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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

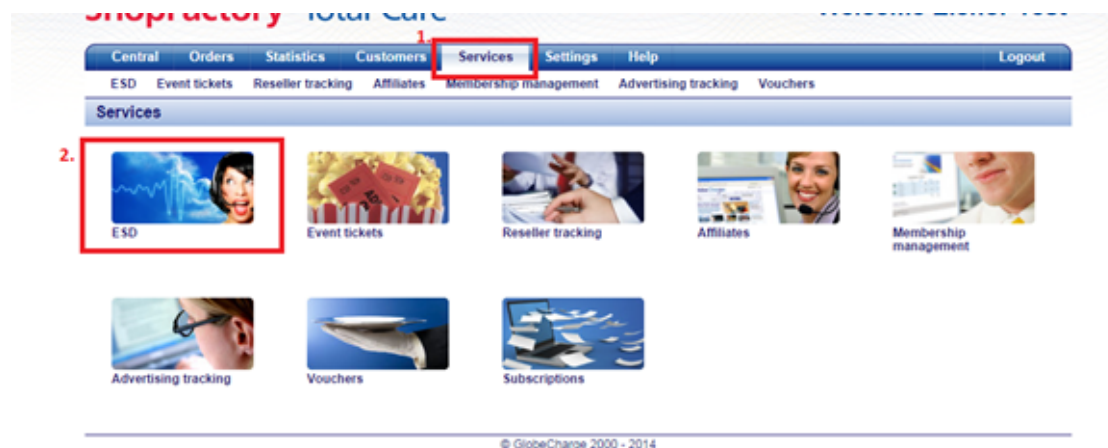
1. Open ShopFactory
2. Click on the Services Menu -> Enable Electronic Softgoods Delivery should be ticked
3. Add/Create your ESD product with UNIQUE Catalog Number

In Total Care

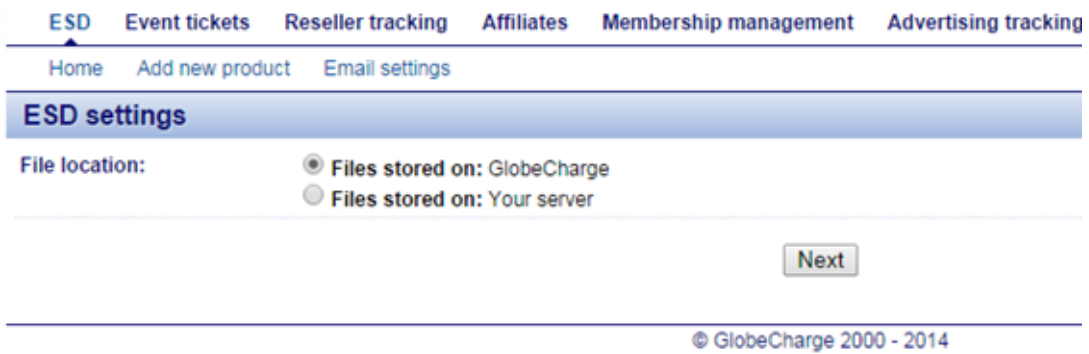
****Click *MY ORDERS* in Shopfactory Central and you will be redirected to Santu interface. Click **RETURN TO SHOPFACTORY TOTALCARE** link above**

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

1. Select Services -> and click ESD button

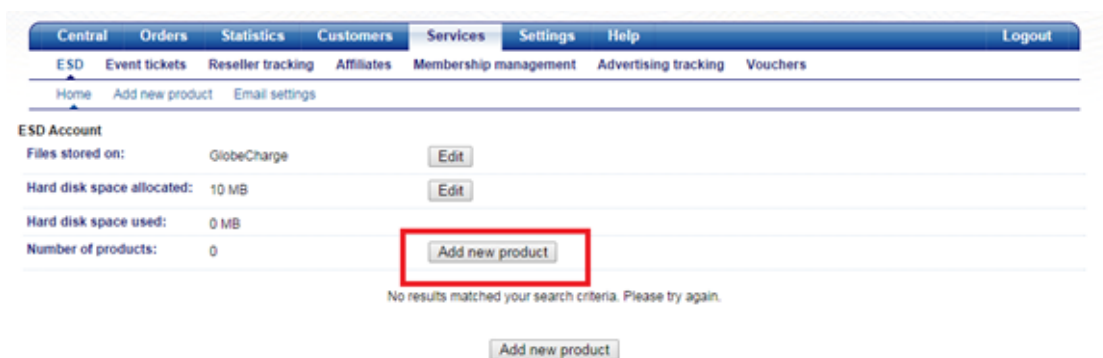


2. Choose File location and then click Next

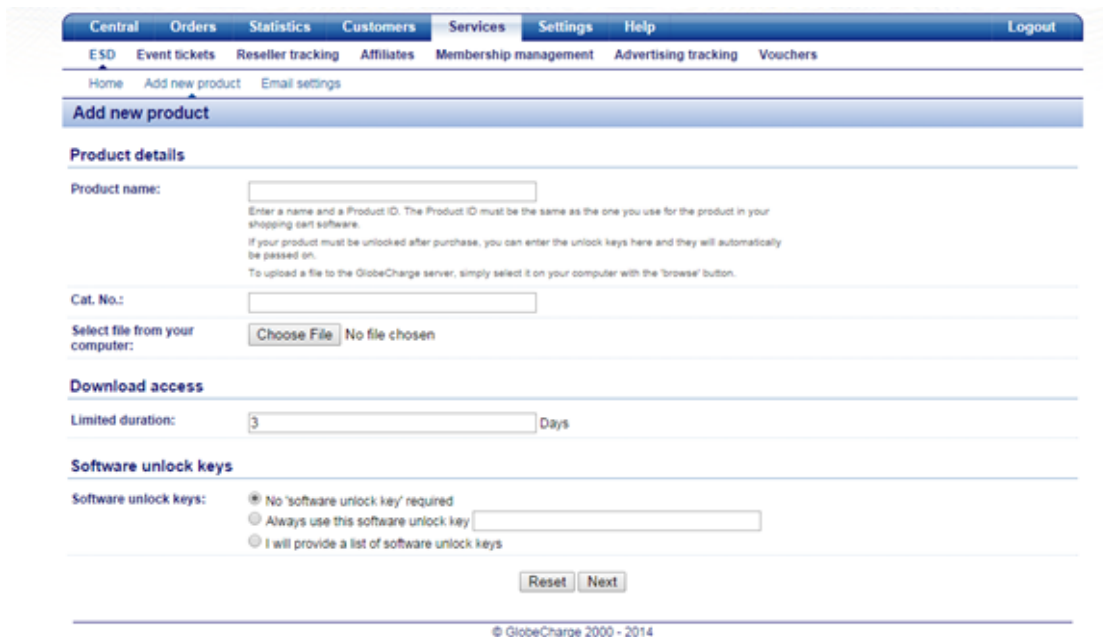


3. Click Finish

4. Click Add New product



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



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 interface for configuring product settings. At the top, there is a navigation bar with links: Services, ESD, Reseller tracking, Affiliate reseller, membership management, Advertising tracking, and vouchers. Below this is a header for 'Product settings'. The main section is titled 'Email message'. It includes a 'Language:' dropdown menu currently set to 'English'. Below that, there is another 'Email message' section with a 'Download Link' input field containing the text 'rings'. To the right of the input field is a small blue link labeled 'rings'. Below the input field is a text area with the text: 'Period (days) for which this download will be available: [3]' and 'enter your emails message here, this is the message that will be sent with the download link.' At the bottom of the form 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.