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***

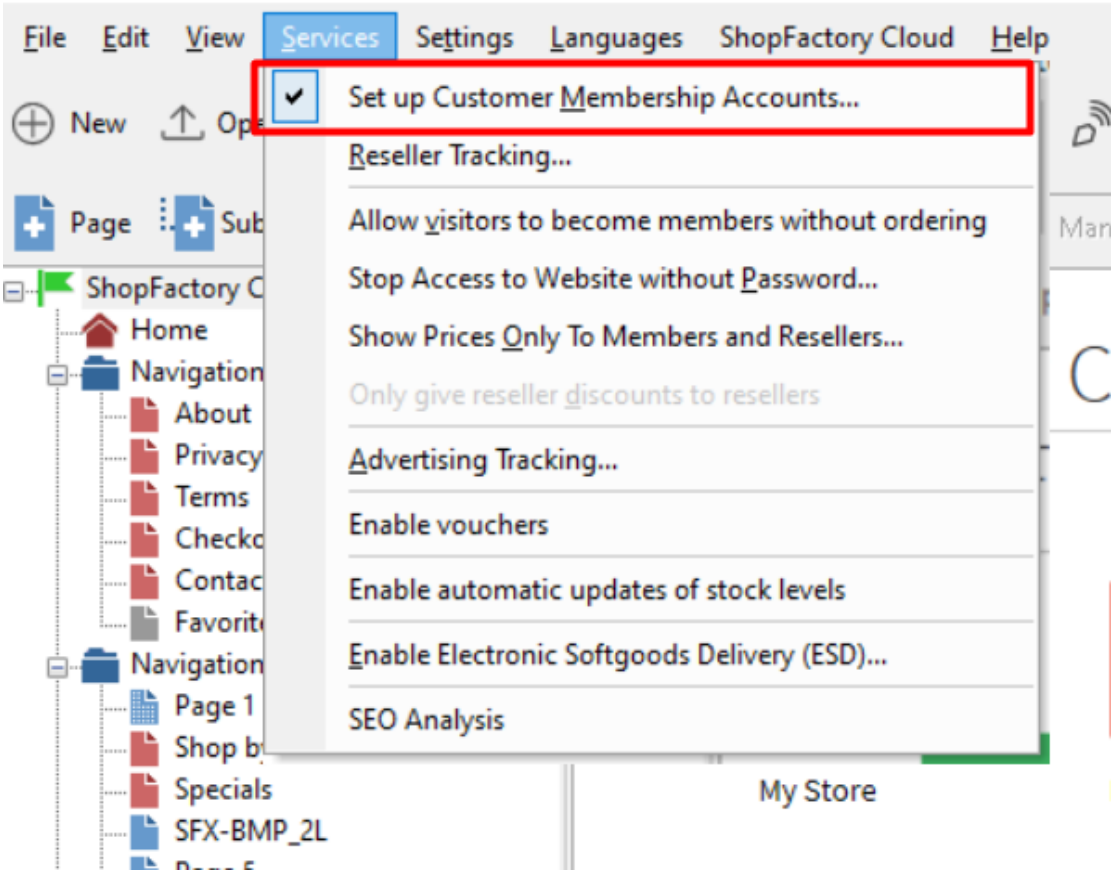
- Customers must sign in to enter the shop

- 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



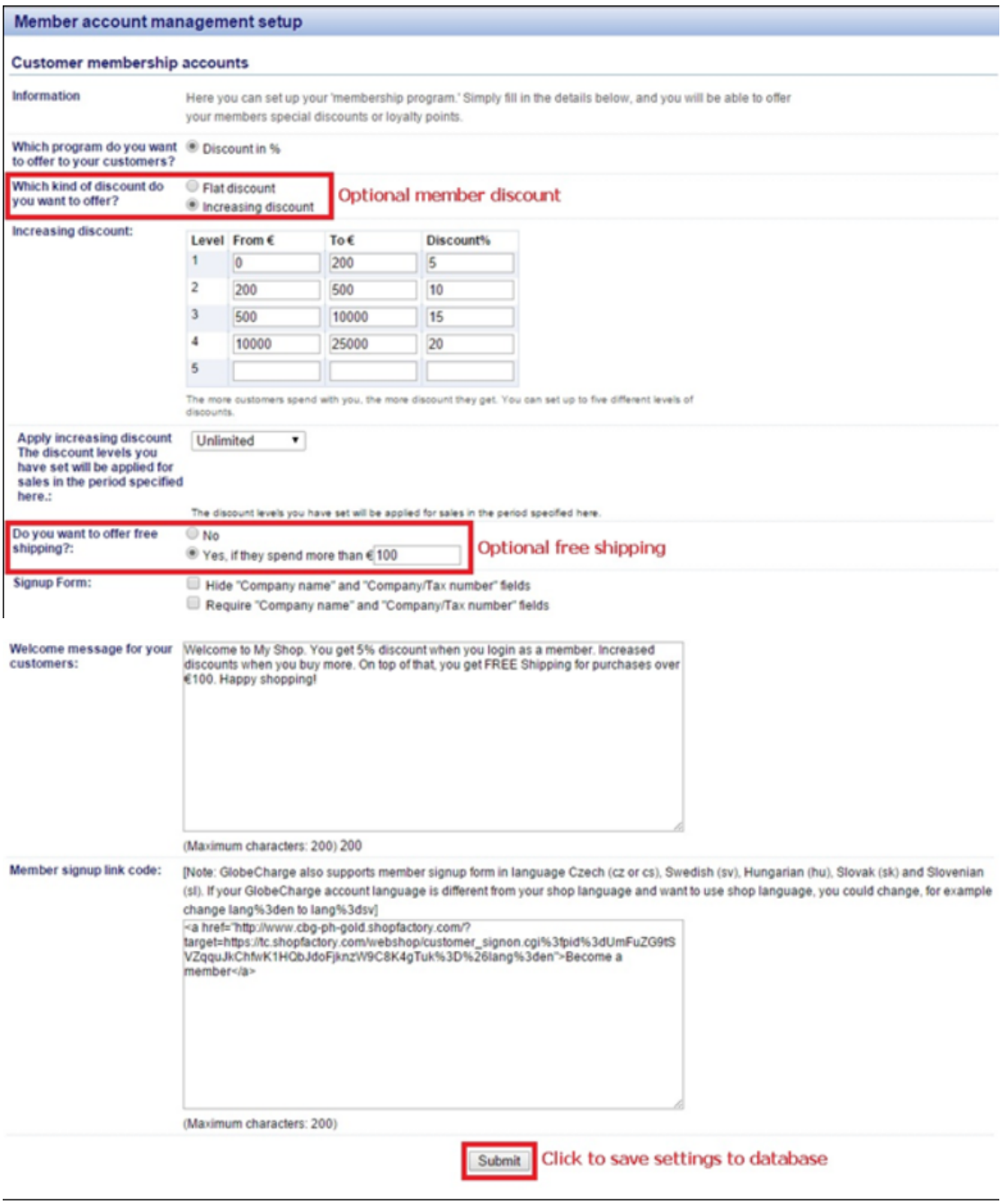
IMPORTANT: Setting up Membership Management Service in your shop -

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.



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.

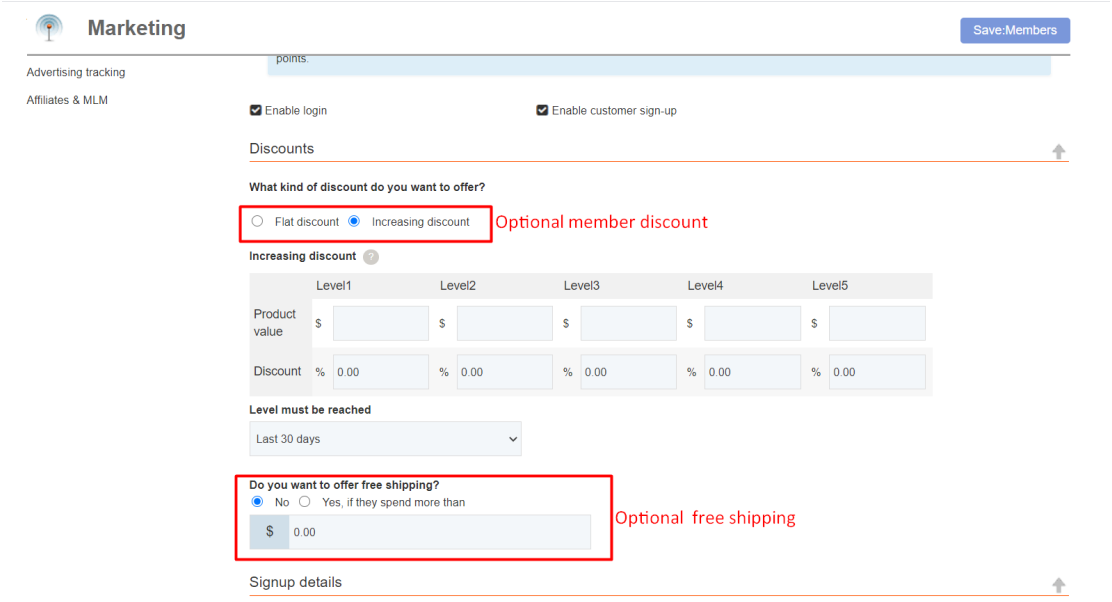
- Or you can manually add members via "**Bulk Upload members**" option.

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

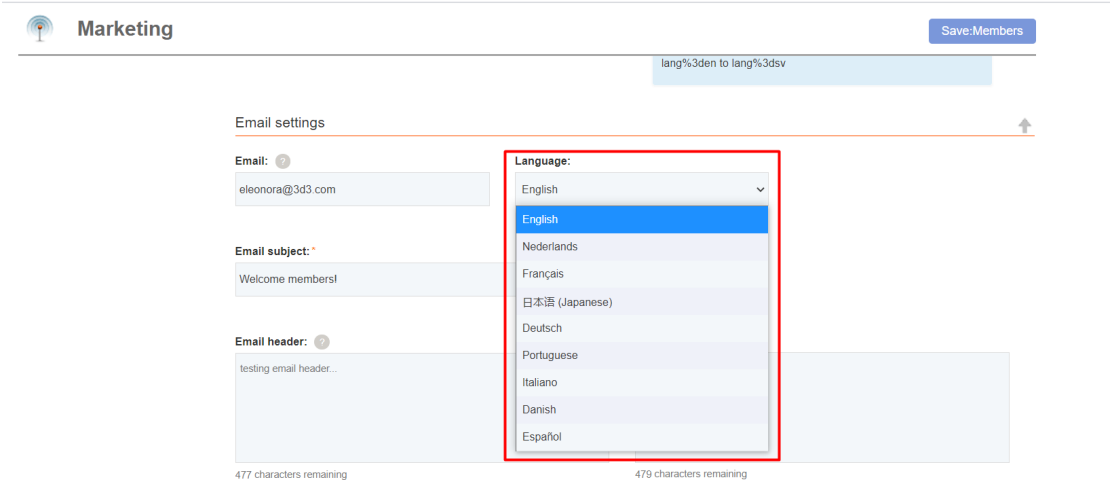
At this point the merchant can setup optional member discount and free shipping for members.



You can also setup Email for members in different languages.

- Scroll down until you see Email settings

- Click dropdown menu under Language



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

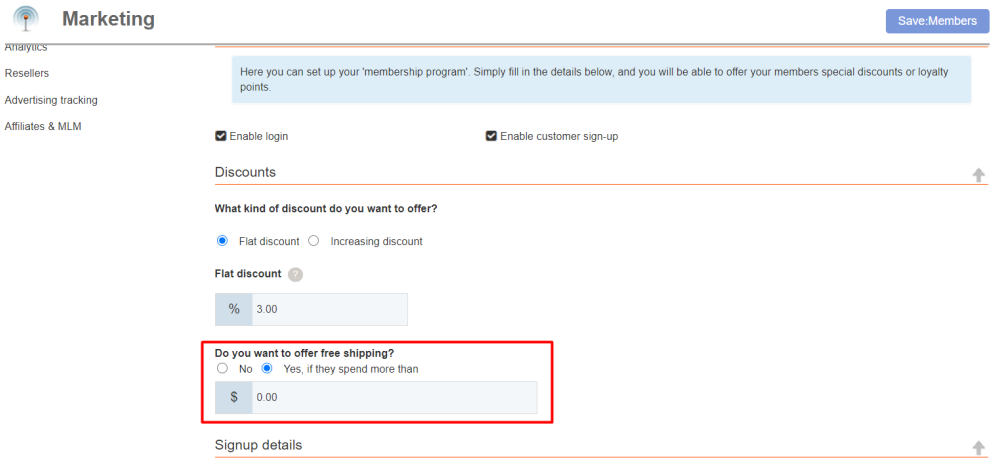
To setup free shipping to shop members, please follow the steps I have outlined below.

- 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



- Tick the option “Yes, if they spend more than” and then enter the amount

- Click -> Submit button