



[Knowledge base](#) > [Apps & ShopFactory Cloud](#) > [Customer Membership Settings in ShopFactory](#)

# Customer Membership Settings in ShopFactory

Elenor A. - 2021-12-08 - [Apps & ShopFactory Cloud](#)

## Section 1 : Customer Membership Settings in ShopFactory

This feature allows a merchant to provide setup member login so that a customer can login to view the prices and/or view discounted prices applicable to all shop members.

Depending on how the merchant wants to control Customer Membership, the following options are not mandatory but can be enabled:

- ***Allow visitors to become members without ordering***

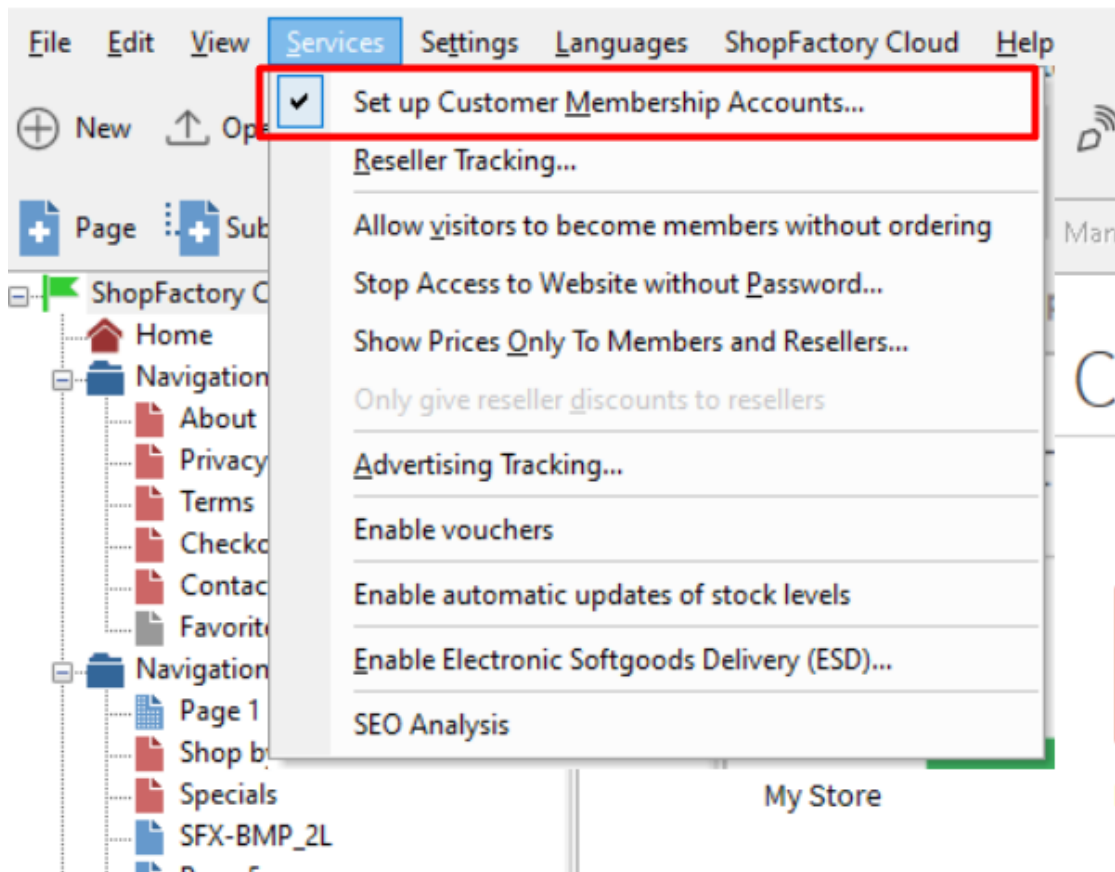
- A Sign up link will be visible in the shop and anyone clicking on this link will be able to enter their details and become a member
- When this option is **NOT** ticked the Signup Link will not be available on your website, so customers cannot sign up to be members. You will need to add them via the "**Bulk Upload Members**" Function in Total Care/GlobeCharge interface

- ***Stop Access to Website without password***

- Customers must sign in to enter the shop
- This option forces your members to login to view your products or pages.

- ***Show Prices Only to Members and Resellers***

- Customers must sign in with their member details (email and password) to see the product prices in the shop
- When this option is ticked anyone who visits your online Shop will not be able to see any prices unless they login. This is useful for websites intended for Wholesale



**IMPORTANT: Setting up Membership Management Service in your shop -**

1. From the **Services** menu -> tick "**Setup Customer Membership Accounts**" option - this will only enable the service in your shop. You must proceed to the next steps to setup member discount, etc.

2. Now, click on **My Orders** button to connect to the Total Care interface.

3. Click on **Services -> Membership Management -> Member account management setup**

At this point the merchant can setup optional member discount and free shipping for members.

Member account management setup

Customer membership accounts

Information

Here you can set up your 'membership program.' Simply fill in the details below, and you will be able to offer your members special discounts or loyalty points.

Which program do you want to offer to your customers?

☒ Discount in %

Which kind of discount do you want to offer?

☐ Flat discount  
☒ Increasing discount

Optional member discount

Increasing discount:

Level	From €	To €	Discount%
1	0	200	5
2	200	500	10
3	500	10000	15
4	10000	25000	20
5			

The more customers spend with you, the more discount they get. You can set up to five different levels of discounts.

Apply increasing discount

The discount levels you have set will be applied for sales in the period specified here.:

Unlimited

The discount levels you have set will be applied for sales in the period specified here.

Do you want to offer free shipping?:

☐ No  
☒ Yes, if they spend more than €100

Optional free shipping

Signup Form:

☐ Hide "Company name" and "Company/Tax number" fields  
☐ Require "Company name" and "Company/Tax number" fields

Welcome message for your customers:

Welcome to My Shop. You get 5% discount when you login as a member. Increased discounts when you buy more. On top of that, you get FREE Shipping for purchases over €100. Happy shopping!

(Maximum characters: 200) 200

Member signup link code:

[Note: GlobeCharge also supports member signup form in language Czech (cz or cs), Swedish (sv), Hungarian (hu), Slovak (sk) and Slovenian (sl). If your GlobeCharge account language is different from your shop language and want to use shop language, you could change, for example change lang%3den to lang%3dsv]

```

~a href="http://www.cbq-ph-gold.shopfactory.com/?target=https://tc.shopfactory.com/webshop/customer_signon.cgi%3fpid%3dUmFuZG9tS%3dVZqqJkChfwK1H0bJdofjknzW9C8K4gTuk%3D%26lang%3den">Become a member</a>

```

(Maximum characters: 200)

Submit

Click to save settings to database

You can also setup Email for members in different languages.

- Click on the **Email Settings** submenu.

Once everything is setup, save and preview your shop to see how it works.

- Click on Signup if you allow customers to become members without ordering first.

- Or you can manually add members via **"Bulk Upload members"** option.

### Setting up Membership Management Service via SF Cloud interface

- Click on **ShopFactory Cloud** -> **My Orders** button to connect to the Total Cloud interface.

- Click -> Marketing, <https://app.santu.com/buynow/marketing>

At this point the merchant can setup optional member discount and free shipping for members.

Marketing

Save:Members

Advertising tracking

points.

Affiliates & MLM

☒ Enable login
☒ Enable customer sign-up

Discounts

What kind of discount do you want to offer?

☐ Flat discount
☒ Increasing discount

Optional member discount

Increasing discount

	Level1	Level2	Level3	Level4	Level5
Product value	\$	\$	\$	\$	\$
Discount	% 0.00	% 0.00	% 0.00	% 0.00	% 0.00

Level must be reached

Last 30 days

Do you want to offer free shipping?

☒ No
☐ Yes, if they spend more than

\$

0.00

Optional free shipping

Signup details

You can also setup Email for members in different languages.

- Scroll down until you see Email settings
- Click dropdown menu under Language

Marketing

Save:Members

lang%3den to lang%3dsv

Email settings

Email:

eleonora@3d3.com

Email subject:

Welcome members!

Email header:

testing email header...

Language:

English

English

Nederlands

Français

日本語 (Japanese)

Deutsch

Portuguese

Italiano

Danish

Español


477 characters remaining

479 characters remaining

## Section 2: Free shipping to shop members if they purchase a certain amount

To setup free shipping to shop members, please follow the steps I have outlined below.

- Open shop in ShopFactory
- Click -> ShopFactory Cloud -> My Orders
- You will be redirected to ShopFactory Cloud interface
- Click -> Marketing, <https://app.santu.com/buynow/marketing>

Marketing

Marketing

Resellers

Advertising tracking

Affiliates & MLM

Save Members

Here you can set up your 'membership program'. Simply fill in the details below, and you will be able to offer your members special discounts or loyalty points.

☒ Enable login

☒ Enable customer sign-up

Discounts

What kind of discount do you want to offer?

☒ Flat discount

☐ Increasing discount

Flat discount

%

3.00

Do you want to offer free shipping?

☐ No

☒ Yes, if they spend more than

\$

0.00

Signup details

- Tick the option "Yes, if they spend more than" and then enter the amount
- Click -> Submit button