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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

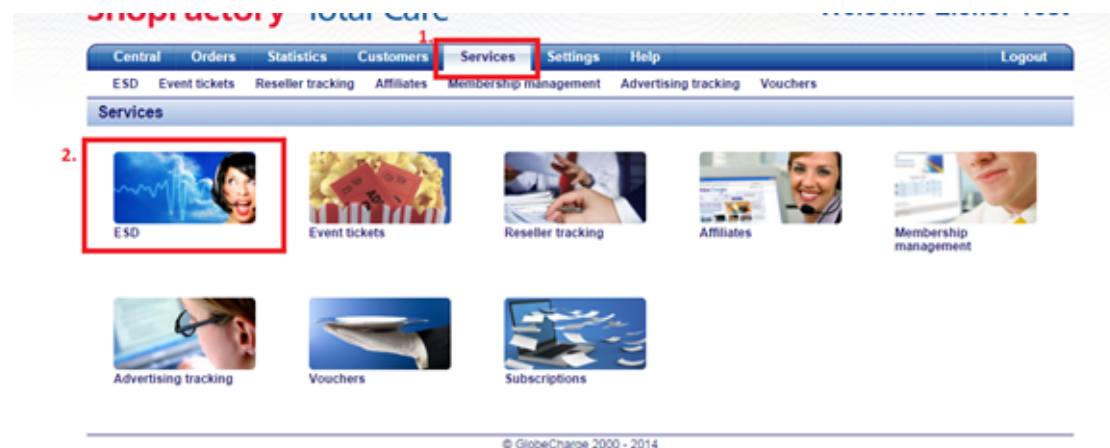
1. Open ShopFactory
2. Click on the Services Menu -> Enable Electronic Softgoods Delivery should be ticked
3. Add/Create your ESD product with UNIQUE Catalog Number

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

The 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 links: Home, Add new product, and Email settings. The main content area is titled 'ESD settings' and contains a section for 'File location:' with two radio button options: '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. At the very bottom of the page, there is a copyright notice: '© GlobeCharge 2000 - 2014'.

3. Click Finish

4. Click Add New product

The screenshot shows the 'ESD Account' page. It has a navigation bar with links: Central, Orders, Statistics, Customers, Services, Settings, and Help, along with a 'Logout' button. Below this is a sub-navigation bar with links: ESD, Event tickets, Reseller tracking, Affiliates, Membership management, Advertising tracking, and Vouchers. The main content area is titled 'ESD Account' and contains a table with the following information: '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'. A red box highlights the 'Add new product' button. Below the table, there is a message: 'No results matched your search criteria. Please try again.' and another 'Add new product' button.

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

The screenshot shows the 'Add new product' page. It has a navigation bar with links: Central, Orders, Statistics, Customers, Services, Settings, and Help, along with a 'Logout' button. Below this is a sub-navigation bar with links: ESD, Event tickets, Reseller tracking, Affiliates, Membership management, Advertising tracking, and Vouchers. The main content area is titled 'Add new product' and contains a section for 'Product details' with the following fields: 'Product name:' (with a text input field and instructions), 'Cat. No.:' (with a text input field), and 'Select file from your computer:' (with a 'Choose File' button and 'No file chosen' text). Below this is a section for 'Download access' with a 'Limited duration:' field set to '3' days. At the bottom, there is a section for 'Software unlock keys' with three radio button options: 'No "software unlock key" required' (selected), 'Always use this software unlock key' (with a text input field), and 'I will provide a list of software unlock keys'. 'Reset' and 'Next' buttons are located at the bottom right of the form. At the very bottom of the page, there is a copyright notice: '© 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)

Services CSU Reseller tracking Affiliate reseller Membership management Advertising tracking Vouchers

Product settings

Email message

Language: English

Email message

Download Link :

Period (days) for which this download will be available: [3]

enter your emails message here, this is the message that will be sent with the download link.

links

Reset Finish

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