

# Shop | FAQs

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## General Overview and Functionality

### What is the purpose of the Shop Forms feature?

Shop forms allow organizations to sell various items and services, such as uniforms and merchandise, collect donations, or offer other physical and non-physical goods directly to members and the public, independently of Membership or Event forms. This feature enables you to create products, add variations like size and colour, and manage the entire purchase process.

### Where can Shop Products be sold?

Shop Products can be added to your dedicated **Shop** forms, as well as to Membership or Event Forms.

### What types of products can I define for use in a Shop Form?

When creating a Shop Product, you must define the **Product Sub Type**, which can be selected as Physical Goods, Non-Physical Goods, or Donations. These products allow you to collect payment for items outside of primary membership or event fees, such as uniforms, merchandise, services, or donations.

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## Building and Configuring a Shop Form

### How do I begin creating a new Shop Form?

To start building a Shop Form, follow these steps:

1. Navigate to the **SHOP** screen in the left-hand menu.
2. Click the **CREATE NEW FORM** button.
3. In the pop-up box, enter an **Internal Form Name** (for internal admin reference) and a **Title of Form** (what participants will view).
4. Click **CREATE FORM**.

### Can I allow purchases without requiring users to create a GameDay account?

Yes. On the **SETTINGS** tab of the shop form, you can enable **Guest Registration**, which permits registrants to complete the form without needing to create an account.

### How do I add products to my Shop Form?

Once you navigate to the **SHOP PRODUCTS** tab:

- You can use the **Add Existing Shop Product** button to include shop products already existing in your database.
- Alternatively, you can create a shop product from scratch using the **Create New Shop Product** button.

- To organize your products, you can use the **Create Product Group** button to cluster different products unavailable?

### How do I share the live Shop Form?

Once the form is saved and active, a **Form Link** will be generated that you can copy to share. You can also click the **VIEW FORM** button to see the live version of your shop form.

### What kind of custom messages can I add to the form?

On the **MESSAGES & NOTIFICATIONS** tab, you can configure custom messaging for the following areas:

- **Purchase Success Message:** A message that is sent via email to the purchaser after the shop form is completed.
  - **Form Welcome Message:** An on-screen message displayed to registrants on the first page of the form.
  - **Form Confirmation Message:** An on-screen message shown to registrants on the last page of the form, after payment has been successfully made.
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## Styling and Branding

### How can I customize the visual appearance of my Shop Forms?

Organizations can customize the appearance of their Shop Forms to match their branding. By using the **Shop Forms Display Template** option on the Shop screen, you can apply one consistent brand to all of your shop forms.

### What specific elements can I customize using the Display Template?

You can use colour pickers or enter specific hex codes to customize various form elements, including:

- **Button Colours** (background and text)
- **Text Link** color
- **Background Gradients** (primary and secondary colours)
- **Form View Settings** (Header, Progress Bar, and associated text colours).

### How can I ensure my customized colours are readable?

You should make sure that your chosen colour combinations achieve a **Pass** on the **Contrast Checker** for readability. You can also preview the styling in both **Mobile View** and **Desktop View**.

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## Order Management

### How do I find a list of orders processed through Shop Forms?

You can find a dedicated list of orders processed using Shop products by following these steps:

1. From the left-hand menu, click the **SHOP** option.
2. Locate and click on the **SHOP PRODUCT PURCHASES** tab.

**What types of orders appear in the Shop Product Purchases list?**

The list includes orders that have been processed using Shop products, regardless of whether they were sold on standalone shop forms, membership forms, or event forms.

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