

Welcome to MessageBuy!

Once MessageBuy is installed you should notice new opt in language on your checkout page. This is required opt-in language and consistent with the US Telephone Consumer Protection Act (“TCPA”). For your own protection, **we do not allow you to send messages to customers who have not opted in via our own TCPA compliant process.**

1 Customer Support

If you have any questions or needs, you can contact our support team by emailing Support@MessageBuy.com.

2.1 Configuring Automated Upsell

After logging in to the MessageBuy application, click Store Setup in the left navigation pane. To begin you will want to turn on Shipping Notifications and Upsell Text Messaging. You will also want to determine how to delay offering upsell, and how long the offer expires before termination:

- Send Shipping Notification Messages
- Send Upsell Notification Messages

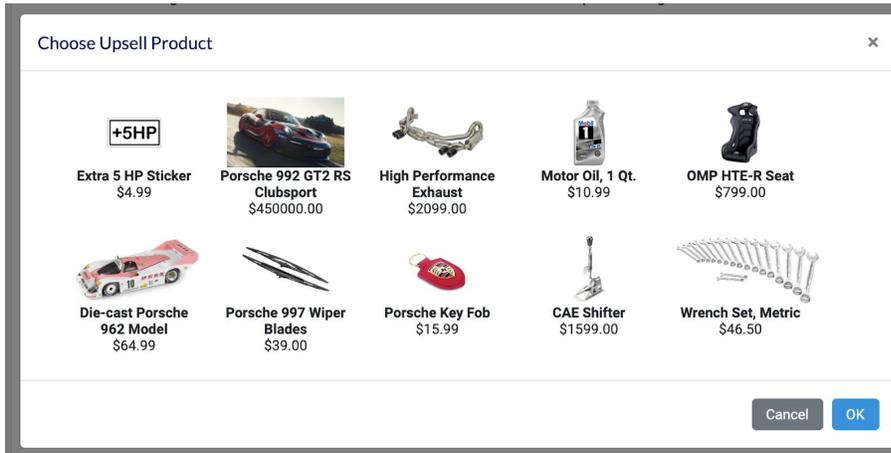
Delay minutes after order **before sending** upsell message

Wait hours until upsell offer **expires**

Next, have a look at the recommended language for text messages and edit as you see fit:

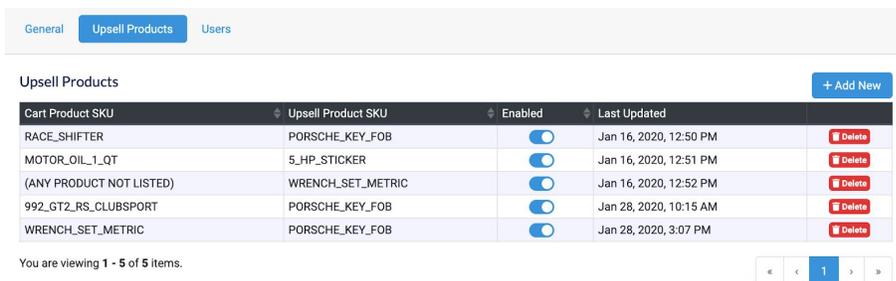
<p>Order Success Message</p> <p>{retailer_name}: Hi {customer_name}, thank you for your Order #{order_number} of (order_summary) for a total of {order_total}. We will let you know once your order ships.</p> <p><small>Message sent to customers immediately after an order is placed</small></p>	<p>Upsell Message</p> <p>{retailer_name}: Hi {customer_name}, your Order #{order_number} from {retailer_name} is currently being packed. Would you like to add a {upsell_product_name} to your Package for a special discounted price of \${upsell_product_discount_price} (regularly \${upsell_product_price})? Reply YES to order within the next {upsell_duration}.</p> <p><small>Message sent to customers to encourage upsell conversion</small></p>
<p>Upsell Success Message</p> <p>That's great, I will add the {upsell_product_name} to your order and I will send tracking information shortly.</p> <p><small>Message sent to customers confirming purchase of upsell item(s)</small></p>	<p>Upsell Expired Message</p> <p>Hello, we apologize, but the time frame for the promotional offer has expired so we will be sending the final shipping notification information soon.</p> <p><small>Message sent to customers if the upsell offer window has expired</small></p>
<p>Shipping Message</p> <p>{retailer_name}: Your Order #{order_number} is shipping. {tracking_info} {shipping_comments} We appreciate your business.</p> <p><small>Message sent to customers when orders are shipped</small></p>	

Finally click the “Show Catalog” button, and configure the product you’d like to offer for upsell. We recommend choosing an item that costs less than \$10, or what we call an “impulse buy” option.



2.2 Configuring Automated Upsell - multiple products

You may also prefer to use more extensive logic to recommend different upsell products. You can configure these by clicking the Upsell Products option next to General.

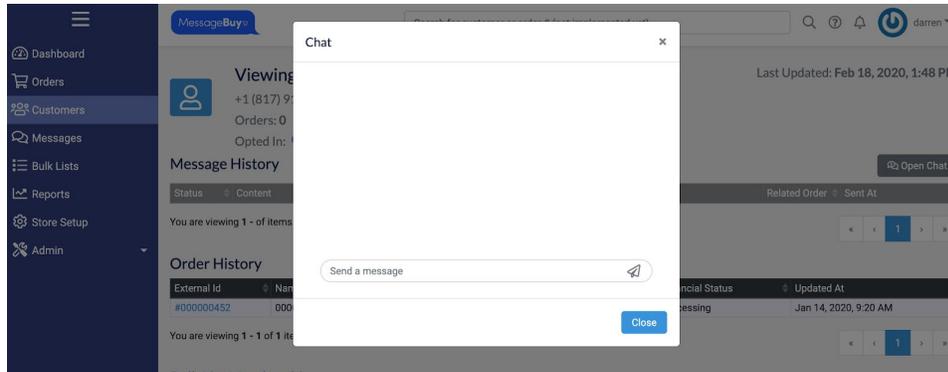


3. Sending a Broadcast Text Message (one to many)

After building a larger opt in list of consumers, you may want to send one message to many of your customers. You can enable this by selecting the Broadcast list option in the left navigation.

4. Sending a Manual Text Message (one to one)

You may also want to engage in a back and forth text message exchange with your customers. This is made possible in the “chat” option. Select any of your opted in customers, then on the right side click “Open Chat.”



5. Shape the Future of MessageBuy

We want to hear from you! Please send your thoughts, feedback, and suggested improvements directly to info@MessageBuy.com. Your suggestions will shape our product roadmap and future enhancements.

Thanks again for the opportunity to support your efforts to engage in Text Message Commerce and let us know how we can do better.