

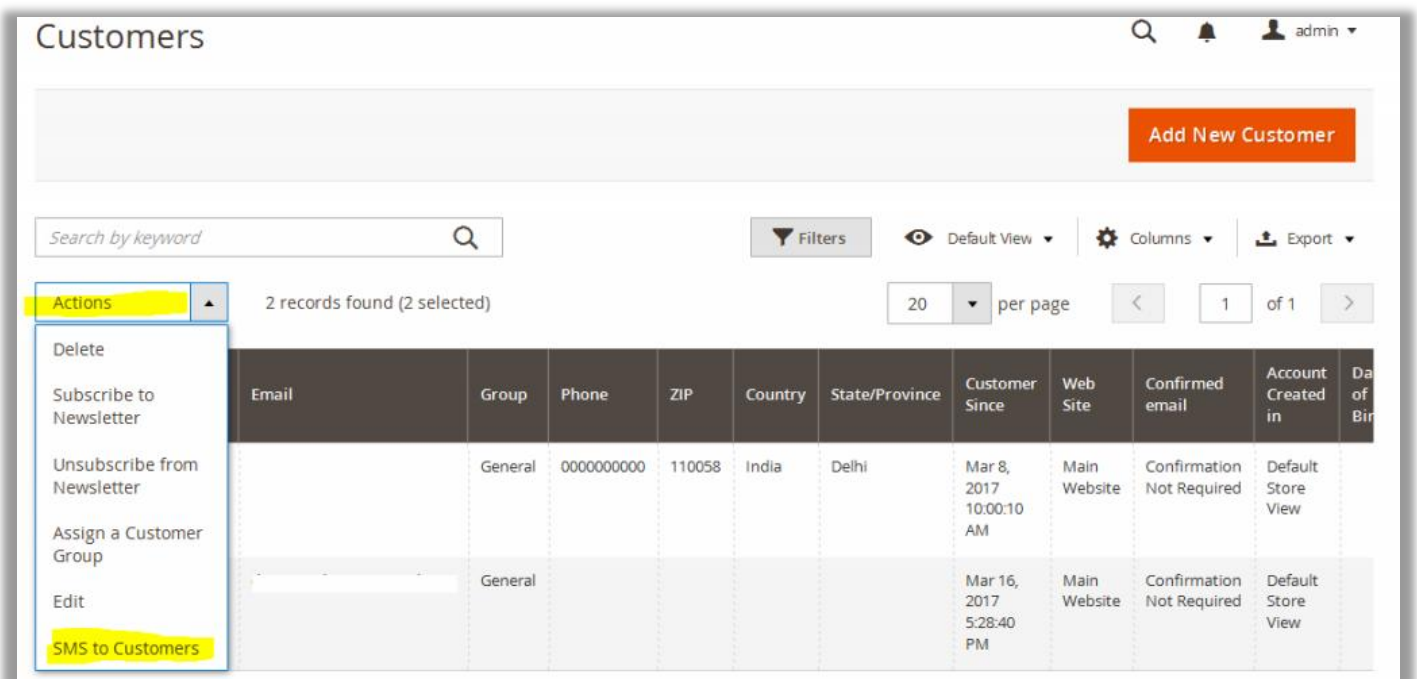
# User Guide

## Sending Bulk messages to customers

To send a single SMS to multiple customers,

- Login to admin Panel.
- Go to Customers > All Customers
- Select the customers from list to which you want to send SMS.
- Click on Actions > SMS to Customers.

**Note** – Bulk SMS must be enabled from configuration for this Action to appear in Actions menu.



Customers

Search by keyword

Filters Default View Columns Export

2 records found (2 selected)

20 per page 1 of 1

Email	Group	Phone	ZIP	Country	State/Province	Customer Since	Web Site	Confirmed email	Account Created in	Date of Birth
	General	0000000000	110058	India	Delhi	Mar 8, 2017 10:00:10 AM	Main Website	Confirmation Not Required	Default Store View	
	General					Mar 16, 2017 5:28:40 PM	Main Website	Confirmation Not Required	Default Store View	

Actions

- Delete
- Subscribe to Newsletter
- Unsubscribe from Newsletter
- Assign a Customer Group
- Edit
- SMS to Customers

- A New page will open.
- Enter the Text SMS you want to send.
- Message is a Required field.

Send SMS

Enter SMS

Enter Message

This is a required field.

Submit

- If the message is sent successfully then page will be redirected to list of customers with error message and success message.
- If there is not any mobile number associated with the customer then SMS will not be sent to that customer, and total count of SMS will be displayed in success message.

Customers

Add New Customer

✘ Some SMS were not sent.

✔ A total of 1 SMS(s) have been sent.

## Sending “Order Shipped” SMS

- Login to admin panel.
- Go to Sales > Orders.
- Select your order.
- Create Invoice (For default flow of Magento).
- Now click on Ship Button.

#000000005 🔍 📢 👤 admin ▾

← Back   Send Email   Credit Memo   Hold   **Ship**   Reorder

✓ The invoice has been created.

**ORDER VIEW**

Information

Invoices

Credit Memos

Shipments

**Order & Account Information**

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**Order # 000000005 (The order confirmation email was sent)**

Order Date	Mar 16, 2017, 6:03:02 PM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View

**Account Information**

Customer Name	John Kevin
Email	
Customer Group	General

- On Next screen Click on “Submit Shipment”, this is the event where our Order Shipment SMS will be sent to Customer.

Shipment Total

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**Shipment Comments**

Comment Text

**Shipment Options**

Append Comments

Email Copy of Shipment

**Submit Shipment**

## Sending “Order Delivered” SMS

This can be used for SMS such as delivery of order.

Select the order status from configuration for which you want to send SMS. “Order Delivered” sms will be sent when order status changes to this selected status.

- Login to admin panel.
- Go to Sales > Orders.
- Select your order.
- Change the Status of the order and write any comment if you wish to.



- Click on Submit Comment, If the order status is changed from previous status to selected status from configuration, Then SMS will be sent to that customer.

## Order Total

### Notes for this Order

#### Status

Delivered ▼

#### Comment

Order Delivered.

Notify Customer by Email

Visible on Storefront

Submit Comment

### Order Totals

Subtotal	\$200.00
Shipping & Handling	\$10.00
<b>Grand Total</b>	<b>\$210.00</b>
<b>Total Paid</b>	<b>\$210.00</b>
<b>Total Refunded</b>	<b>\$0.00</b>
<b>Total Due</b>	<b>\$0.00</b>