

## Soft Goods (Digital Downloads) Training Script

### Purpose of Video

- Define and demonstrate the Soft Goods Module.
- Demonstrate configuring Soft Good products in the Web Driver.

### Module Definition

The Soft Good module allows you to upload digital assets to the site for customers to purchase and download them through an authorization page. The download page is accessed through their login and only displays the assets they have an authorization for. They receive an authorization by either purchasing a soft good product or you may assign it to them directly through the web driver.

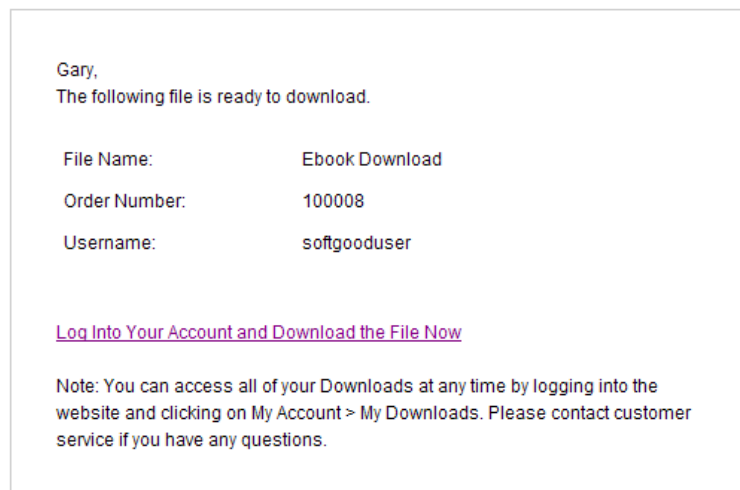
Let's look at a demo of what your users will see.

### Demo

To purchase the soft good, your users will browse for the soft good product like any other product on your site. Once they find it, they will add it to cart and checkout.

Within minutes after placing their order they will receive an email with instructions on how to access the soft good. The instructions include a link to login to the site. After they login they will be redirected to the download authorization page where they can download the file.

Figure : Email Notification Example



[Email Customer Service](#) | [Log In To Your Account](#)

Figure 2: Download Authorization Page

### My Downloads

Search:  Name

Results per page: 50

Showing 1 - 1 of 1 results Page: 1

Name	Description	File Size (MB)	Expires	Actions
Digital Book	This is an example Ebook download file.	10.56	12/25/2010 12:24:53 AM	<a href="#">Download</a>

Showing 1 - 1 of 1 results Page: 1

## Setting up a Soft Good Product

Setting up a soft good product is a two step process:

- Step 1: Upload the digital asset.
- Step 2: Add a soft good product and map the digital asset to it.

Let's take a look at each step.

### Step 1: Uploading Digital Asset(s)

In the web driver go to Soft Good Sales > Soft Goods > Add

Fill out the form.

- The Reference ID will auto populate, however you can change it. The user will not see the ID anywhere, but it is useful to make it a friendly name for your own reference. Keep it short with no special characters.
- The name and description will appear in the email notification and the download authorization page.
- Use the Browse button to find the digital asset on your hard drive. Max file size is 50 MB.
- Set the Expiration for the download. This is the time interval it will expire after they purchase the soft good.

Click Submit.

It may take several minutes for the page to finish depending on the size of the file you are uploading. Only click submit one time.

Figure 3: Uploading Digital Asset

### Edit Soft Good

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**General Information**

Reference ID: \*

Name: \*

Description:

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**File - Max Size of 50 MB**

File: \*  Use Existing Soft Good - [soft-good-book.mp3](#)  Upload a New Soft Good    Remove Image

Note: use only the following characters in the filename (a-z, A-Z, 0-9, . -)

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**Download Limitations**

Expires: \*

## Step 2: Adding a Soft Good Product

In the web driver go to Product Catalog Manager > Products > Add

Fill in standard product information that you would for any other product. In addition fill in the following:

- In the 'Order Flags - Auto Actions Triggered by Orders' section on the page select Yes for 'Create Soft Goods Authorizations'. Selecting Yes will display a dual select box with a list of the digital assets you have created. Select the applicable one for the product you are creating.

Figure 4: Mapping digital asset to product

**Order Flags - Auto Actions Triggered by Orders**


Create Soft Goods Authorizations:  Yes(1)  No(0)

Available (Qty: 6):

Selected (Qty: 1):

- In the 'Shipping Settings' section select No for 'Is this product shippable?'. Selecting No will tell the cart to not calculate shipping for this product when ordered.

Figure 5: Shipping Settings



**Shipping Settings**

Weight: ?

Is this product shippable? ?  Yes  No

Submit the page and your soft good product is created and ready for purchase!

## Manually Adding an Authorization

There may be instances where you want to give a user access to a soft good without making them purchase it.

To do this, go to [Soft Good Sales > Authorized Customers > Add](#)

Only fill out the GENERAL INFORMATION section of the form and submit it. The other sections are populated by an automated process when an authorization is created from an order and do not need to be filled in when submitting manually.

Figure 7: Adding Authorization

### Add Soft Good Authorization

**\* Required Fields**

**General Information**

Customer:\*

Asset:\*

Expiration Date:\*

**Email Notification**

New Authorization Email Confirmation  Send / Send Again (1)  Sent / Do Not Send (0)

**Create Tracking**

Create Date-Time

Create Method

Order ID

**Download Tracking**

Download History XML:  
[\(view in browser\)](#)

## Managing/Viewing Authorizations

In the web driver go to Soft Good Sales > Authorized Customers > Manage

From here you can search by username and modify or delete authorizations.

## Quick Tips

Digital assets must be uploaded one at a time, however you can bulk upload your soft good products. Download the sample CSV file with this video for the minimum data requirements.