/2023 00:00:00	23/09/2023 23:59:59	Order	Percent	0,00	10,00

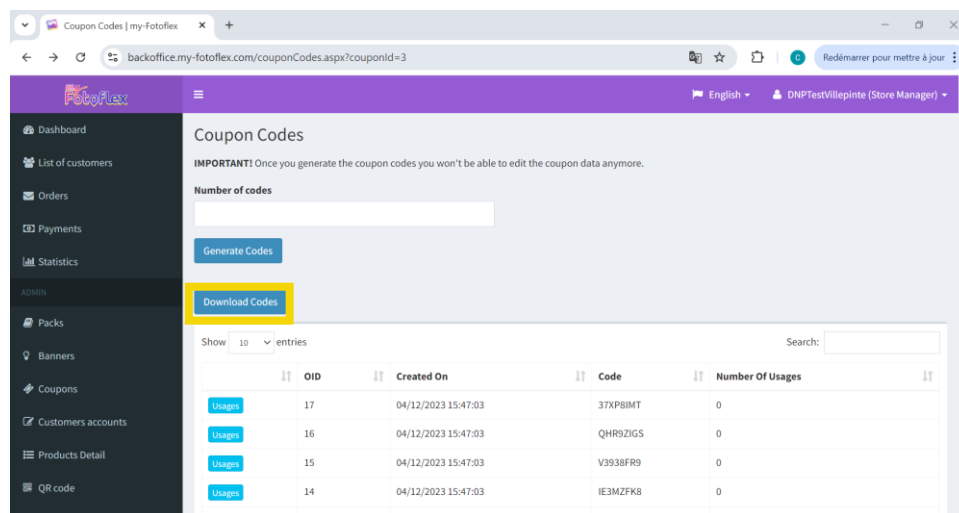
If you have generated a code applicable to all customers (by checking the box when creating the coupon), you will need to fill in the code you wish to apply (for example: TIRAGES10) and click on "Generate codes".

If you do not fill in the field, the system will automatically generate an alphanumeric discount code (e.g. A7HEH9W3) after you click on "Generate codes".

The coupon is generated if the code is filled in manually.



- If you have not generated a code applicable to all customers (by not checking the box when creating the coupon), you will need to define the number of codes the system should create for you and then click on "Generate codes". In this configuration, you will not be able to define the name of the code to be applied.



- You can also download all the generated codes by clicking on "Download codes".

Coupon Codes | my-Fotoflex

backoffice.my-fotoflex.com/couponCodes.aspx?couponId=3

English DNPTestVillegint (Store Manager)

Coupon Codes

IMPORTANT! Once you generate the coupon codes you won't be able to edit the coupon data anymore.

Number of codes

Generate Codes

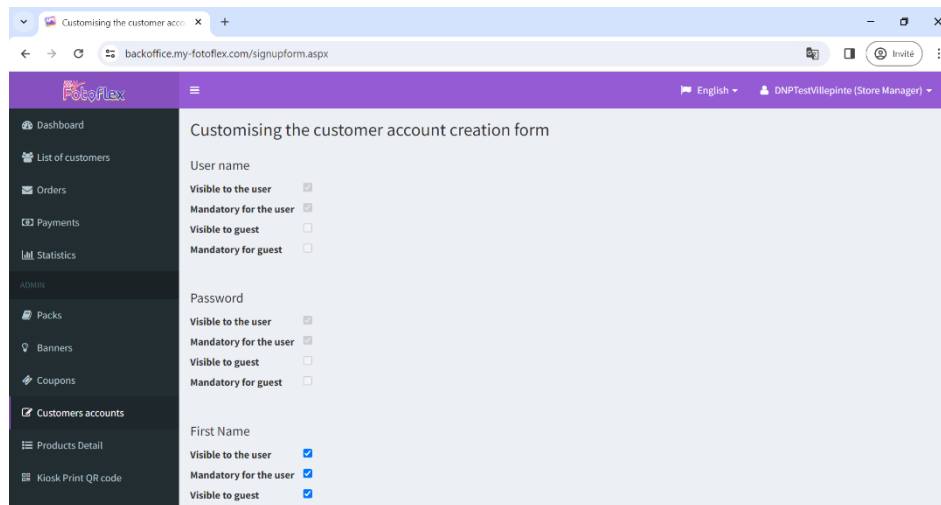
Download Codes

Show 10 entries

	OID	Created On	Code	Number Of Usages
Usages	17	04/12/2023 15:47:03	37XP8IMT	0
Usages	16	04/12/2023 15:47:03	QHR9ZIG5	0
Usages	15	04/12/2023 15:47:03	V3938FR9	0
Usages	14	04/12/2023 15:47:03	IE3MZFK8	0

- You can also see how many times your customers have used your codes by clicking on "Usages".

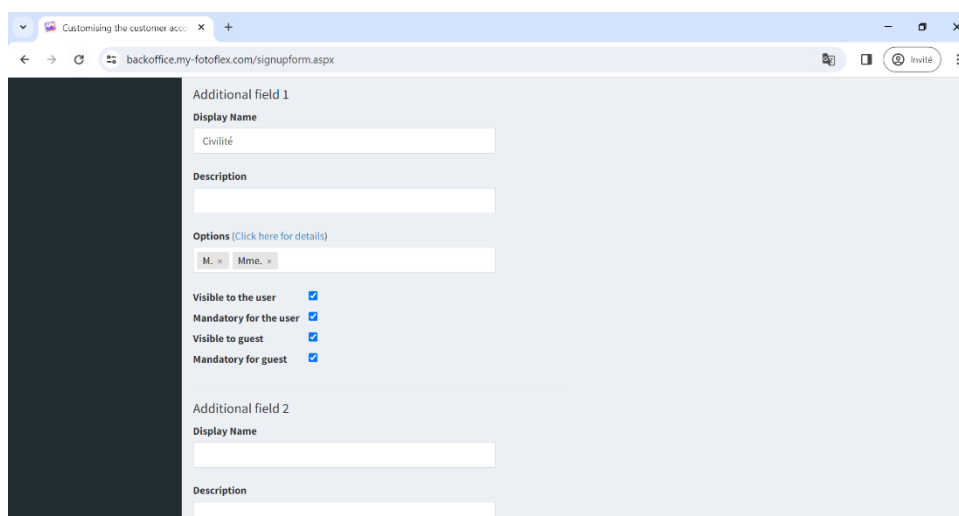
Registration form



In the "Customer accounts" tab, you can customize the visible and mandatory fields to be filled in by your customers when creating their user or guest account.

You can make the following fields visible/mandatory:

- User name
- Password
- Last name
- First name
- E-mail address
- Phone number
- Address, City, Country



You can also add additional fields for your customers to fill in, by filling in the "Additional field 1", "Additional field 2" & "Additional field 3" sections. To do this, define :

- Display name": this is the name of the field that will appear on your online store.
- Description": additional information you can provide.

- Options": if you don't want your customers to fill in the field freely, you can add pre-configured answer choices here. You can propose a list of choices by creating answers in this "Options" field. Example: "Display name: Civility" & "Options: Mr.; Mrs."

Back-office:

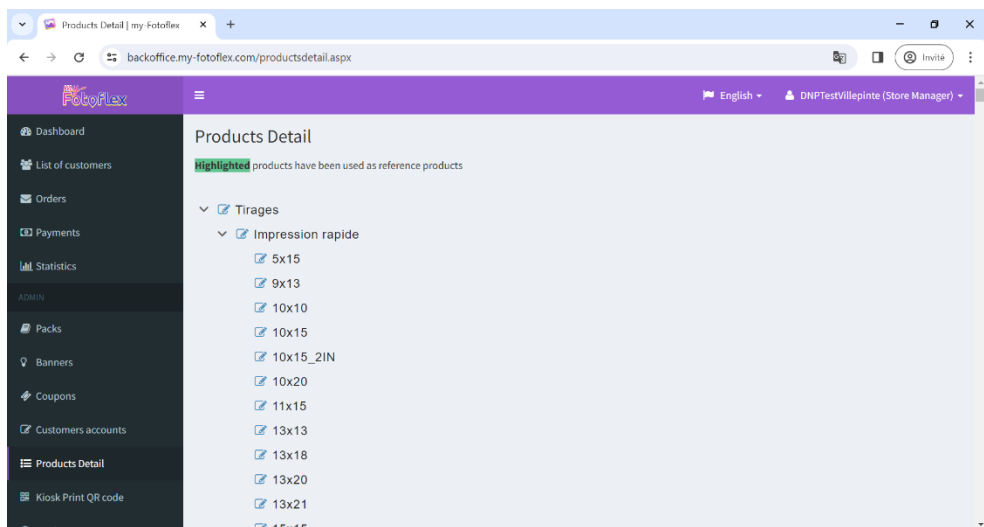
The screenshot shows the 'Additional field 1' configuration page. It includes a 'Display Name' field with the value 'Civilité', a 'Description' field, and an 'Options' section. The 'Options' section is highlighted with a yellow box and contains a link '(Click here for details)' and a dropdown menu with 'M.' and 'Mme.' options. Below the options, there are four checkboxes: 'Visible to the user', 'Mandatory for the user', 'Visible to guest', and 'Mandatory for guest', all of which are checked.

Online store:

The screenshot shows the online store registration form titled 'Please insert your account details to register in the system'. It includes fields for 'Password confirmation (8-20)', 'first name', 'surname', 'e-mail', and 'phone number'. A yellow box highlights the 'Additional info' section, which contains a dropdown menu for 'Civilité'. At the bottom, there are 'cancel' and 'next' buttons.

NOTE: all greyed-out fields must be filled in by the end customer when creating an account.

Products details



In the "Products details" tab, you can customize products by adding a description and/or a visual.

The list of default products that appears without having customized your my-Fotoflex offer corresponds to all the products that the SL+ can produce (even if the printer or media concerned by the product is not connected).

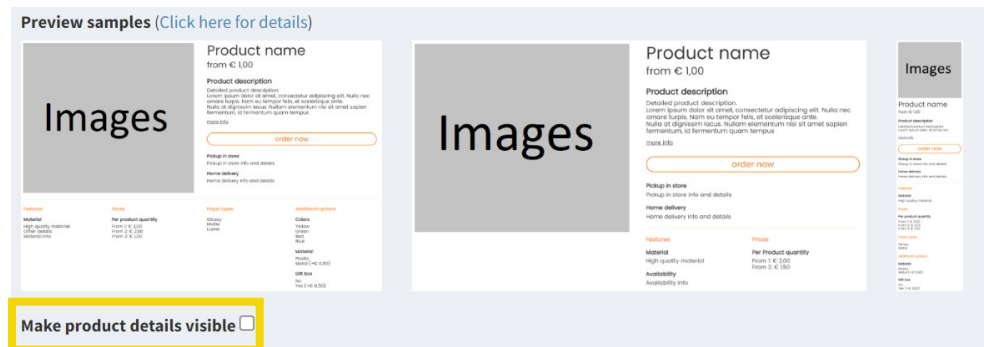
To avoid offering products that cannot be produced in your store, we advise you to configure your my-Fotoflex product offer in your SL+, in my-Fotoflex configuration, then in "Categories".

In the previous chapters, we explained in detail how to configure your my-Fotoflex offer via the SL+. If this has been done, in the "Product details" tab of the Back-Office, you'll find all the products you've configured from your SL+.

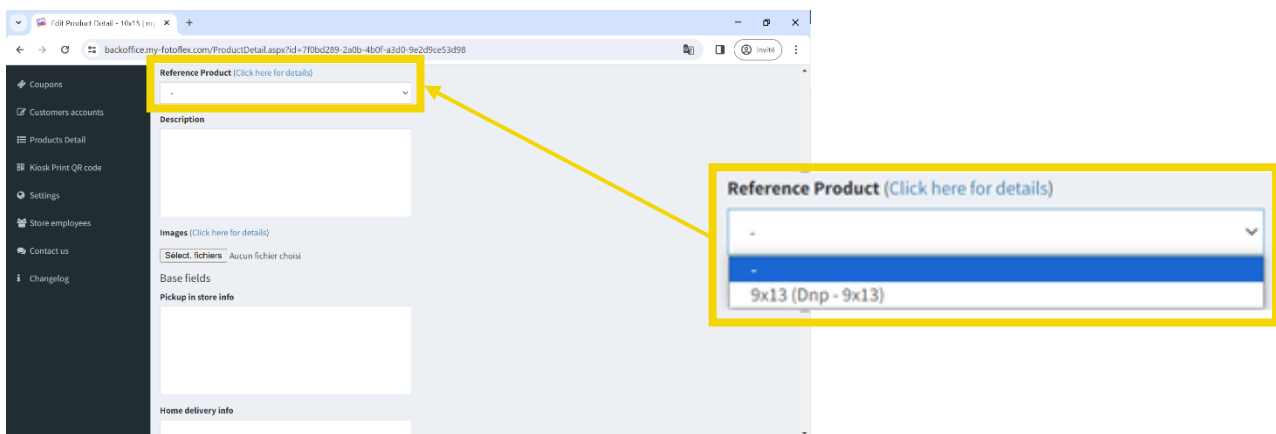
To customize a product, simply:

1. Click on the following icon "  ".
2. To illustrate the various fields, a default rendering is visible :

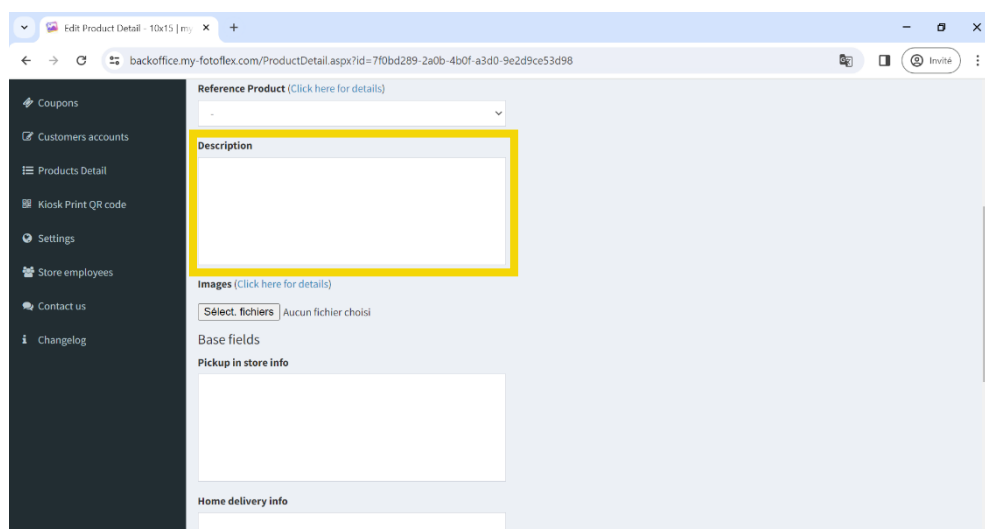
3. If you wish to display the description and image on your online store, check the "Make product details visible" box.



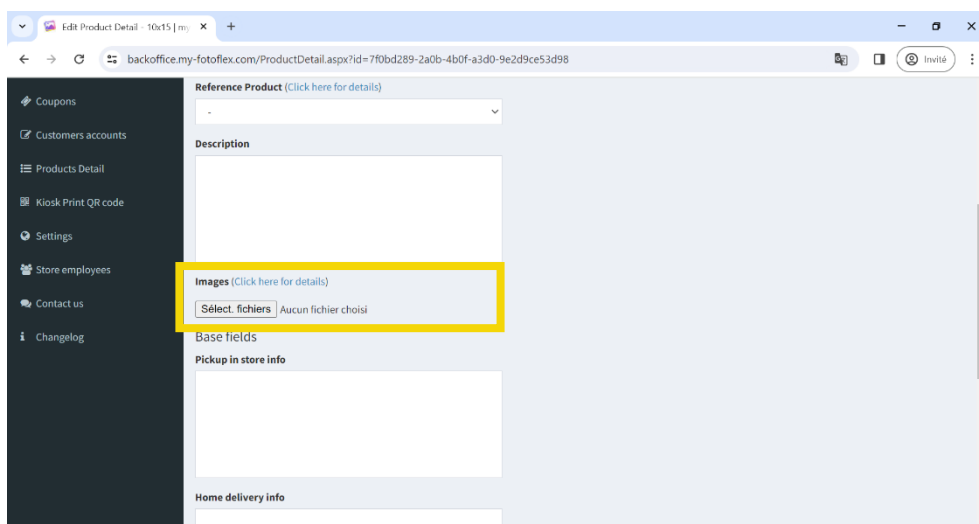
4. "Reference product": if you've already customized a product, you'll be able to reuse the texts and images filled in for it. To do this, select the product from the drop-down list.



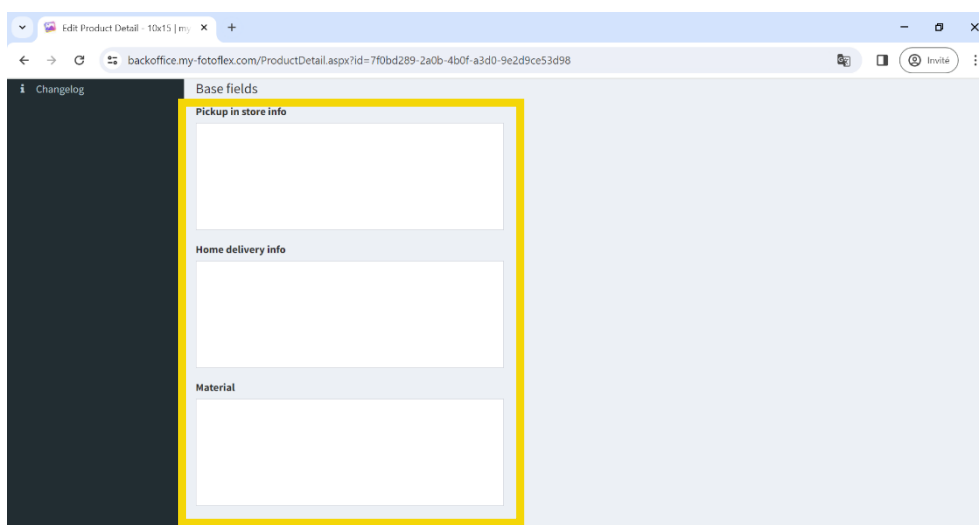
5. « Description»: you can add a descriptive text associated with this product that will appear just below the product format on your product page in your my-Fotoflex online store.



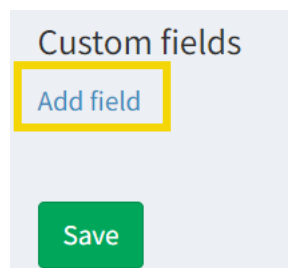
6. « Image»: choose an image that will appear to illustrate the product.



7. In the Basic fields section, you can fill in additional fields such as 'In-store collection information', 'Home delivery information' and 'Materials', which will appear at the bottom of your product page in your my-Fotoflex online shop. For example: 'in-store collection information: 9am to 5pm' & 'home delivery information: not available'.



8. If you wish, you can add fields yourself by clicking on "Add field" below Custom fields.

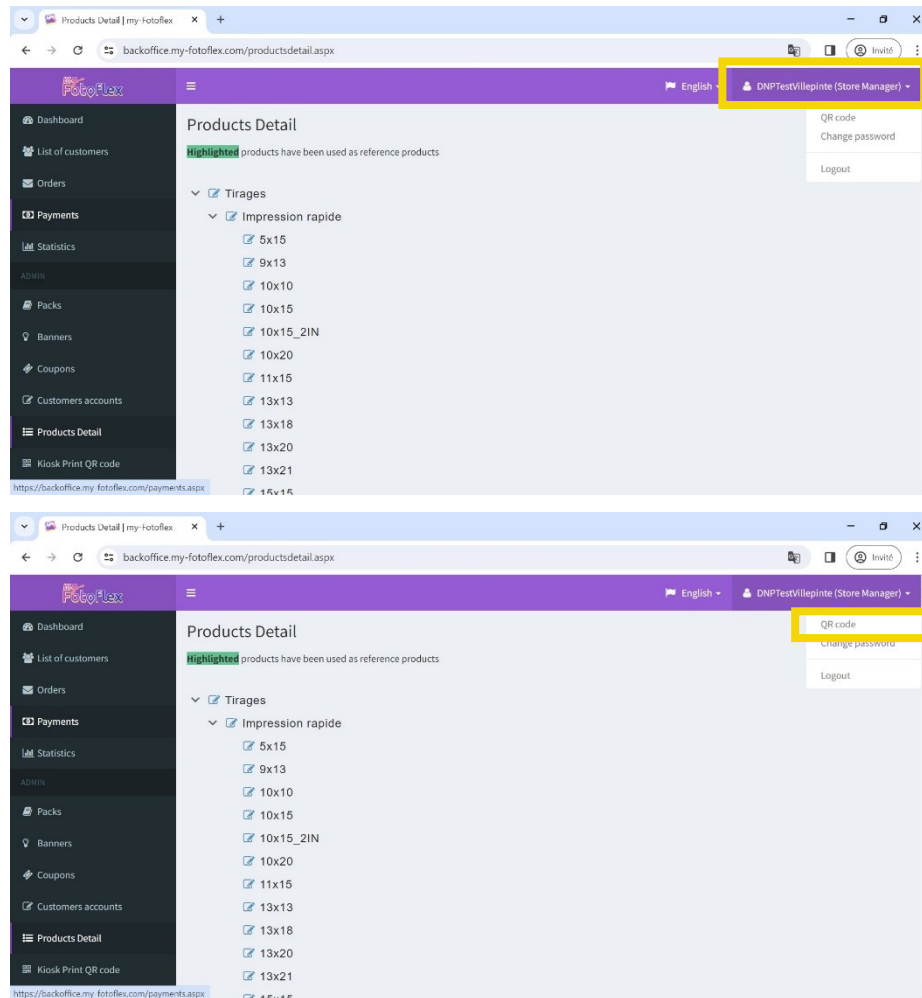


9. When finished, click on "Save".

10. You can modify products at any time by clicking on "  ".

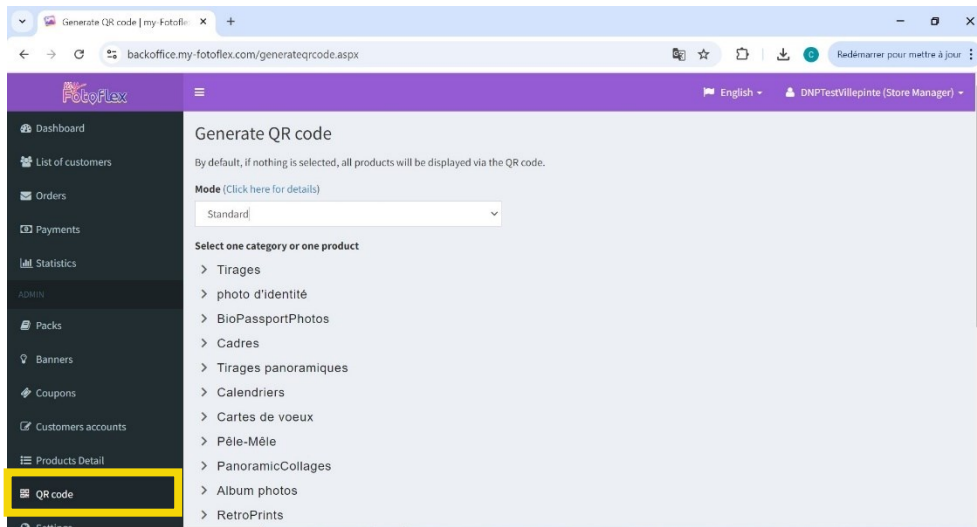
Terminal QR code

To create a QR code for your my-Fotoflex online store, click on the icon at top right "", then "QR code".

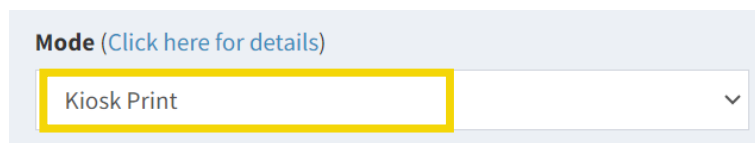


This QR code will give your customers direct access to your online store, with all products pre-configured. The ordering scenario (online and/or in-store payment; home delivery and/or in-store collection) corresponds to the one you have defined via the configuration menu on your SL+.

In the "Terminal QR code" tab, you can generate QR codes associated with a product or product category. It will not be possible to choose the payment and shipping method. By default, your customers will have to pay and collect their order in-store.



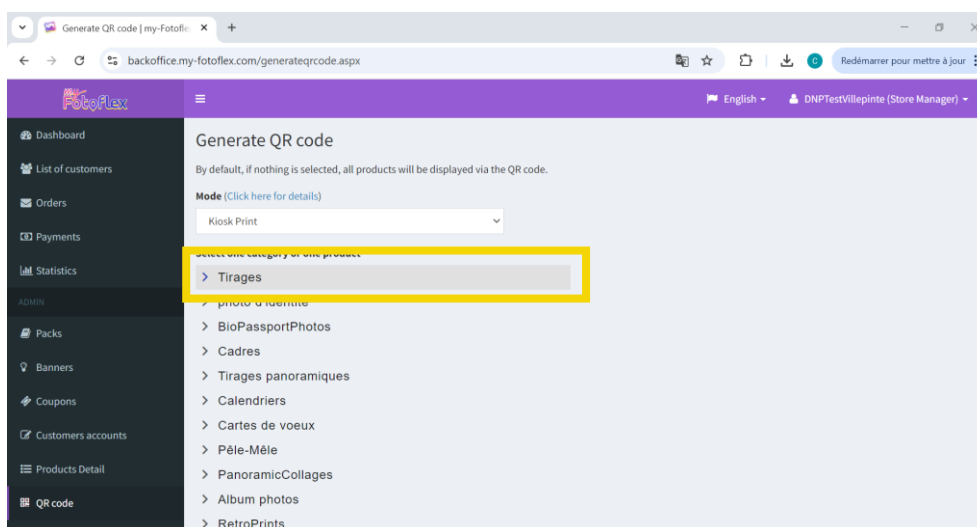
If you select "Kiosk Print" Mode:



By default, all products will be displayed via the QR code.

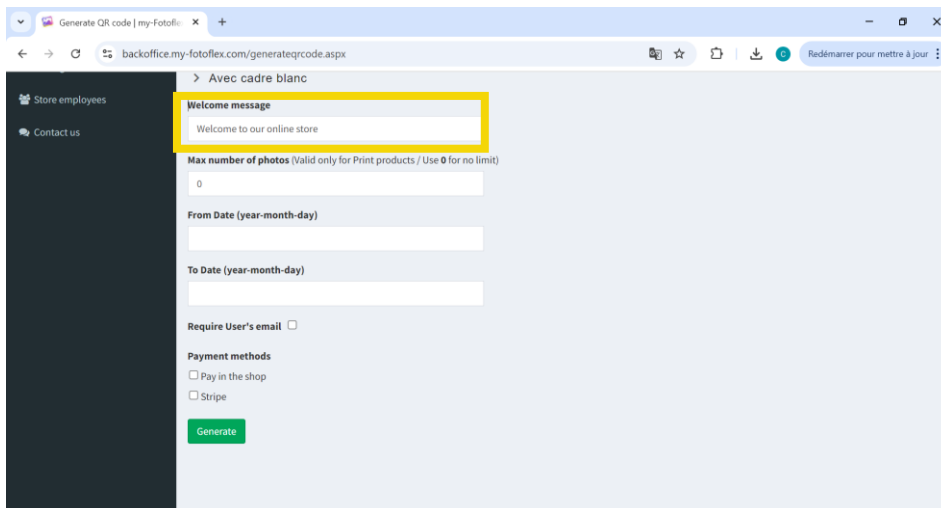
To create a QR code for a product or product category, simply:

1. Select a product category or just one product from the list of formats (the selected category or product will be highlighted in dark gray).

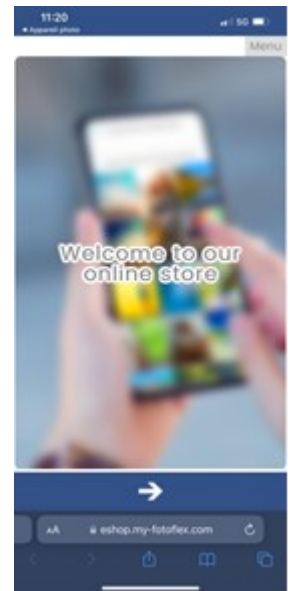


2. In the "Welcome message" field, enter the text you want to appear on the home screen after scanning the QR code.

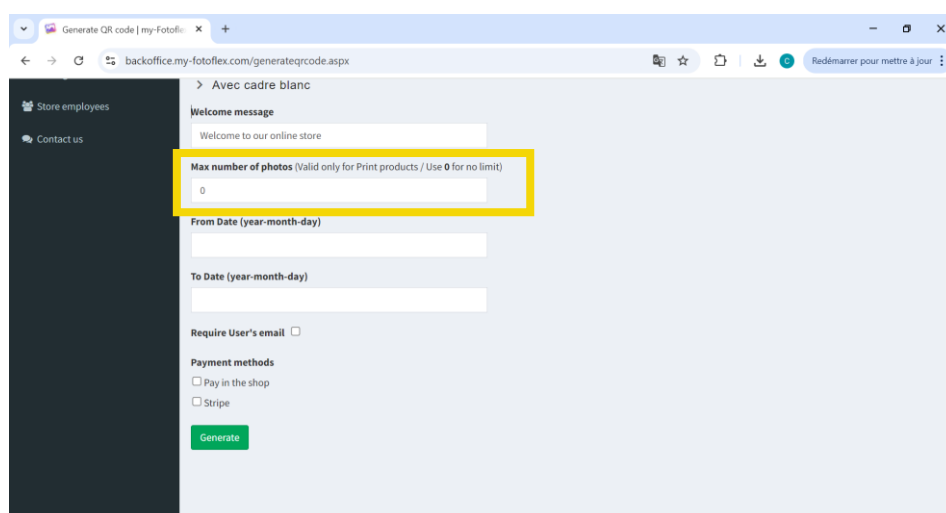
Back-office:



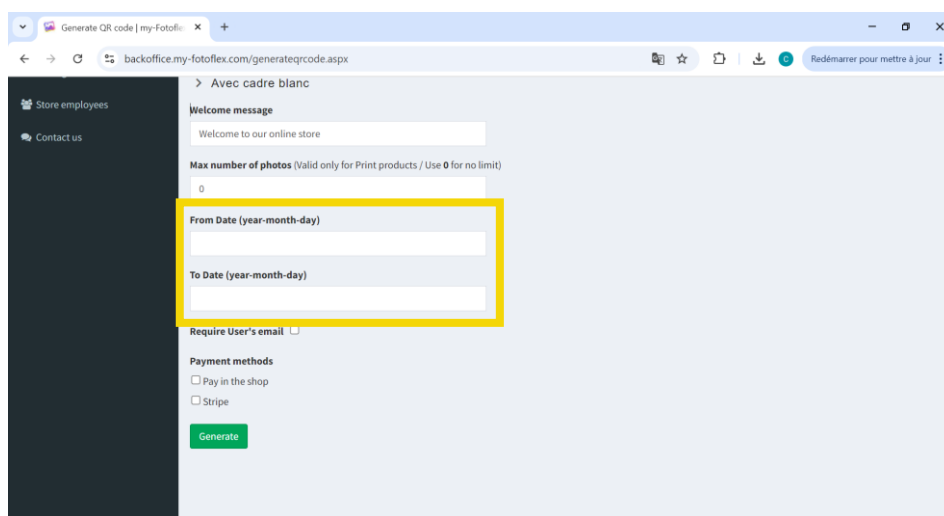
Online store



3. In the "Maximum number of photos" field, enter the number of photos your customer can order (0 corresponding to an unlimited number of photos).



4. In the "Start date" & "End date" fields, enter the activation period for the generated QR code.



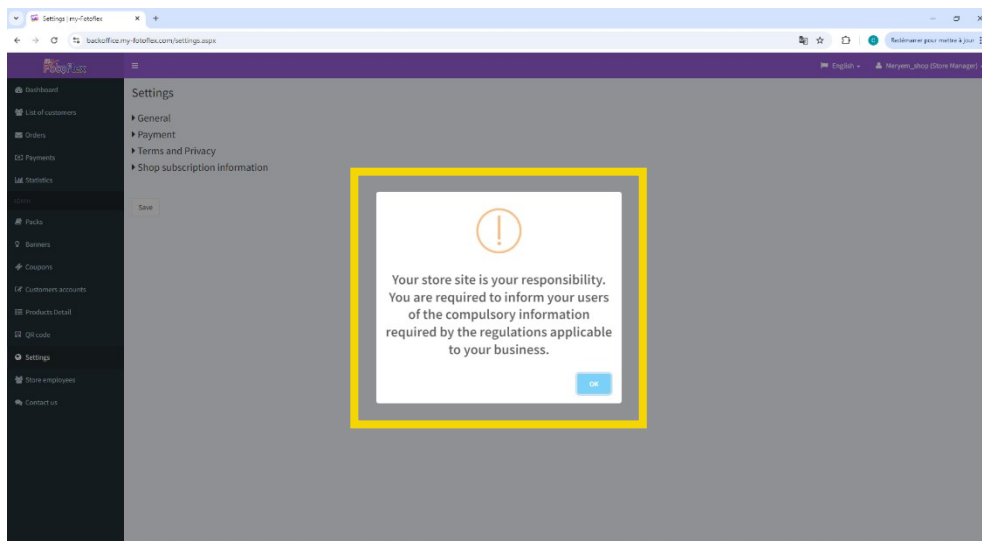
5. When finished, click on "Generate".
6. A QR code appears below.



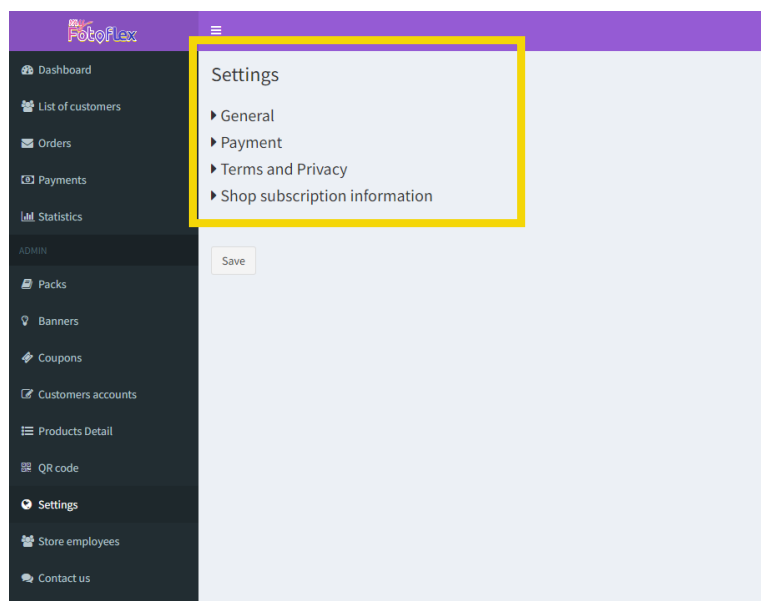
7. By clicking on the "Download" button, you can save the QR code on your system and provide it to your customers (on communication media or on your social networks).

NOTE: there is no history of QR codes generated, so it's important not to forget to save each QR code.

Settings



NOTE: From your first connection to your dashboard, a warning message will appear.



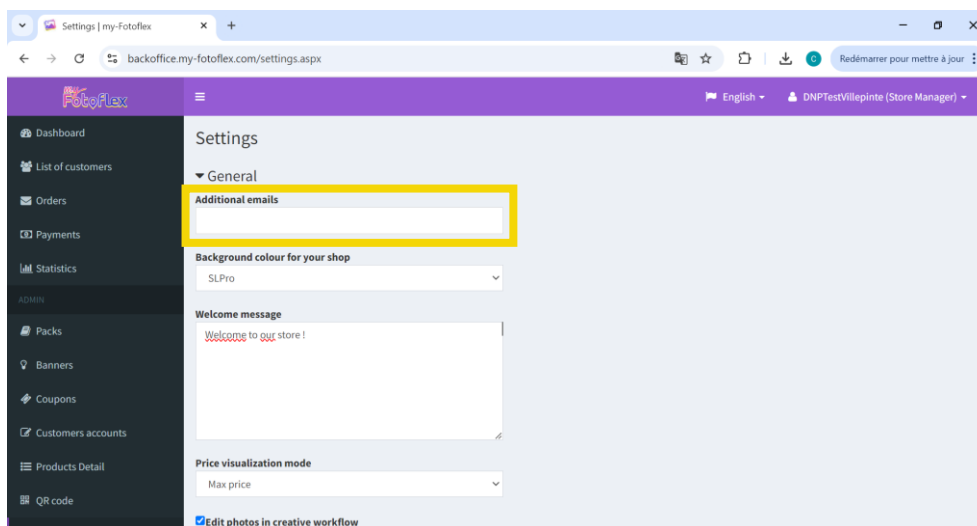
In the "Settings" tab, you can access 4 submenus:

- General
- Payment
- Terms and Privacy
- Shop subscription information

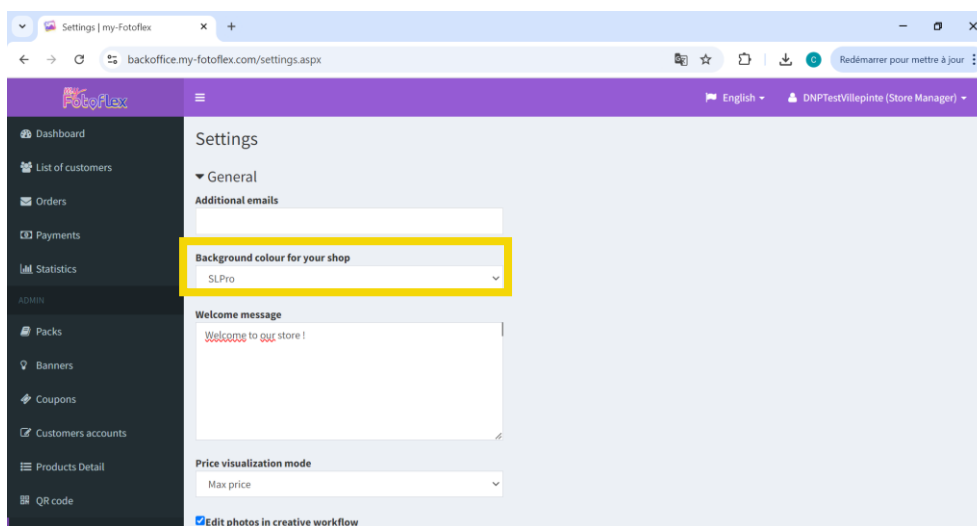
General:

To finalize the configuration of your store, please fill in the following fields:

“Additional e-mails”: in addition to the main e-mail address, you can add additional contacts.



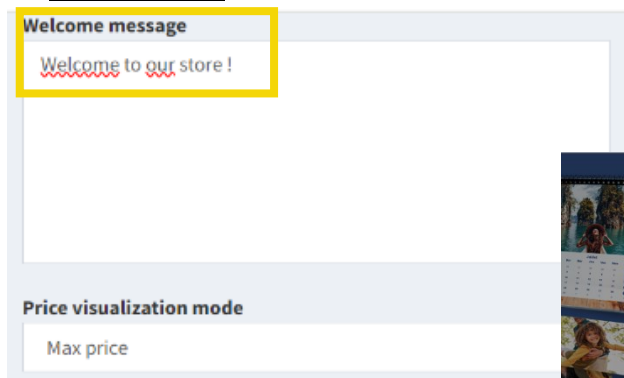
- “Background colour for your shop”: from the drop-down list, you can choose the background theme for your online store (SL+, Light, Dark).



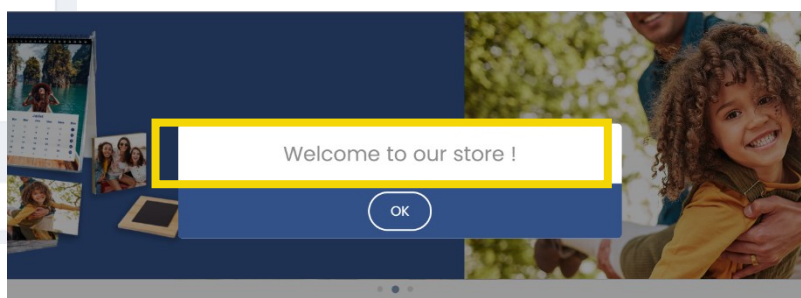
- “Welcome message”: this text appears on the home screen when your online store is launched.

For example: "Welcome to our store!"

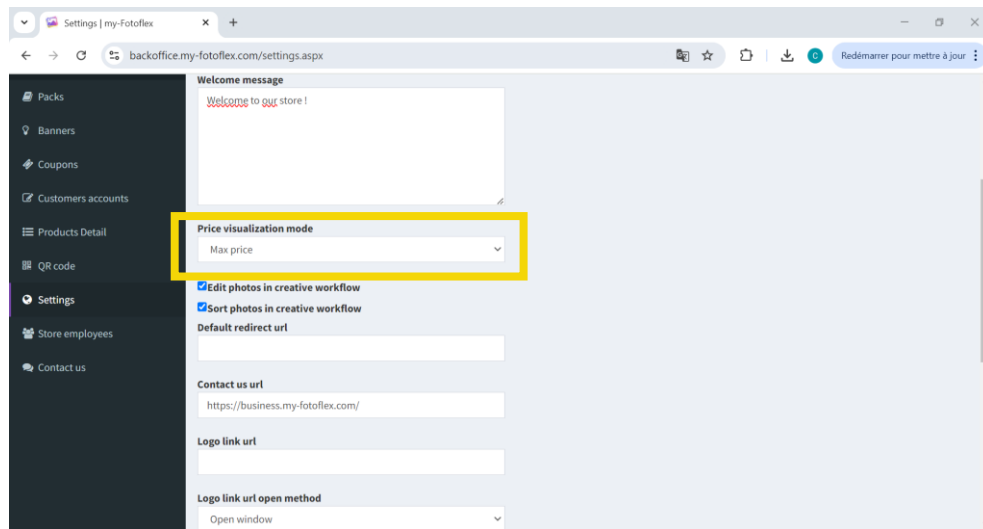
Back-Office:



Online store:



- “Price visualization mode”: from the drop-down list, you can choose the order in which products appear according to price (maximum price, minimum price, none).



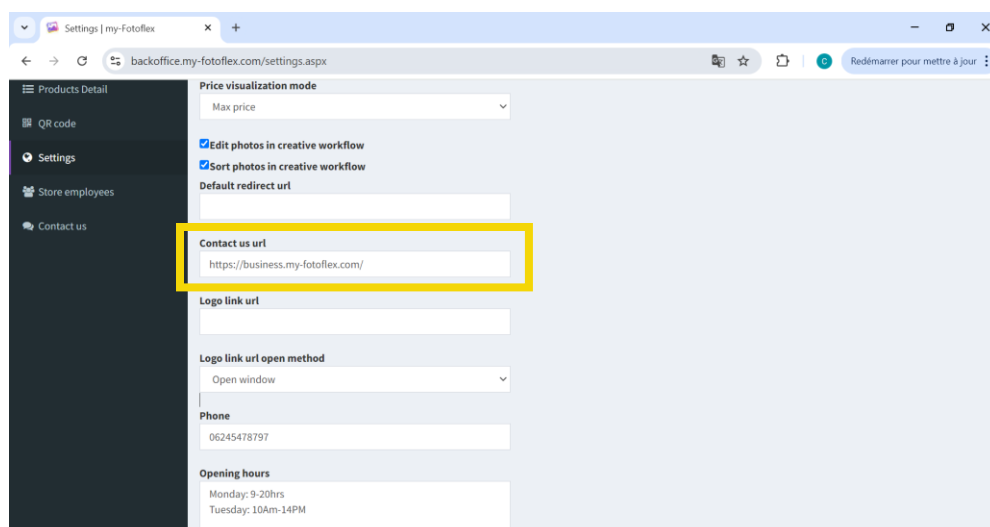
- “Edit photos in creative workflow* ”: by ticking this box, a photo modification step will appear on your online shop interface before you create your photo album or mix'n'match etc...

*All products except prints, panoramic prints, white-framed prints and framed prints are considered creative products.

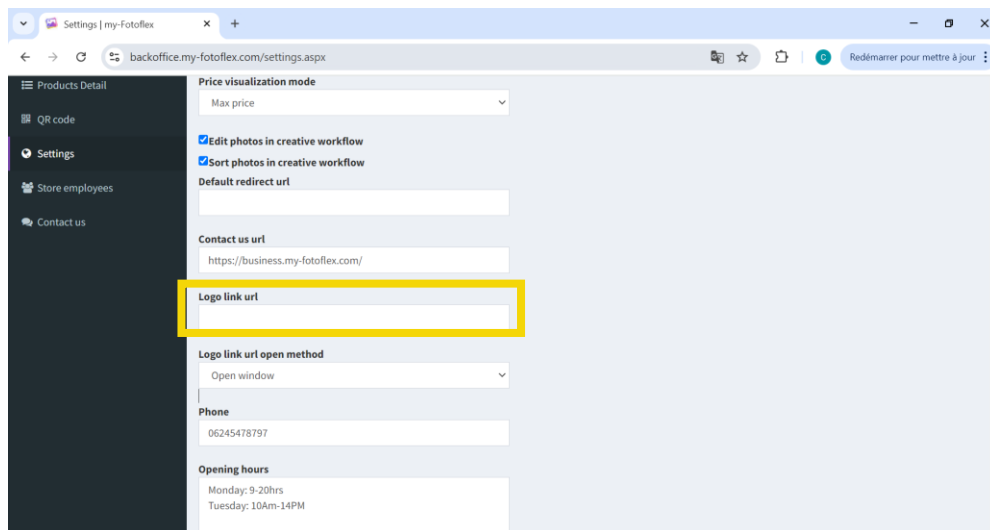
- “Sort photos in the creative workflow*”: by ticking this box, a photo sorting step will appear on your online shop interface before you create your photo album or mix'n'match etc....

*All products except prints, panoramic prints, white-framed prints and framed prints are considered creative products.

- “Contact us URL”: enter a URL (link to a website) that will appear on your online shop in the “Information” window at the top right, then click on the “contact us” button.

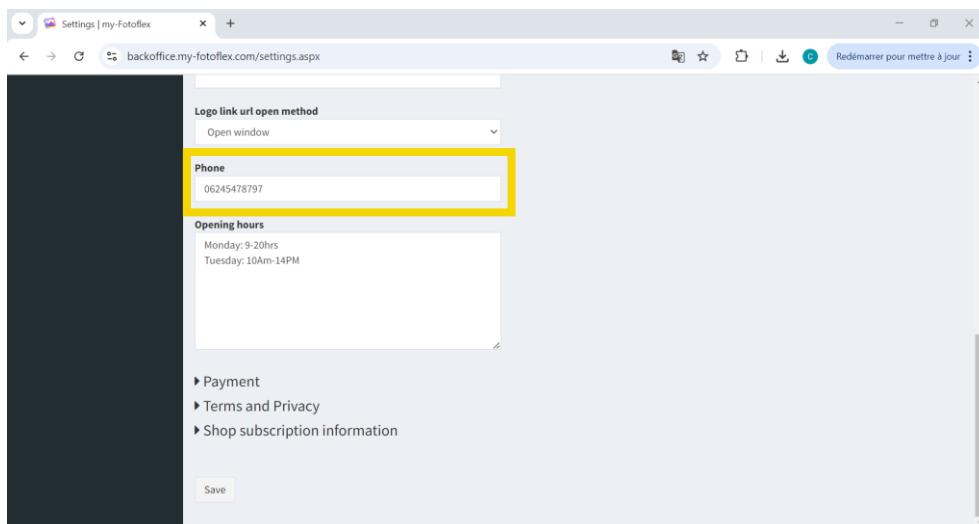


- “Logo link URL”: by entering this field, you can associate a link to the logo appearing in the top left-hand corner of your online store interface. By clicking on the logo, the customer will be redirected to the chosen site (for example: you can define your online store as the URL to return to the home menu).



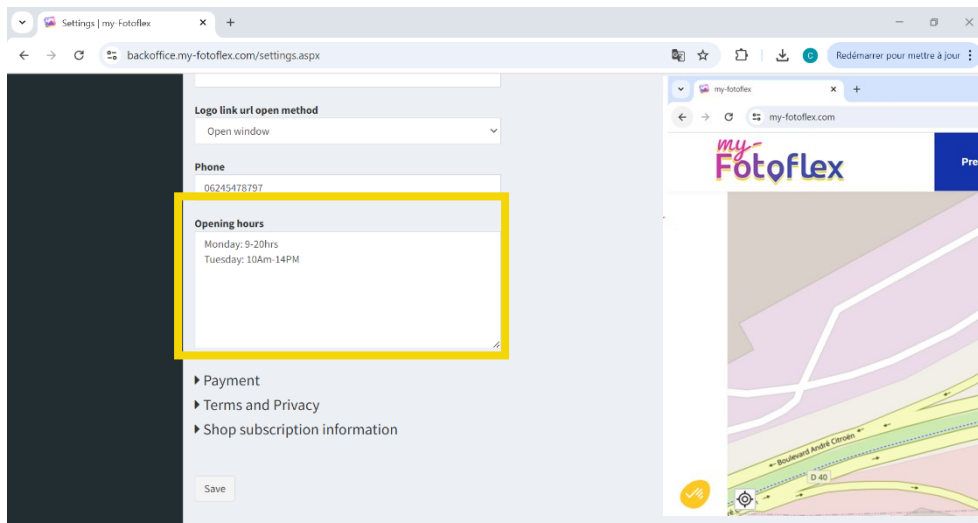
NOTE: Please configure a logo before defining a URL.

- Phone: by entering this field, your phone number will appear on my-Fotoflex store map (if authorized) and on your online store interface.

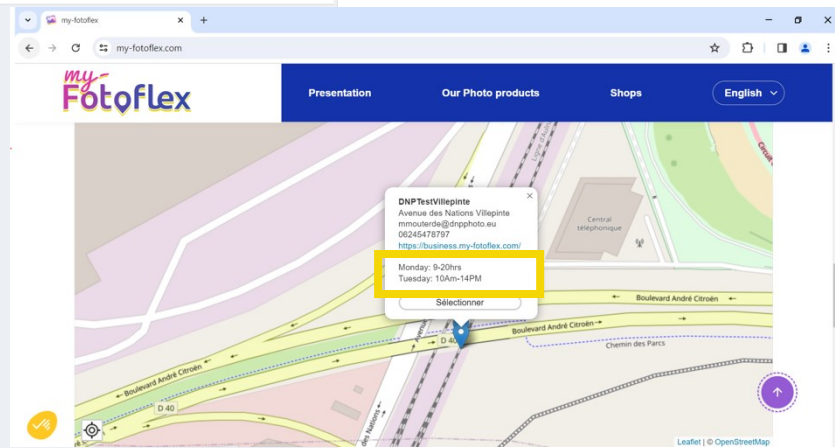


- "Opening hours": by filling in this field, your opening hours will appear on the map of my-Fotoflex stores (if authorized) and on your online store interface.

Back-Office:

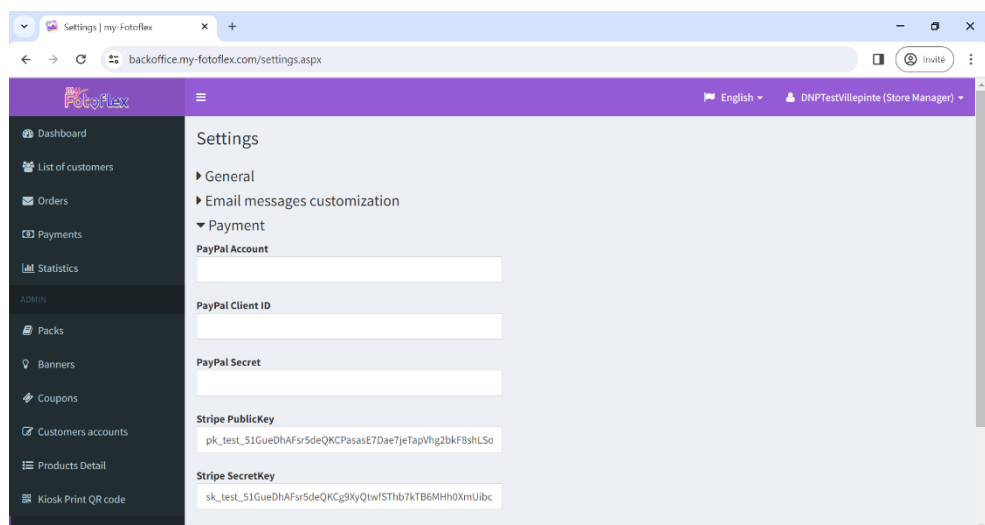


Online store :



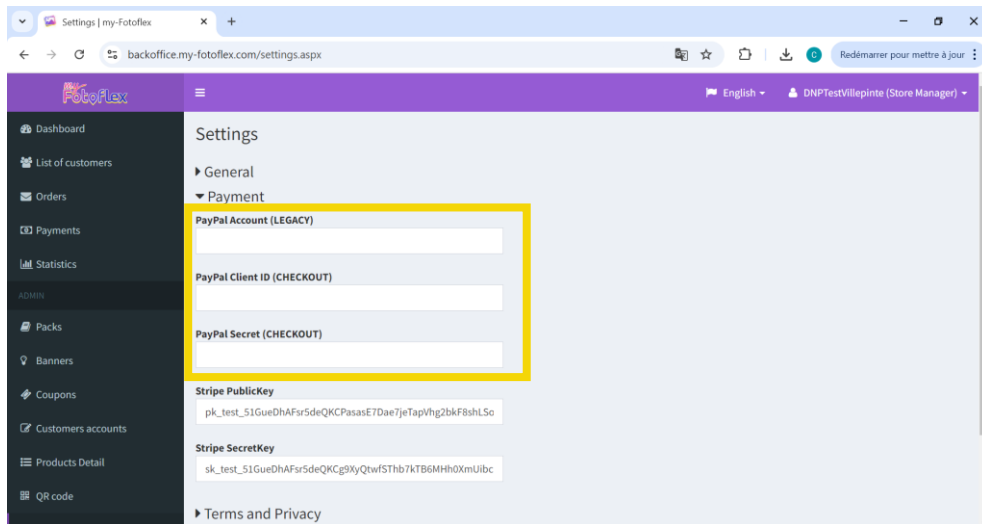
Payment:

1. First of all, please create an account with Stripe or Paypal by going to their website.
2. On your DNP system, activate online payment in the configuration menu (see point 15 in the "Delivery /Shipping methods:" section).



3. In the Back-Office, configure an online payment method (Paypal or Stripe) by filling in the following fields:

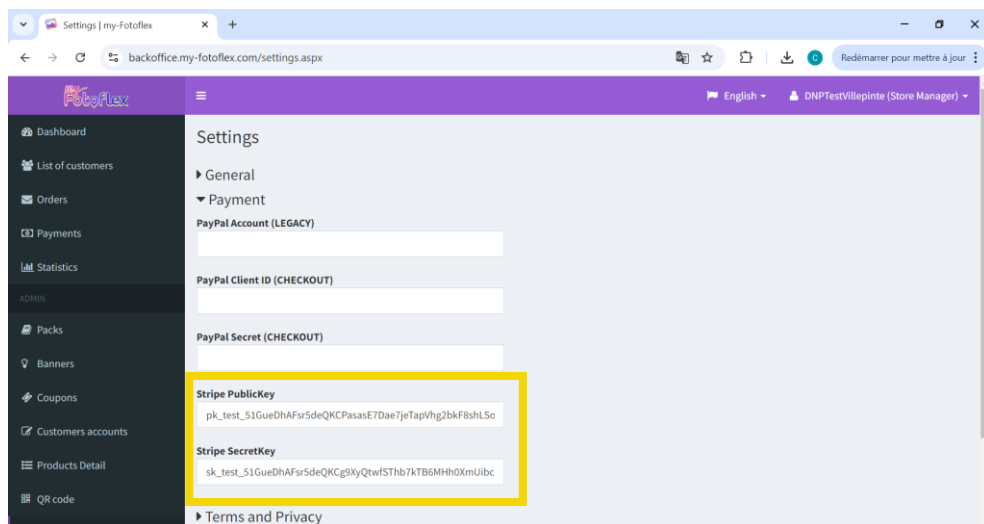
For Paypal :

The screenshot shows the 'Settings' page in the my-Fotoflex Back Office. The left sidebar contains navigation links: Dashboard, List of customers, Orders, Payments, Statistics, ADMIN, Packs, Banners, Coupons, Customers accounts, Products Detail, and QR code. The main content area is titled 'Settings' and has tabs for 'General' and 'Payment'. Under the 'Payment' tab, there are three input fields for 'PayPal Account (LEGACY)', 'PayPal Client ID (CHECKOUT)', and 'PayPal Secret (CHECKOUT)', which are highlighted with a yellow box. Below these are fields for 'Stripe PublicKey' and 'Stripe SecretKey', which contain test keys. At the bottom, there is a link for 'Terms and Privacy'.

- Paypal Account
- Paypal Client ID
- Paypal Secret

IMPORTANT: Your login information has been provided by Paypal. Please contact Paypal support if you have any problems.

For Stripe :

The screenshot shows the 'Settings' page in the my-Fotoflex Back Office, similar to the previous one. The 'Payment' tab is selected. The 'PayPal' fields are present but empty. The 'Stripe' fields, 'Stripe PublicKey' and 'Stripe SecretKey', are highlighted with a yellow box and contain test keys. The 'Terms and Privacy' link is also visible at the bottom.

- Stripe Public Key
- Stripe Secret Key

IMPORTANT: Your login information has been provided by Stripe. Please contact Stripe support if you have any problems.

Terms of use and privacy policy:

▼ Terms and Privacy

Terms and agreements url

Or Aucun fichier choisi

Data safety url

Or Aucun fichier choisi

Please provide the URLs (links to web pages) for your terms of use, privacy policy and terms of delivery so that the end user can view and accept them on your my-Fotoflex online store when finalizing my order.

Shop subscription information:

- Shop Name :
 - Name of the e-shop
 - <https://eshop.my-fotoflex.com/index.html?dnptestvillepinte>
- Shop country:
 - Shop country location
- Shop address: by filling in this field, your address will appear on my-Fotoflex store map (if authorized) and on your online store interface.
- Shop email: All the email notifications sent to this email address.

▼ Shop subscription information

Shop name

Shop country

Shop address

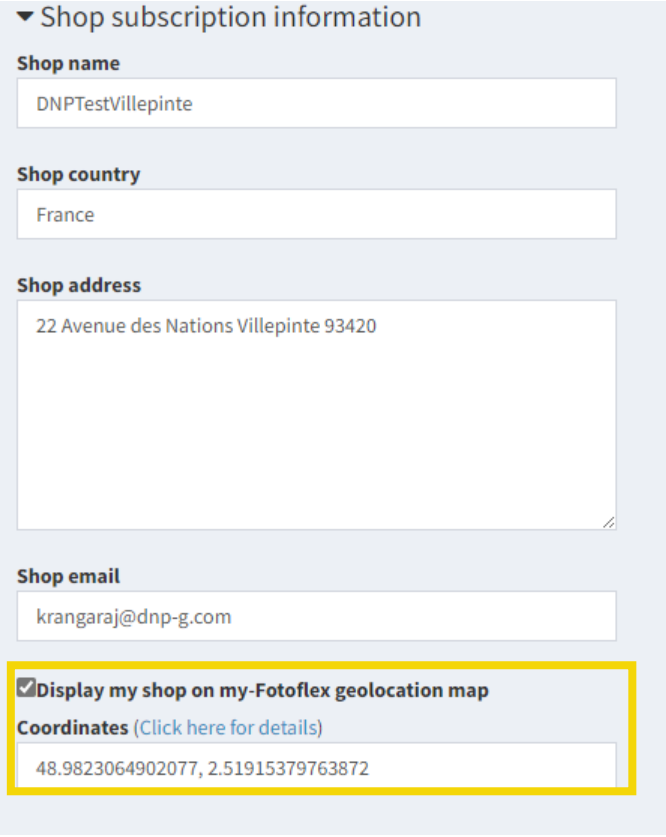
Shop email

☒ **Display my shop on my-Fotoflex geolocation map**

Coordinates [\(Click here for details\)](#)

- To show your shop on the my-Fotoflex map, you should check the option below “Display my shop on my-Fotoflex geolocation map” and enter the coordinates following the instructions by clicking on “Click here for details”.

“Coordinates”: these are the GPS coordinates of your store's location, which appear by default when you have entered the store's address in the previous field.



▼ Shop subscription information

Shop name

DNPTestVillepinte

Shop country

France

Shop address

22 Avenue des Nations Villepinte 93420

Shop email

krangaraj@dnpg.com

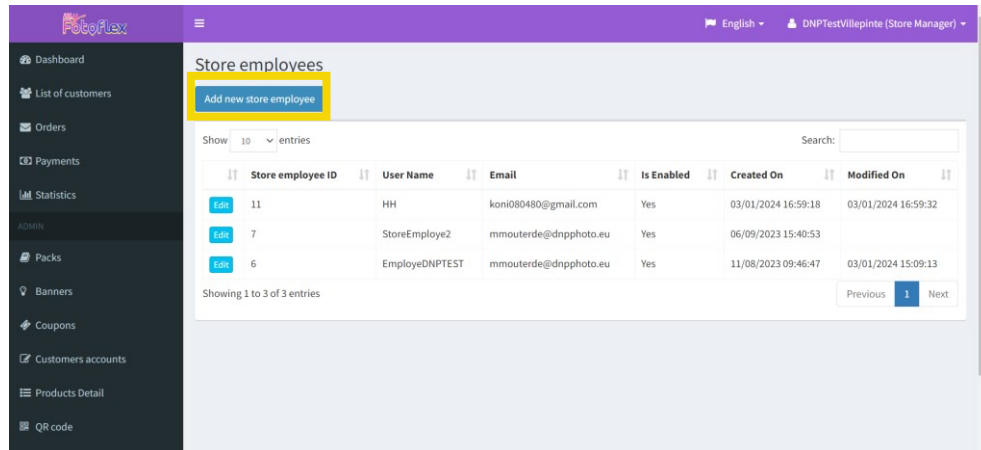
☒ Display my shop on my-Fotoflex geolocation map

Coordinates ([Click here for details](#))

48.9823064902077, 2.51915379763872

Store employees

You can give your employees access to the back office with a limited role. To do so, click on "Add new store employee".



To find out more about the roles of the various accounts, please refer to the chapter on [Types of accounts and roles in my-Fotoflex Back Office](#).

- After clicking on "Add new employee", please fill in the following fields:
Is enabled: check this box to make the account usable.

New store employee

Is Enabled ☒

User Name

Employee_shop

Password

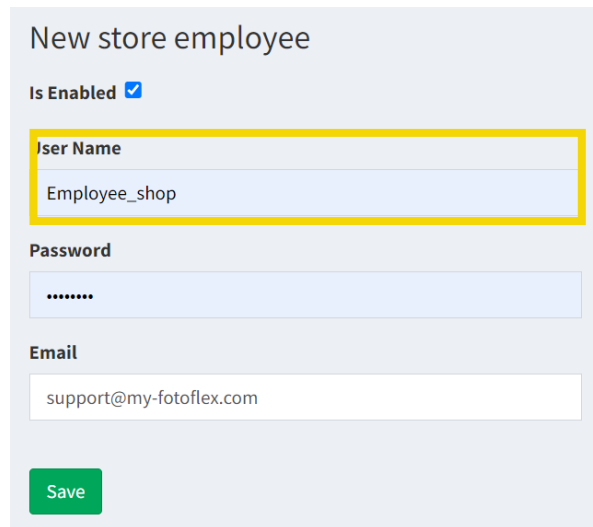
.....

Email

support@my-fotoflex.com

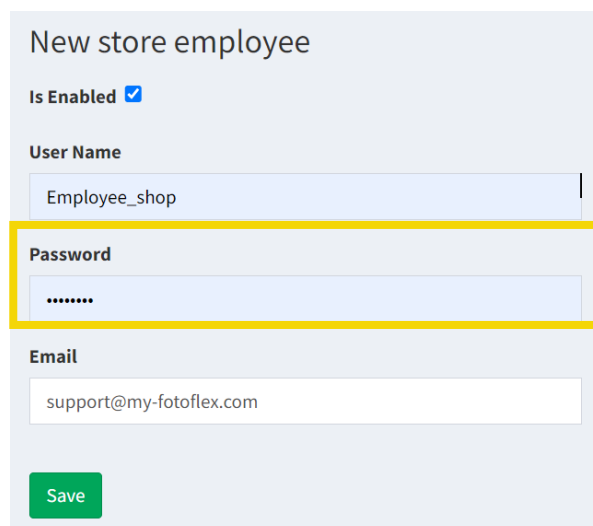
Save

- User Name: choose a username that will be requested when you log in to the Back-Office.



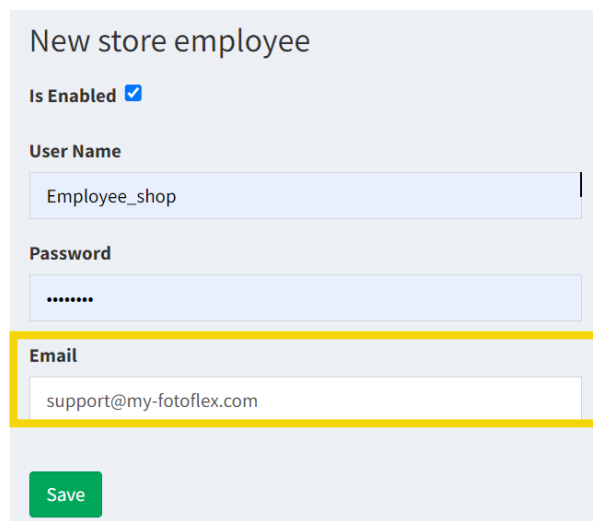
The screenshot shows the 'New store employee' form. The 'Is Enabled' checkbox is checked. The 'User Name' field, containing 'Employee_shop', is highlighted with a yellow border. The 'Password' field is masked with dots. The 'Email' field contains 'support@my-fotoflex.com'. A green 'Save' button is at the bottom.

- Password: choose a password which will be requested when logging in to the Back-Office.

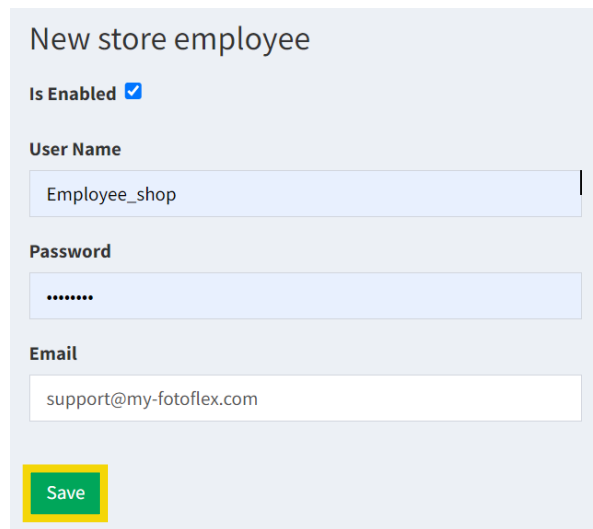


The screenshot shows the 'New store employee' form. The 'Is Enabled' checkbox is checked. The 'User Name' field contains 'Employee_shop'. The 'Password' field, masked with dots, is highlighted with a yellow border. The 'Email' field contains 'support@my-fotoflex.com'. A green 'Save' button is at the bottom.

- E-mail: e-mail associated with the store employee account (when the account is activated, a notification e-mail will be sent to this e-mail address).



The screenshot shows the 'New store employee' form. The 'Is Enabled' checkbox is checked. The 'User Name' field contains 'Employee_shop'. The 'Password' field is masked with dots. The 'Email' field, containing 'support@my-fotoflex.com', is highlighted with a yellow border. A green 'Save' button is at the bottom.



New store employee

Is Enabled ☒

User Name

Employee_shop

Password

.....

Email

support@my-fotoflex.com

Save

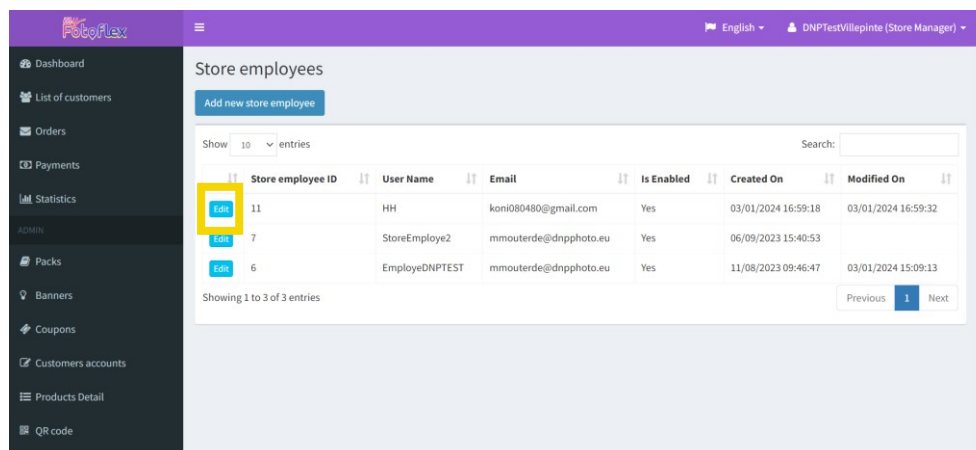
Click on "Save" once you've entered all your details.

IMPORTANT:

Don't forget to check the "Is Enabled" box when creating the employee account.

You can create several store employees. All accounts created will be displayed in a dashboard:

You can search for an account using the search bar in the top right-hand corner.



Store employees

Add new store employee

Show 10 entries

Search:

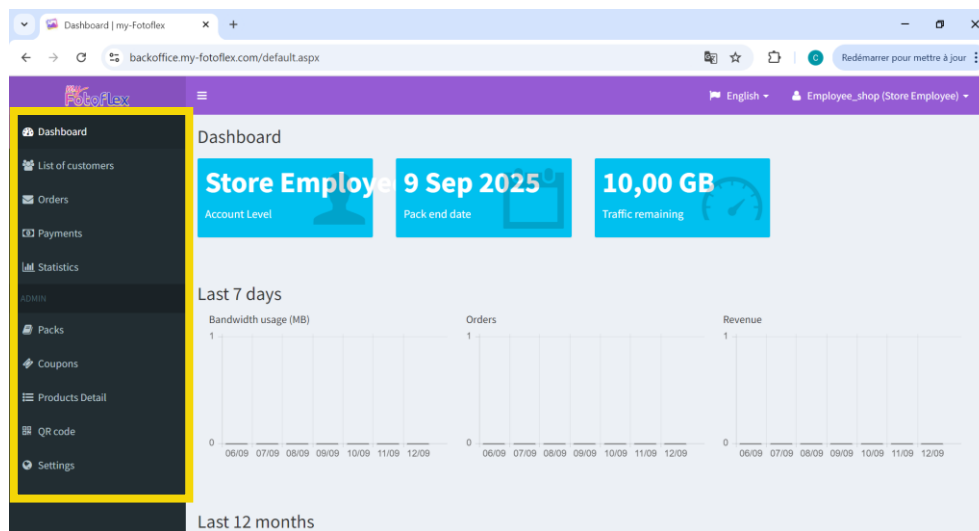
Store employee ID	User Name	Email	Is Enabled	Created On	Modified On
11	HH	koni080480@gmail.com	Yes	03/01/2024 16:59:18	03/01/2024 16:59:32
7	StoreEmployee2	mmouterde@dnpphoto.eu	Yes	06/09/2023 15:40:53	03/01/2024 15:09:13
6	EmployeeDNPTTEST	mmouterde@dnpphoto.eu	Yes	11/08/2023 09:46:47	03/01/2024 15:09:13

Showing 1 to 3 of 3 entries

Previous 1 Next

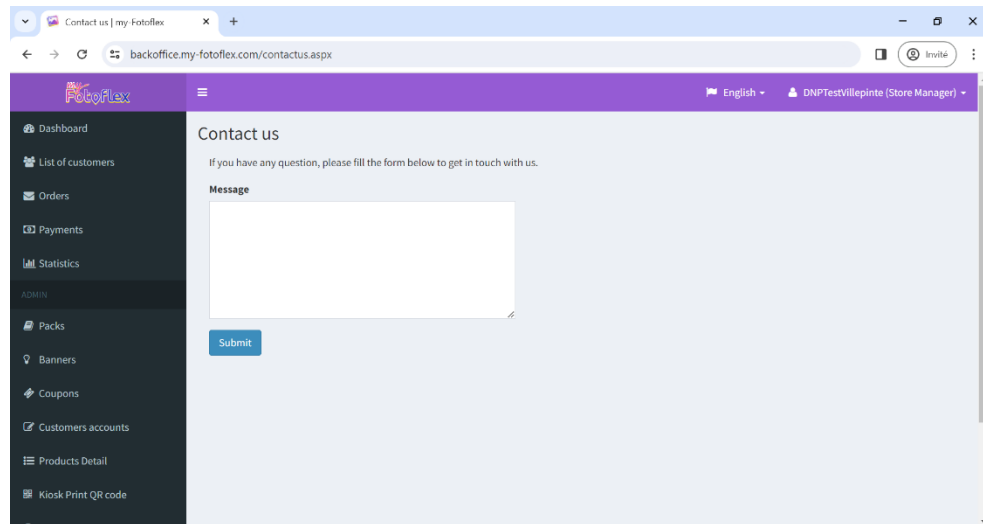
You can also modify accounts at any time by clicking on "Edit".

- Dashboard for store employees



The store employee has a limited access, he can only view/consult information from the dashboard.

Contact us



The screenshot shows a web browser window with the URL `backoffice.my-fotoflex.com/contactus.aspx`. The page has a purple header with the 'Fotoflex' logo on the left and 'English' and 'DNPTTestVilepinte (Store Manager)' on the right. A dark sidebar on the left contains a menu with items: Dashboard, List of customers, Orders, Payments, Statistics, ADMIN, Packs, Banners, Coupons, Customers accounts, Products Detail, and Kiosk Print QR code. The main content area is titled 'Contact us' and includes the text 'If you have any question, please fill the form below to get in touch with us.' Below this is a 'Message' label and a large text input field. A blue 'Submit' button is positioned below the input field.

If you have any technical questions, you can contact my-Fotoflex support directly by filling in the "Message" field and clicking on "Submit".

6. FAQ

IN THIS CHAPTER:

How do I list my store in my-Fotoflex network?

How do I configure my product range?

How does my-Fotoflex work for my customers?

Which systems are compatible with my-Fotoflex service?

Who do I contact if I have a technical problem?

How can I communicate about my-Fotoflex service in my store?

I've lost my login and password for my my-Fotoflex account. What should I do?

How do I connect to Teamviewer?

How do I list my store in my-Fotoflex network?

If you want your store to be listed on our map, you must first subscribe to my-Fotoflex service. To do so, contact your distributor or sales representative.

How do I configure my product range?

Once you have subscribed to my-Fotoflex offer and your store has been created, you can configure your product offer directly from your store terminal or from your back-office for the SL+ software.

When you signed up, you received an email with a link to download the user manual.

How does my-Fotoflex work for my customers?

Directly from their computer, tablet or smartphone, your customers will be able to find your store on the map and/or the list of available stores on my-Fotoflex.com website. Once they've selected your store, all they have to do is choose the photo prints/products to be printed and select their payment and shipping method.

Which systems are compatible with my-Fotoflex service?

The service is currently compatible with SL+ software and Minilab DNP configurations.

Who do I contact if I have a technical problem?

If you have a problem with my-Fotoflex service, please contact our Support team at support@my-fotoflex.com.

How can I communicate about my-Fotoflex service in my store?

We've created a communication kit, including flyers, posters...etc. that you can print as much as you need! You can download the kit [here](#).

I've lost my login and password for my my-Fotoflex account. What should I do?

You can renew your password directly from the back-office platform.

How do I connect to Teamviewer?

Please download and install to your computer Teamviewer so that my-Fotoflex support can help you with any technical problems. After installation, please provide support with your ID & password displayed on the screen when you launch Teamviewer.

7. TROUBLESHOOTING

my-Fotoflex support team contact details:

If you have any questions or technical problems, please contact our support team at:

support@my-fotoflex.com