Advertisements appear when using free secure order processing (freeSSL) checkout service

Merliza N. - 2021-11-26 - Facturación y ventas

Both the Order Notification (merchant) and the Order Received (buyer) emails have ShopFactory ads at the bottom of the order details if your website uses our Free Secure Order processing service (free SSL).

Since we started back in 1995 the client-based ShopFactory software for PCs has been available on a one off fee basis with no on-going fees.

The free order order processing via secure servers has been provided by our sister companies GlobeCharge and Santu.

GlobeCharge and Santu manage and maintain all the required infrastructure and servers essential to processing the orders.

ShopFactory together with GlobeCharge and Santu ensure everything complies with latest developments, regulations, requirements etc.

There are ongoing costs for operating and maintaining these large and secure server farms around the world which simply cannot be financed forever by a simple one off license fee.

In order to continue offering and maintaining this free order processing service we have introduced advertisements on your order notification emails and on your customer's order confirmation emails.

This is simply the only economically viable option to continue providing this free order processing service in this fast evolving and demanding environment.

The only other option is to charge an ongoing monthly fee (ShopFactory Total Care subscription) to cover the on-going costs to manage and maintain all the required infrastructure, servers and resources.

It should also be noted that the authenticity of any order email cannot be guaranteed. Emails can always be intercepted and corrupted.

When using only email orders you must always verify product prices and address details before processing an order.

Alternatively, you can be safe and subscribe to "ShopFactory Total Care" paid services and ensure all the details of your orders are safe and reliable.

Furthermore, by subscribing to "ShopFactory Total Care" paid services you can also enjoy the benefits of the many other server based (Cloud) advanced ecommerce functions and apps.

How do I get rid of the ShopFactory Ads in the Order emails?

Simply upgrade and subscribe to "ShopFactory Cloud / Total Care" paid services.

This allows you to manage your orders online without any advertisements and enjoy the benefits of the other server based (Cloud) advanced ecommerce functions.

Or in ShopFactory editor, simply click on "My Orders" button in ShopFactory Central page.

You will be redirected to the ShopFactory Cloud interface. You will see the message:

This service is not available with your current account settings.

Please click here to upgrade.

The provision of these more secure and advanced ecommerce services attract ongoing regular costs and fees to us which we have to pass onto the merchants who take advantage of these more secure and advanced ecommerce services for their own businesses when they use them for as long as they want which could be simply for just one month or for many years.

If you experience any issues with upgrading your ShopFactory account, please contact us and a member of our Sales Team can get back to you with more information.