



Knowledgebase > Apps & ShopFactory Cloud > How do I setup ESD (Electronic Softgoods Delivery)?

## How do I setup ESD (Electronic Softgoods Delivery)?

Merliza N. - 2021-12-08 - Apps & ShopFactory Cloud

There are a number of things to do.

- Setup a Total Care account
- Setup Total Care as a payment service in ShopFactory, with your account information
- Setup the products in ShopFactory that will need electronic download
- Setup the product in your Total Care account

Now you will need to setup ShopFactory & Total Care

### ShopFactory

1. Open ShopFactory
2. Click on the Services Menu -> Enable Electronic Softgoods Delivery should be ticked
3. Add/Create your ESD product with UNIQUE Catalog Number

### In Total Care

**\*\*Click *MY ORDERS* in Shopfactory Central and you will be redirected to Santu interface. Click RETURN TO SHOPFACTORY TOTALCARE link above**

This FAQ only shows a simple example with all the default settings

1. Select Services -> and click ESD button



2. Choose File location and then click Next

ESD Event tickets Reseller tracking Affiliates Membership management Advertising tracking

Home Add new product Email settings

### ESD settings

File location:

☒ Files stored on: GlobeCharge

☐ Files stored on: Your server

Next

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3. Click Finish

4. Click Add New product

Central Orders Statistics Customers Services Settings Help Logout

ESD Event tickets Reseller tracking Affiliates Membership management Advertising tracking Vouchers

Home Add new product Email settings

### ESD Account

Files stored on: GlobeCharge [Edit](#)

Hard disk space allocated: 10 MB [Edit](#)

Hard disk space used: 0 MB

Number of products: 0 [Add new product](#)

No results matched your search criteria. Please try again.

[Add new product](#)

5. Enter the Product details such as Product Name, Catalog Number (must be the same as in ShopFactory for that Product)

Central Orders Statistics Customers Services Settings Help Logout

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### Add new product

#### Product details

Product name:

Enter a name and a Product ID. The Product ID must be the same as the one you use for the product in your shopping cart software.  
If your product must be unlocked after purchase, you can enter the unlock keys here and they will automatically be passed on.  
To upload a file to the GlobeCharge server, simply select it on your computer with the 'browse' button.

Cat. No.:

Select file from your computer: [Choose File](#) No file chosen

#### Download access

Limited duration:  Days

#### Software unlock keys

Software unlock keys:

☒ No 'software unlock key' required

☐ Always use this software unlock key

☐ I will provide a list of software unlock keys

[Reset](#) [Next](#)

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6. Click on Browse to select the file you wish to Upload

7. On the Download access – You can set the number of days that the file can be accessed
8. On the Software unlock keys – You can define if you want to send unlock keys
9. Click -> Next
10. That will now commence uploading your file to the GlobeCharge Server
11. The next step will be to set up the Email message to send when the file download link is sent to the customer (this can be setup in different languages)

The screenshot shows a web application interface for configuring product settings. At the top, there is a navigation bar with links: Services, ESD, Reseller tracking, Add new reseller, Membership management, Advertising tracking, and Vouchers. Below this is a section titled 'Product settings'. Underneath, there is a sub-section titled 'Email message'. A 'Language:' dropdown menu is set to 'English'. Below the language menu, there is a text area for the 'Email message'. The text area contains the following text: 'Download Link : [rings](#)' and 'Period (days) for which this download will be available: [3]'. Below the text area, there is a message in orange text: 'enter your emails message here, this is the message that will be sent with the download link.' At the bottom right of the form, there are two buttons: 'Reset' and 'Finish'.

12. Click -> Finish to Save it.
13. Repeat Steps 4 to 11 for every product you want to add.