

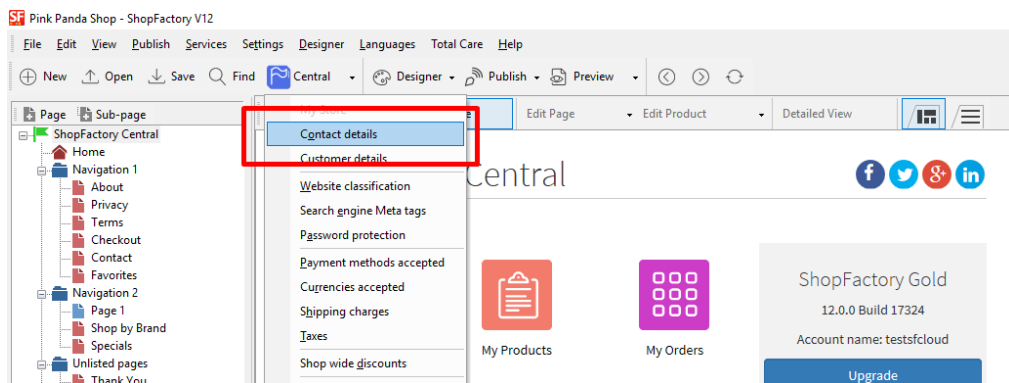


How do I enter an order email address in ShopFactory?

Merliza N. - 2021-03-01 - Getting Started

When you start selling your products or service, you'll need to provide an email address to receive your Order Notification emails every time an order is completed.

1. Open up your shop in ShopFactory.
2. From the menu at the top select **Central** dropdown and click **Contact Details**.



3. Locate the "**Email (for Orders)**" field and enter your email address - this is where your Order notification emails will be sent.

The screenshot shows the 'Page Properties Wizard - Contact' dialog box. The 'Contact details' tab is selected. The 'Email (for orders)' field is highlighted with a red box and contains the text 'test@3d3.com'. Other fields include Country (Australia), User profile (SF Sample Shop_3d3.com), Name (SF Sample Shop), Company name (3d3.com), Address, Suburb, City, State (Victoria), ZIP (3150), Phone, Fax, Home page, Company number, Tax number, Custom 1, and Custom 2.

NOTE: Multiple email addresses can be entered, separated by a **comma** symbol , not a semi-colon ;

IMPORTANT: You also need to add the same email address in the backend system. login to your account and add the same "**Email (for Orders)**". To do this, simply login to GlobeCharge or in ShopFactory editor -> SF Central page -> click **MY ORDERS** button -> you will be redirected to the SF Cloud backend interface -> click on **My Store** -> **General** -> "**Email (for Orders)**" field -> add multiple email addresses separated by comma symbol as shown in below screenshot:

The screenshot shows the ShopFactory 'My Store' configuration interface. The top navigation bar includes 'ShopFactory', 'Home', 'Orders', 'My Products', 'My Store' (highlighted with a red box and labeled '1'), 'Marketing', 'Account', 'Help', and 'View store'. Below the navigation bar, the 'My Store' section is visible, with a 'Save: General' button highlighted with a red box and labeled '4'. The left sidebar contains a list of settings categories, with 'General' highlighted with a red box and labeled '2'. The main content area is titled 'General' and includes a 'Set Up Your Sales Profile' section. The 'Name of store' field is set to 'testsfcloud' and the 'store_lang' dropdown is set to 'English'. The 'Email for orders' field is highlighted with a red box and labeled '3', containing the email address 'test@3d3.com,sales@3d3.com'. The 'Notify me of every order I receive' dropdown is set to 'Notify me of every order I receive'.

- Click Save.