



USER GUIDE

Cart Reminder



BELVG

OUR SUPPORT TEAM:
STORE@BELVG.COM, SKYPE: STORE.BELVG

Table of Contents

1. Introduction to Cart Reminder
2. How to Install
3. How to Configure and Use

1. Introduction to Cart Reminder

Magento Cart Reminder allows admins to send reminders to customers who abandoned shopping carts. Emails may include cart items, their images, quantity, price, etc. There is an option of offering discounts to encourage customers to complete their purchase.

Key features:

- Sending reminders to customers who have uncompleted orders
- Configurable email templates
- Discounts rules
- List of abandoned carts
- Possibility to “mute” carts and view reminders statistics

Overall information

Control all abandoned carts in your webstore and send email reminders to forgetful customers.

As soon as cart is abandoned, it will be added to the list. Select carts in this list and send notifications to corresponding users. You can edit an email template easily.

Specify the limit of notifications that can be sent to a single user and control reminders statistics. Encourage customers to complete their orders with configurable discounts.

2. How to Install

Step 1. Check Permissions.

Make sure the "app", "skin", "media" and "js" directories of your Magento and all directories inside them have full written permissions or set permissions on each directory equal to 777 or 0777.

Important! Change all permissions back after installation.

Read more about permissions [here](#).

Step 2. Disable Cache.

Log into Magento **Admin Panel** and go to **System** → **Cache Management** and disable cache.

Read more about Cache Management [here](#).

Step 3. Disable Compilation.

Log into Magento **Admin Panel** and go to **System** → **Tools** → **Compilation** and disable the compilation.

Step 4. Upload files

Upload all files and folders from folder to the installation directory of your Magento software using an FTP client.

Step 5. Re-login.

Log out and back into Magento **Admin Panel**.

Step 6. Enable extension.

a) Go to **System** → **Configuration**. In the left column you will see the new tab – **Belvg Extensions**.

b) Enable extension for the whole website or selected store.

Now extension is installed and enabled.

After this step you can change all permissions, cache and compilation settings back.

How to Deactivate

Step 1. Disable Extension.

Log into Magento **Admin Panel** and go to **System** → **Configuration** → **Cart Reminder** → **Settings**

Select "Disable" to deactivate the extension. Click "Save Config" button.

The extension is now deactivated.

Step 2. Clear cache.

Go to **System** → **Cache Management**.

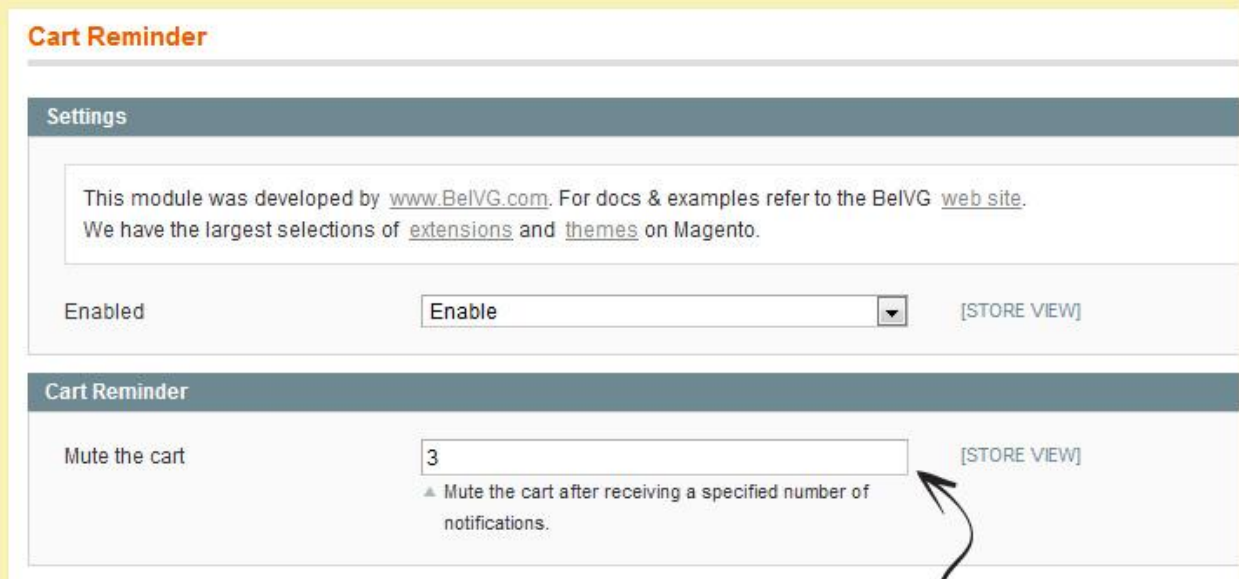
Clear the store cache.

3. How to Configure and Use

Log in to the admin panel, and we will show you how to configure the extension step by step. It is a very simple process.

Navigate to **System -> Configuration -> Cart Reminder -> Settings** on your Dashboard. You can enable/disable the extension here.

In **Cart Reminder** area, enter a number of notifications after which the cart will be automatically “muted”, i.e. it will be excluded from the list of abandoned carts and it will be impossible to send a notification to the email, specified in this cart. Any “muted” cart can be transferred back to the list of abandoned cart.



The screenshot displays the 'Cart Reminder' configuration page in the Magento admin panel. It is divided into two main sections: 'Settings' and 'Cart Reminder'. The 'Settings' section includes a text block with developer information and a dropdown menu for 'Enabled' set to 'Enable'. The 'Cart Reminder' section features a text input field for 'Mute the cart' containing the number '3', with a '[STORE VIEW]' link to its right. A tooltip below the input field explains: 'Mute the cart after receiving a specified number of notifications.' A hand-drawn arrow points from the number '3' to the handwritten text below the screenshot.

Define the number of reminder to send

In the **Discount** area, select if you want the discount coupon to be attached to the notification email and configure it.

Specify minimum cart order amount to attach the coupon to a reminder message and enter the number of notification which will include the coupon.

Next, select a discount type, enter either discount amount or discount percent, configure coupon pattern following instructions below the field and define discount validity in days.

Save configuration as soon as you're all set.



The screenshot shows the 'Discount' configuration page in PrestaShop. The page title is 'Discount'. Below the title, there is a note: 'When this section is activated, Cart Reminder will attach the discount coupon to the message'. The configuration fields are as follows:

- Use discount:** A dropdown menu set to 'Enable'.
- Minimum cart order amount:** A text input field containing '25'. Below it is a help text: '▲ Minimum cart order amount to attach a coupon to a reminder message'.
- Coupon attachment:** A text input field containing '1'. Below it is a help text: '▲ Specify to which message in a row the coupon should be attached'.
- Discount type:** A dropdown menu set to 'Amount'. Below it is a help text: '▲ Select a discount type'.
- Discount amount:** A text input field containing '5'.
- Coupon pattern:** A text input field containing '[A*3]-[N*3]-[AN*6]'. Below it is a help text: '▲ Enter the template mask, which will be used to generate a coupon code. [A*count] generate random letters in a specified quantity [N*count] generate random numbers in a specified quantity [AN*count] generate random letters and numbers in a specified quantity For example, [A*3]-[N*3]-[AN*6] mask will generate a line, similar to BLX-797-DL68QK.'
- Discount validity:** A text input field containing '3'. Below it is a help text: '▲ Define discount validity in days'.

Handwritten annotations with arrows point to the following fields:

- A bracket on the right side of the 'Minimum cart order amount' and 'Coupon attachment' fields is annotated with the text: *Choose cart order amount for coupons to be attached*.
- An arrow points from the 'Discount type' dropdown to the text: *Select discount type and amount*.
- An arrow points from the 'Discount validity' field to the text: *Discount period*.

A small 'BelVG' logo is visible in the top right corner of the screenshot.

Navigate to **Promotions -> Cart Reminder. Abandoned Carts** are added to the list automatically. Hover the cursor over the customer name to view his/her email and registration date. Click the text in Cart Items column to expand the product list.

Detailed info about abandoned carts

Customer	Reminder Status	Last View	Cart Items	Grand Total
Solomon Parrish	It was sent 2 times	Sep 3	There are 2 products in this cart. <ul style="list-style-type: none"> Nokia 2610 Phone ASICS Men's GEL-Kayano XII ASICS Men's GEL-Kayano XII 	\$284.98
Ryan Woods	It was not sent	Sep 4	There are 2 products in this cart.	\$2,336.49

Notes appear on click

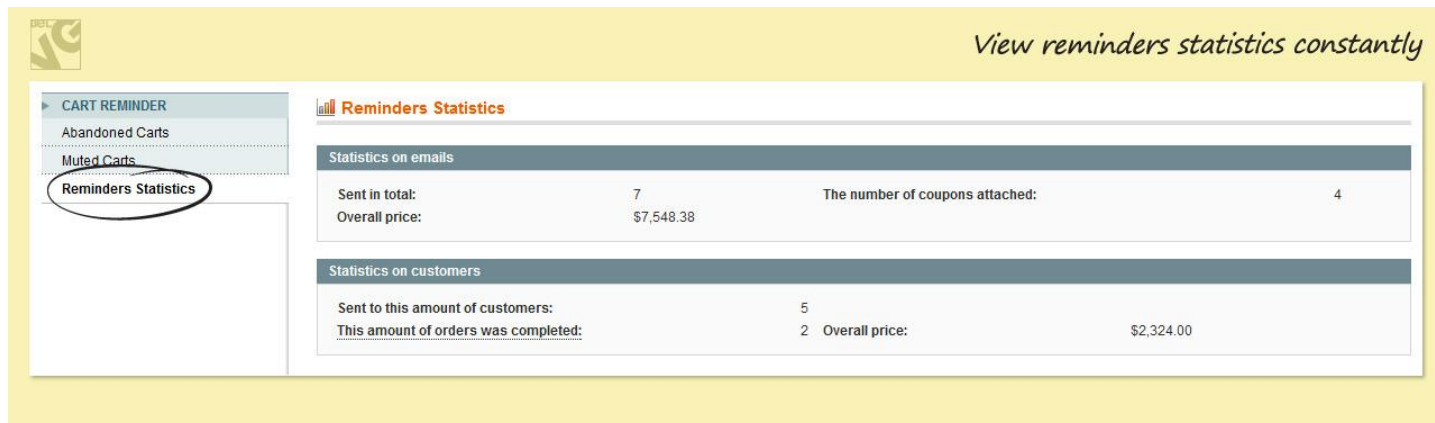
To send notifications to customers, select respective carts check boxes and **Send Reminder** action from the drop-down menu. To “mute” carts, select respective check boxes and **Mute Carts** action.

In **Muted Carts** tab you can view the list of “muted” carts. To “unmute” ones you want, select respective check boxes and **Unmute Carts** action from the drop-down menu in the upper right corner of the screen.

Muted carts and their content

Customer	Reminder Status	Cart Items	Grand Total
Harrison Lowe	It was sent 2 times	There are 4 products in this cart. <ul style="list-style-type: none"> Ottoman Computer Apevia Black X-Cruiser Case ATX Mid-Tower Case (Default) Intel Core 2 Extreme QX9775 3.20GHz Retail Crucial 1GB PC4200 DDR2 533MHz Memory Seagate 250GB HD - 5400RPM Seagate 500GB HD - 5400RPM 	\$4,768.91
Ashton Marshall	It was sent 1 time	There are 3 products in this cart.	\$170.49

In **Reminders Statistics** you can view statistics on emails and customers.



View reminders statistics constantly

Reminders Statistics

Statistics on emails

Sent in total:	7	The number of coupons attached:	4
Overall price:	\$7,548.38		

Statistics on customers

Sent to this amount of customers:	5		
<u>This amount of orders was completed:</u>	2	Overall price:	\$2,324.00

Navigate to **System -> Transactional Emails** on your Dashboard and click **Add New Template** button.

In **Template** drop-down menu, select **Cart Reminder**. Click **Load Template** button.

In **Template Information** area, edit the template: enter **Template Name**, edit **Template Subject** and **Template Content** using HTML elements and variables. Click **Insert Variable** button to view the list of variables.

New Email Template

Load default template

Template *

Locale *

[Load Template](#)

Template Information

Template Name *

Template Subject *

[Insert Variable...](#)

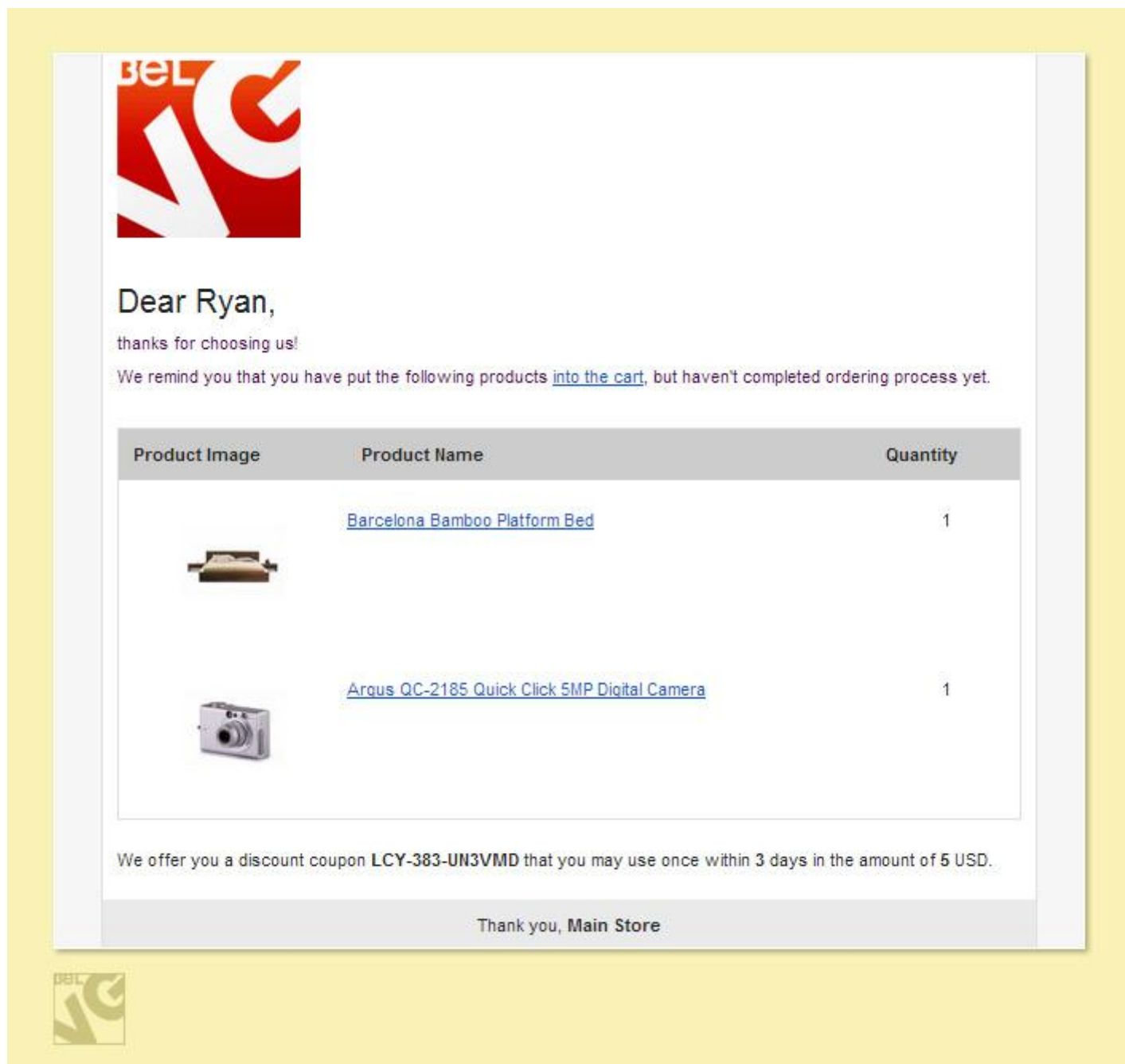
Template Content *

```
<body style="background:#F6F6F6; font-family:Verdana, Arial, Helvetica, sans-serif; font-size:12px; margin:0; padding:0;">
<div style="background:#F6F6F6; font-family:Verdana, Arial, Helvetica, sans-serif; font-size:12px; margin:0; padding:0;">
<table cellpadding="0" cellspacing="0" border="0" width="100%">
<tr>
<td align="center" valign="top" style="padding:20px 0 20px 0">
<table bgcolor="#FFFFFF" cellpadding="10" cellspacing="0" border="0" width="650" style="border:1px solid #E0E0E0;">
<!-- [ header starts here ] -->
<tr>
<td align="top"><a href="{{store url=""}}">
</tr>
<!-- [ middle starts here ] -->
<tr>
<td align="top">
<h1 style="font-size:22px; font-weight:normal; line-height:22px; margin:0 0 11px 0;">Dear {{htmlscape var=$customer_firstname}}
<p style="font-size:12px; line-height:16px; margin:0 0 8px 0;">thanks for choosing us!</p>
```



Variables will be replaced by respective customer and discount information.

An email the user will receive may look like this:









Do you have questions about extension configurations?

[Contact us](#) and we will help you in a moment.



Our Office: *M.Bogdanovicha 130, Minsk, Belarus*

We look forward to your feedback. Comments, opinions and suggestions are largely appreciated. Read our **blog** and follow us on [Facebook](#), [Twitter](#), [Google+](#) and [LinkedIn](#) to know BelVG latest news, analytics and discount offers. See you online!

- | | | | | | |
|--|---------------|--|---|---------------|--|
|  | BelVG blog | www.blog.belvg.com |  | Google+ page | www.gplus.to/BelVG |
|  | Facebook page | www.facebook.com/BelVGcom |  | LinkedIn page | www.linkedin.com/company/belvg |
|  | Twitter page | @BelVG_com |  | Skype | store.belvg |
|  | E-mail | store@belvg.com |  | Phone | US: +1 424 253 08 01
UK: +44 131 208 3007 |