

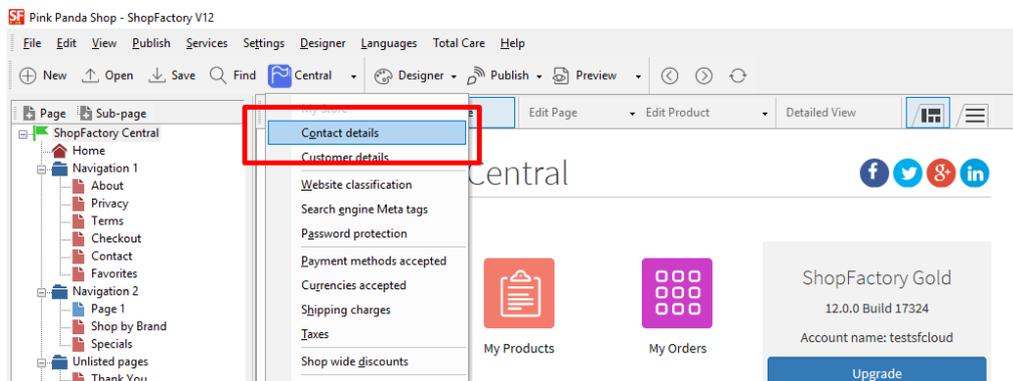


## How do I enter an order email address in ShopFactory?

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'. The 'OK', 'Cancel', and 'Help' buttons are at the bottom.

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' notification. The 'Name of store' field is set to 'testsfcloud' and the 'store\_lang' dropdown is set to 'English'. There is a checkbox for 'Hide store and products' which is unchecked. The 'Email for orders' field is highlighted with a red box and labeled '3', containing the email address 'test@3d3.com,sales@3d3.com'. A dropdown menu next to it is set to 'Notify me of every order I receive'.

- Click Save.