PRODUCT REMINDER

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MANUAL

Appframework byDotCommerce

Welcome to the appframework by DotCommerce, we offer all our apps within this framework.

DotCommerce has designed the appframework to function as a hub where our customers are able to make usage of all apps made by DotCommerce. After installing an application from the Lightspeed app-store you'll be provided with a link to our appframework and receive an email with a password, you are able to log onto our framework using your e-mail address and password.

You'll have unlimited access to our framework, any updates, new features and apps will be shown here.

Installing new apps made by DotCommerce will also be added to this page (provided you've installed the applicaton using the same e-mail address).

Are there more than one store under your account? Not a problem! On the top of this page you'll find a menu where you are able to switch to another shop (under the 'shops' tab) and your preferred language.

Should you encounter any problems we advise you to use the help-button located at the left-hand bottom of this page.

Hulp and support

• Via the help-button at the bottom of the page it's possible to submit a ticket to our support-team.
• You are able to attach an image (with the errorcode for example).
• You'll also find our FAQ here (we advise to use our FAQ before contacting our support-team).

Should any questions arise, we'd like to hear these via info@dotcommerce.nl. We usually respond to tickets within twenty four hours (excluding weekends).

Questions? contact usvia: info@dotcommerce.nl
or ask your questions via our "Help" button.

DOTCOMMERCE
making it attractive

Welcome to Product Reminder. Through Product Reminder it is possible to send your customers an automatic reminder after a certain period of time has passed.
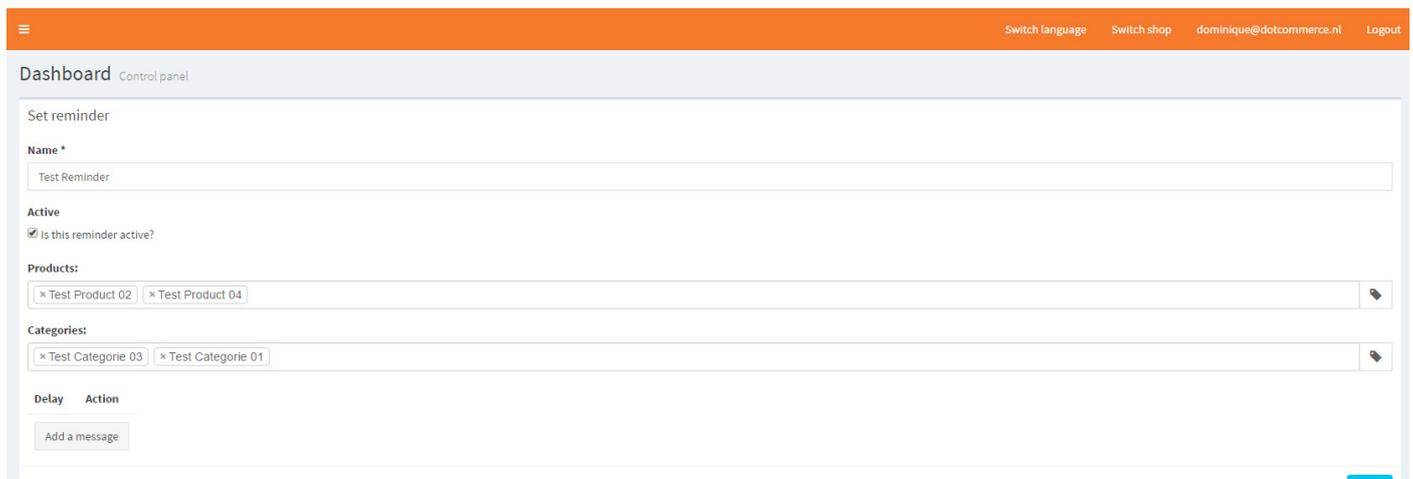You are able to configure how many days must pass before the reminder is sent. You can also configure the message customers will receive.

Add a reminder
For starter, click on the blue button with the text 'Add reminder', you'll be redirected to the page where you can configure the settings, automatically.

Name
This is where you'll be able to register the name of your reminder, this reminder will not be visible to customers and serves as a point of recognition.

Active
Here you'll be able to activate the reminder, simply mark the check box by clicking on it. Customers who place an order with a product which contains one or more items connected to this reminder. Should you wish to deactivate this reminder simply uncheck the checkbox.

Product
Here you'll be able to select one or more products. Once a customer purchases one or more products from this list they'll receive a reminder within a set couple of days.

The maximum amount of products that you're able to select is unlimited.

Categories
Much like the last step you'll be able to select one or more values, this time in the form of categories. Should a customer purchase one or more products that full under this category they'll receive a reminder within a set couple of days.

The maximum amount of categories that you're able to select is unlimited.

TIP: Both categories and products will function alongside each other, both can be selected and both will function properly.

Product reminder

Add a message
Press on the button saying 'Add a message' and wait for the pop-up to appear, on this page you can set the delay of the message, sender, subject line and create a customized message.

Delay
Here you'll be able to set amount of days that will pass before the customer receives a reminder, you are free to decide how many days the reminder will be delayed.

Sender
Under this option you'll be able to submit a sender address, when a customer receives a reminder via email this address will be used as the sender address. The customer is able to respond to this message, we recommend using a 'noreply' mail address.

Subject
The subject line may be specified here, the subject line indicates the main purpose of your message.

Message
Here you can configure the content of the message the customer will receive. The message will display exactly as shown here with the exception of the tags. These tags will leech data from Lightspeed. You're able to use the following tags.

[products] This tag will display the product(s) the customers has purchased, this applies only to the products which are connected using the Products Reminder app.
[daysAgo] This tag will display how much time has passed since the order has been placed.
[orderDate] This tag will display the date (DD-MM-YYYY) the order was placed.
[customerName] This tag will display the customer's first name.
[customerLastname] This tag will display the customers last name.

Message English *

Enter the e-mail message. The following tags can be used in this message:

[products]: This tag will show the product name(s) the customer should be reminded of.
[daysAgo]: This tag will show the number of days ago that this order was created.
[orderDate]: This tag will show the date (dd-mm-yyyy) of the order when the product(s) were purchased.
[customerName]: This tag will show the customers full name.
[customerLastName]: This tag will show the customers last name.

Hello [customerName] [customerLastName],

On [orderDate] you ordered [products] from our webshop, seeing as [daysAgo] have passed since we we're wondering if you'd like to resupply on [products]. Did you know that [products] are now off 20%? Order quickly before stock runs out!

With kind regards,

Your test shop team