

## 11-0014-EN-I want to receive Order Notification emails ...

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You can enter multiple Email addresses in the **Email (for Orders)** field within ShopFactory and your Total Care **Account Settings**. *Why would I want to do this?* This is a good backup system if you at any time experience a problem with your Email provider. Email Notifications sent by Santu/GlobeCharge are not stored on our secure servers so if you lose an order notification email, it cannot be resent. If you have a Total Care/GlobeCharge Account then your order will exist on our server and can be viewed in your account online. You can enter multiple Email addresses in the **Email (for Orders)** field, by separating each email address by a **comma**. So for example: 1. Main Email address [mydefaultemail@myshop.com](mailto:mydefaultemail@myshop.com) 2. Backup Email address [mybackup@hotmail.com](mailto:mybackup@hotmail.com) This can be entered as [mydefaultemail@myshop.com](mailto:mydefaultemail@myshop.com), [mybackup@hotmail.com](mailto:mybackup@hotmail.com) **Note:** DO NOT use a semi-colon it will not work and will result in no emails being sent at all. If you have a Total Care/GlobeCharge account you need to do this in the Total Care interface -> Account Settings. Refer to the related article below:

How do I enter an order email address in ShopFactory?

[http://support.shopfactory.com/kayako/index.php?\\_m=knowledgebase&\\_a=viewarticle&kbarticleid=571](http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=571)