

# Review Reminder User Guide

## Introduction

There is no better advertising than recommendations from other buyers. Review Reminder allows you to use this method to the full. With this extension you will be able to send notification emails to your clients in order to get their reviews about the bought products. With it you can boost your sales and quickly monitor the users' feedback about this or that item.

Moreover, Review Reminder will help your new products promotion. You can send emails to the customers who have just bought any new item and ask them to leave the first review. There is also an option to reward the buyers for their comments with special rewards granting discounts. This is the extension that will help you boost sales and communicate with your clients.

There is also [Review Reminder for Magento 1](#) in our store

## Installation

1. Unpack the zip file provided into the root folder of your Magento 2 installation.
2. From a command line run:

```
bin/magento module:enable Neklo_Core  
bin/magento module:enable Neklo_Reviewreminder  
bin/magento setup:upgrade  
bin/magento setup:static-content:deploy
```

## Magento compatibility


**Community Edition** 2.1.x, 2.2.x

**Enterprise Edition** 2.1.x, 2.2.x

## How to use Advanced Reindexer

To enable and configure Review Reminder, log into your Admin Panel and go to **Stores > Settings > Configuration > Neklo tab > Review Reminder > General Settings:**

1. **Is Enabled** turns the extension on and off.
2. **Generate Review Reminder** sets the order status according to which the email notifications are sent.
3. **Don't Send Emails by Orders with Statuses** allows you to set the order statuses that will never receive these notifications.
4. **Generate coupon** creates a reward-coupon for reviews.
5. **Associated sales rule** sets the sales rules of the coupon discount. You can create it on Marketing > Promotions > Cart Price Rules. Notice that this line is active only when Generate coupon sets to "Yes".
6. **Send email X days after order** sets the number of days after which the email notification will be sent.
7. **Is recurrent** means whether the emails will be sent periodically or not.
8. **Repeat every X days** sets the number of days in which the new email will be sent.
9. **Maximal number of attempts** means the maximum number of emails the client will receive.



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SALES

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## Configuration

Save Config

NEKLO ^

### General Settings - Manager and sender of review promo email campaigns ↻

**Is Enabled**  
[store view]

Yes

If the module is enabled for shop interaction, including cron jobs.

**Generate Review Reminder**  
[store view]

Pending

Select order state at witch to create review reminder.

**Don't Send Emails by Orders with Statuses**  
[store view]

-- Please Select --

Pending

Processing

Suspected Fraud

Complete

Closed

Canceled

On Hold

**Generate coupon**  
[store view]

No

Generate coupon as reward for review.

**Send email X days after order**  
[store view]

1

When the email will be sent.

**Is recurrent**  
[store view]

No

Whether the reminder will repeat emails.

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**Coupon generator settings**

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**Email settings**

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NOTE! Your clients won't receive notifications if they haven't **Signed Up for Newsletter.**

Demo frontend: <http://demostore2.neklo.com/review-reminder/>  
 Demo backend: <http://demostore2.neklo.com/review-reminder/admin/admin/auth/demo/>

## How to configure the coupons

To adjust the coupon code, go to **Stores > Settings > Configuration > Neklo tab > Review Reminder > Coupon Generator Settings**:

1. **Code Length** indicates the full length of the coupon code without prefixes, suffixes, and separators.
2. **Code Format** regulates the code representation: it may be alphanumeric, alphabetical, or numeric.
3. **Code Prefix** sets the prefix that will be assigned to all the codes.
4. **Code Suffix** sets the suffix that will be assigned to all the codes.
5. **Dash Every X Characters** sets the dash symbol after every given amount of characters.

The screenshot displays the 'Configuration' page for the 'NEKLO' store. The left sidebar contains navigation options: SALES, MARKETING, and STORES. The main content area is titled 'Configuration' and includes a 'Store View: Default Config' dropdown and a 'Save Config' button. The 'Coupon generator settings' section is expanded, showing the following fields:

- Code Length** [store view]: 7 (Excluding prefix, suffix and separators.)
- Code Format** [store view]: Alphanumeric (Format of the coupon code.)
- Code Prefix** [store view]: test\_ (Coupon code prefix.)
- Code Suffix** [store view]: \_neklo (Coupon code suffix.)
- Dash Every X Characters** [store view]: 3 (If empty no separation.)

Below these settings, the 'Email settings' section is partially visible.

## How to configure the email templates

To set all the necessary email templates, go to **Stores > Settings > Configuration > Neklo tab > Review Reminder > Email settings:**

1. **Email Sender** regulates the identity of the Sender.
2. **Email Template** sets the template for the general reminder email.
3. **Email Recurring Template** is the template for recurring reminder templates.
4. **Thank you Email Template** is the template for emails of thanks to the customers after their reviews.
5. **Send copy of email to** sets the email address which will also receive this email as a copy. You may leave it empty if no copy is needed.


The screenshot shows the 'Configuration' page in the Neklo admin interface. The left sidebar contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Configuration' and includes a search icon, a notification bell with '1', and a user profile 'admin'. Below this is a 'Store View' dropdown set to 'Default Config' and a 'Save Config' button. The configuration is organized into sections: 'GENERAL', 'NEKLO', 'Cron Scheduler', 'Make An Offer', 'Product Position', 'Return Merchandise Authorization', 'Review Reminder' (highlighted), 'Extensions & Contact', 'CATALOG', 'CUSTOMERS', and 'SALES'. The 'Review Reminder' section is expanded to show 'Email settings', which includes:
 


- Email Sender** (store view): General Contact (dropdown), Identity of sender.
- Email Template** (store view): Default reminder email (Default) (dropdown), Reminder email template.
- Email Recurring Template** (store view): Default reminder recurring em (dropdown), Recurring reminder email template.
- Thank you Email Template** (store view): Default thankyou email (Default) (dropdown), Email template after conditions met.
- Send copy of email to** (global): example@neklo.com, Leave empty if no copy needed.


## How to edit reminders


To see and edit all the reminders, go to **Marketing > Review Reminder > Reminders**. You will see the table with all the necessary information about the present reminders:

1. **ID** is the numerical order of the reminder
2. **Order #** is the main identifier of the reminder
3. **Email** is the client's email address
4. **Created** is the date of this reminder creation
5. **Coupon** indicates the coupon setting of the reminder
6. **Sent** show the amount of sent email of this remainder
7. **Recurrent** show whether this reminder is recurrent or not
8. **Status** shows the present condition of the reminder
9. **Action** gives a list of actions applicable to this reminder.



  
SALES

  
MARKETING

  
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### Reminders 🔔 demo ▾

[Add New Reminder](#)

Filters | 👁 Default View ▾ | ⚙ Columns ▾

Actions ▾ | 2 records found | 20 ▾ per page | < | 1 of 1 | >

☐ ▾	ID ↓	Order #	Email	Created	Coupon	Sent	Recurrent	Status	Action
☐	1	000000001	roni_cost@example.com	May 24, 2018 1:35:28 AM		0	Yes	Pending	<a href="#">Select ▾</a>
☐	2	000000002	roni_cost@example.com	May 24, 2018 1:35:52 AM		0	Yes	Pending	<a href="#">Select ▾</a>

If you click **Edit** in the **Action** column, you will get to the reminder page. Here you will see the main information and you can edit **Status**.

You can also create a reminder manually with the button **Add New Reminder**. Set **Order #** here and the email address of the client will be added automatically. You can also indicate here **Status**. Don't forget to **Save Reminder**.

## How to edit reminders

To view all the blacklisted users, go to **Marketing > Review Reminder > Black List**.

You will see the table with blocked users and information about them:

1. **ID** is the numerical order of the reminder.
2. **Email** is the client's email address.
3. **Reason** means the reason of blocking.
4. **Created** is the date of this reminder creation.
5. **Action** gives a list of actions applicable to this reminder.

Black List

Search by keyword

Actions  20 per page

ID	Email	Reason	Created	Action
1	test-email@neklo.com	Test Neklo reason	Jun 11, 2018 8:20:44 AM	Select

You can add a user in Black List manually with the button **Add to Black List**. Set there the email of the user and the reason of blocking if you wish. Don't forget to **Save Item**.

New Item

General Information

Email \*

Reason



Thank you for using this extension. You will find more our great solutions for Magento here: [store.neklo.com](http://store.neklo.com)