

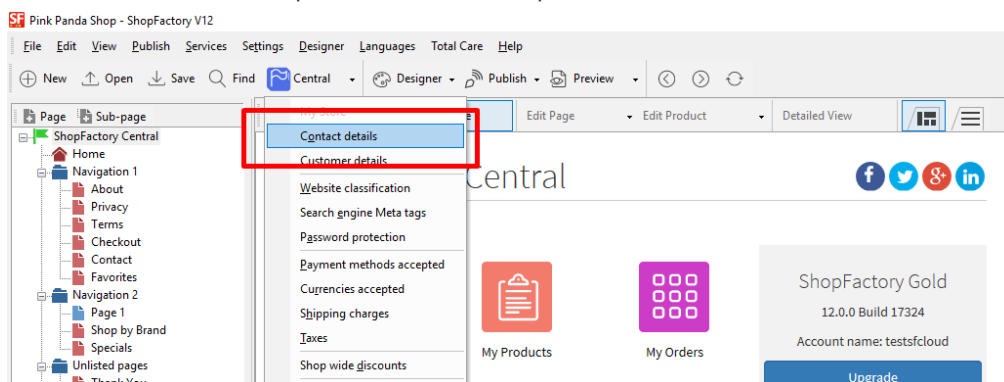


## How do I enter an order email address in ShopFactory?

Merliza N. - 2021-03-01 - Getting Started

When you start selling your products or service, you'll need to provide an email address to receive your Order Notification emails every time an order is completed.

1. Open up your shop in ShopFactory.
2. From the menu at the top select **Central** dropdown and click **Contact Details**.



3. Locate the "**Email (for Orders)**" field and enter your email address - this is where your Order notification emails will be sent.

A screenshot of the 'Page Properties Wizard - Contact' dialog box. The dialog has two tabs: 'Contact details' and 'Address format'. The 'Contact details' tab is active. It contains various input fields for contact information. The 'Email (for orders)' field is highlighted with a red rectangle and contains the text 'test@3d3.com'. Other fields include 'Country' (Australia), 'User profile' (SF Sample Shop\_3d3.com), 'Name' (SF Sample Shop), 'Company name' (3d3.com), 'Address', 'Suburb', 'City', 'State' (Victoria), 'ZIP' (3150), 'Phone', 'Fax', 'Home page', 'Company number', 'Tax number', 'Custom 1', and 'Custom 2'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

NOTE: Multiple email addresses can be entered, separated by a **comma** symbol , not a semi-colon ;

**IMPORTANT:** You also need to add the same email address in the backend system. login to your account and add the same **"Email (for Orders)"**. To do this, simply login to GlobeCharge or in ShopFactory editor -> SF Central page -> click **MY ORDERS** button -> you will be redirected to the SF Cloud backend interface -> click on **My Store** -> **General** -> **"Email (for Orders)"** field -> add multiple email addresses separated by comma symbol as shown in below screenshot:

ShopFactory Home Orders My Products My Store Marketing Account Help View store

My Store Save: General

General

Internet address | Contact details of store | Checkout | Cookie warning

Set Up Your Sales Profile

The tabs to the left allow you to set up how buyers can pay you, your shipping charges, tax settings and various other features.

Name of store: \* testsfcloud

store\_lang English

☐ Hide store and products

Email for orders: \* test@3d3.com, sales@3d3.com

Notify me of every order I receive

- Click Save.