



## Customer Membership Settings in ShopFactory

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### **Section 1 : Customer Membership Settings in ShopFactory**

This feature allows a merchant to provide setup member login so that a customer can login to view the prices and/or view discounted prices applicable to all shop members.

Depending on how the merchant wants to control Customer Membership, the following options are not mandatory but can be enabled:

- ***Allow visitors to become members without ordering***

- A Sign up link will be visible in the shop and anyone clicking on this link will be able to enter their details and become a member

- When this option is **NOT** ticked the Signup Link will not be available on your website, so customers cannot sign up to be members. You will need to add them via the "**Bulk Upload Members**" Function in Total Care/GlobeCharge interface

- ***Stop Access to Website without password***

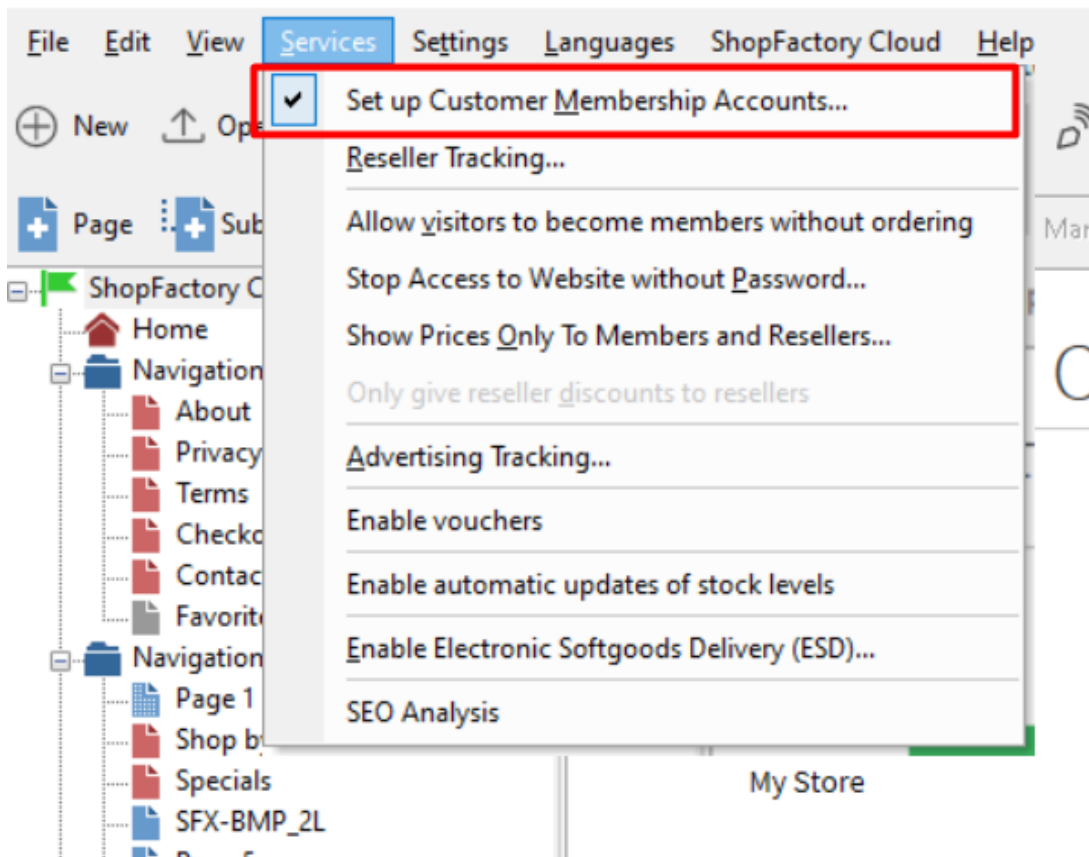
- Customers must sign in to enter the shop

- This option forces your members to login to view your products or pages.

- ***Show Prices Only to Members and Resellers***

- Customers must sign in with their member details (email and password) to see the product prices in the shop

- When this option is ticked anyone who visits your online Shop will not be able to see any prices unless they login. This is useful for websites intended for Wholesale



**IMPORTANT: Setting up Membership Management Service in your shop -**

1. From the **Services** menu -> tick "**Setup Customer Membership Accounts**" option - this will only enable the service in your shop. You must proceed to the next steps to setup member discount, etc.
2. Now, click on **My Orders** button to connect to the Total Care interface.
3. Click on **Services -> Membership Management -> Member account management setup**

At this point the merchant can setup optional member discount and free shipping for members.

### Member account management setup

#### Customer membership accounts

**Information** Here you can set up your 'membership program.' Simply fill in the details below, and you will be able to offer your members special discounts or loyalty points.

Which program do you want to offer to your customers?  Discount in %

Which kind of discount do you want to offer?  Flat discount  Increasing discount **Optional member discount**

Increasing discount:

Level	From €	To €	Discount%
1	0	200	5
2	200	500	10
3	500	10000	15
4	10000	25000	20
5			

The more customers spend with you, the more discount they get. You can set up to five different levels of discounts.

Apply increasing discount  **Optional free shipping**

The discount levels you have set will be applied for sales in the period specified here.:

The discount levels you have set will be applied for sales in the period specified here.

Do you want to offer free shipping?:  No  Yes, if they spend more than €100

Signup Form:  Hide "Company name" and "Company/Tax number" fields  Require "Company name" and "Company/Tax number" fields

**Welcome message for your customers:**

Welcome to My Shop. You get 5% discount when you login as a member. Increased discounts when you buy more. On top of that, you get FREE Shipping for purchases over €100. Happy shopping!

(Maximum characters: 200) 200

**Member signup link code:**

[Note: GlobeCharge also supports member signup form in language Czech (cz or cs), Swedish (sv), Hungarian (hu), Slovak (sk) and Slovenian (sl). If your GlobeCharge account language is different from your shop language and want to use shop language, you could change, for example change lang%3den to lang%3dsv]

```
<a href="http://www.cbg-ph-gold.shopfactory.com?target=https://tc.shopfactory.com/webshop/customer_signon.cgi%3tpid%3dUmFuZG9tS/VZqqJkChfwK1HQbJdoFjknzW9C8K4gTuk%3D%26lang%3den">Become a member</a>
```

(Maximum characters: 200)

Click to save settings to database

You can also setup Email for members in different languages.

- Click on the **Email Settings** submenu.

Once everything is setup, save and preview your shop to see how it works.

- Click on Signup if you allow customers to become members without ordering first.

- Or you can manually add members via "**Bulk Upload members**" option.

#### Setting up Membership Management Service via SF Cloud interface

- Click on **ShopFactory Cloud** -> **My Orders** button to connect to the Total Cloud interface.

- Click -> Marketing, <https://app.santu.com/buynow/marketing>

At this point the merchant can setup optional member discount and free shipping for members.

**Marketing** Save:Members

Advertising tracking points.

Affiliates & MLM

Enable login  Enable customer sign-up

Discounts ↑

What kind of discount do you want to offer?

Flat discount  Increasing discount Optional member discount

**Increasing discount**

	Level1	Level2	Level3	Level4	Level5
Product value	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Discount	% <input type="text"/> 0.00	% <input type="text"/> 0.00	% <input type="text"/> 0.00	% <input type="text"/> 0.00	% <input type="text"/> 0.00

Level must be reached  
Last 30 days v

Do you want to offer free shipping?  
 No  Yes, if they spend more than  
 \$  0.00 Optional free shipping

Signup details ↑

You can also setup Email for members in different languages.

- Scroll down until you see Email settings
- Click dropdown menu under Language

**Marketing** Save:Members

lang%3den to lang%3dsv

Email settings ↑

Email:

Email subject:

Email header:

477 characters remaining 479 characters remaining

Language:

- English v
- English
- Nederlands
- Français
- 日本語 (Japanese)
- Deutsch
- Portuguese
- Italiano
- Danish
- Español

## Section 2: Free shipping to shop members if they purchase a certain amount

To setup free shipping to shop members, please follow the steps I have outlined below.

- Open shop in ShopFactory
- Click -> ShopFactory Cloud -> My Orders
- You will be redirected to ShopFactory Cloud interface
- Click -> Marketing, <https://app.santu.com/buynow/marketing>

Here you can set up your 'membership program'. Simply fill in the details below, and you will be able to offer your members special discounts or loyalty points.

- Enable login
- Enable customer sign-up

Discounts

What kind of discount do you want to offer?

- Flat discount
- Increasing discount

Flat discount

% 3.00

Do you want to offer free shipping?

- No
- Yes, if they spend more than

\$ 0.00

Signup details

- Tick the option "Yes, if they spend more than" and then enter the amount

- Click -> Submit button