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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

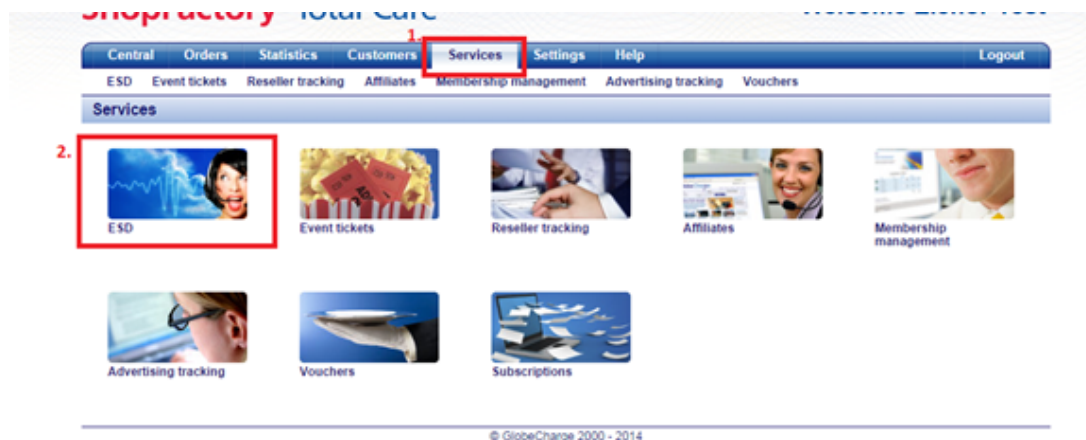
1. Open ShopFactory
2. Click on the Services Menu -> Enable Electronic Softgoods Delivery should be ticked
3. Add/Create your ESD product with UNIQUE Catalog Number

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

This screenshot shows the 'ESD settings' page. At the top, there is a navigation bar with links: ESD, Event tickets, Reseller tracking, Affiliates, Membership management, and Advertising tracking. Below this is a sub-navigation bar with 'Home', 'Add new product', and 'Email settings'. The main heading is 'ESD settings'. Under 'File location:', there are two radio buttons: 'Files stored on: GlobeCharge' (which is selected) and 'Files stored on: Your server'. A 'Next' button is located at the bottom right of the settings area. The footer indicates '© GlobeCharge 2000 - 2014'.

3. Click Finish

4. Click Add New product

This screenshot shows the 'ESD Account' page. The top navigation bar includes 'Central', 'Orders', 'Statistics', 'Customers', 'Services', 'Settings', 'Help', and 'Logout'. Below it, a sub-bar shows 'ESD', 'Event tickets', 'Reseller tracking', 'Affiliates', 'Membership management', 'Advertising tracking', and 'Vouchers'. The main content area shows account details: 'Files stored on: GlobeCharge' (with an 'Edit' button), 'Hard disk space allocated: 10 MB' (with an 'Edit' button), 'Hard disk space used: 0 MB', and 'Number of products: 0'. The 'Add new product' button is highlighted with a red rectangle. Below this, a message states 'No results matched your search criteria. Please try again.' and another 'Add new product' button is visible at the bottom.

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

This screenshot shows the 'Add new product' form. The top navigation bar is the same as in the previous screenshot. The sub-bar shows 'Home', 'Add new product' (which is active), and 'Email settings'. The main heading is 'Add new product'. Under 'Product details', there is a 'Product name:' field with a text input box and a 'Cat. No.:' field with a text input box. Below these is a 'Select file from your computer:' section with a 'Choose File' button and the text 'No file chosen'. The 'Download access' section has a 'Limited duration:' field with a value of '3' and a 'Days' label. The 'Software unlock keys' section has three radio buttons: 'No 'software unlock key' required' (selected), 'Always use this software unlock key' (with an adjacent text input box), and 'I will provide a list of software unlock keys'. At the bottom, there are 'Reset' and 'Next' buttons. The footer indicates '© GlobeCharge 2000 - 2014'.

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 '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, the 'Product settings' section is active, followed by the 'Email message' sub-section. A 'Language:' dropdown menu is set to 'English'. The main content area is titled 'Email message' and contains a 'Download Link' input field with a blue 'rings' link next to it. Below the input field, a text area displays the message: 'enter your emails message here, this is the message that will be sent with the download link.' Above this text area, a label indicates 'Period (days) for which this download will be available: [3]'. 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.