REVIEW REMINDER

USER GUIDE

Version 1.0.1

Welcome to Review Reminder Extension for Magento 2 developed by Sparsh.

This extension automatically emails customers after every x number of days for defined order statuses and asks to share their shopping experience and reminds to give feedback/review for the product.

KEY FEATURES:

- ❖ Enable/Disable from the backend
- ❖ Allow sending any number of reminders.
- ❖ Flexibility to configure reminder email sender and template
- ❖ Customize email template to your need
- ❖ Configure to send only to specific groups.
- ❖ Configure to send emails after every X days
- ❖ Set the maximum number of emails to be sent per order
- ❖ Configure to clear logs
- ❖ Send reminders only for orders including or excluding specific products

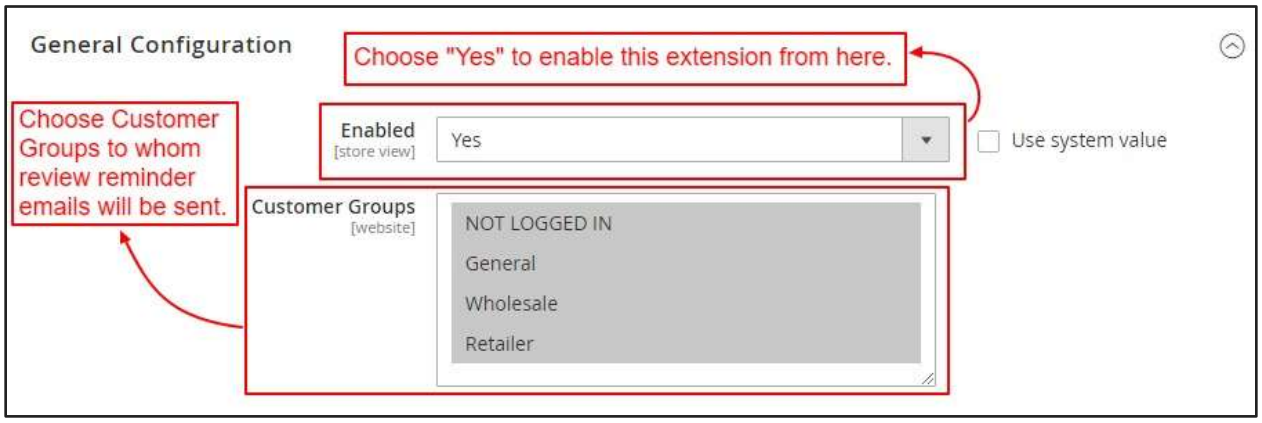
1. ENABLE AND CONFIGURE REVIEW REMINDER EXTENSION

To use this extension, you first need to enable it from the backend.

Go to Magento 2 Admin > Login > Stores > Configuration > Sparsh Extensions > Review Reminder.

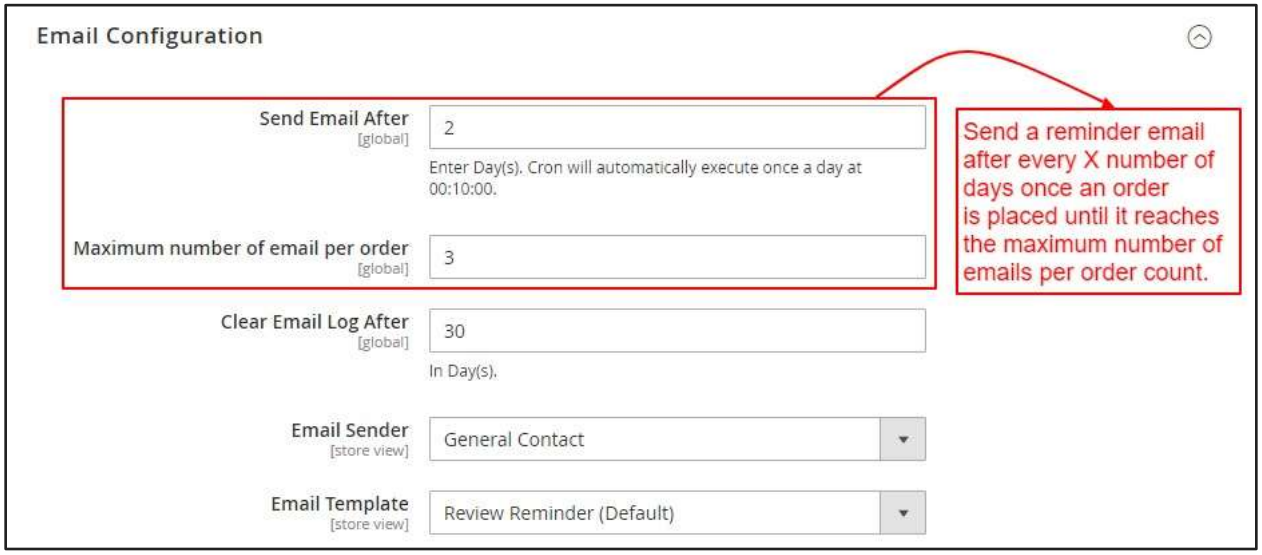
Expand the **General Configuration** section, and do the following:

- ➢ **Enabled**: Select “Yes” to enable to send a review reminder email.
- ➢ **Customer Groups**: Choose Customer Groups to whom review reminder emails will be sent.



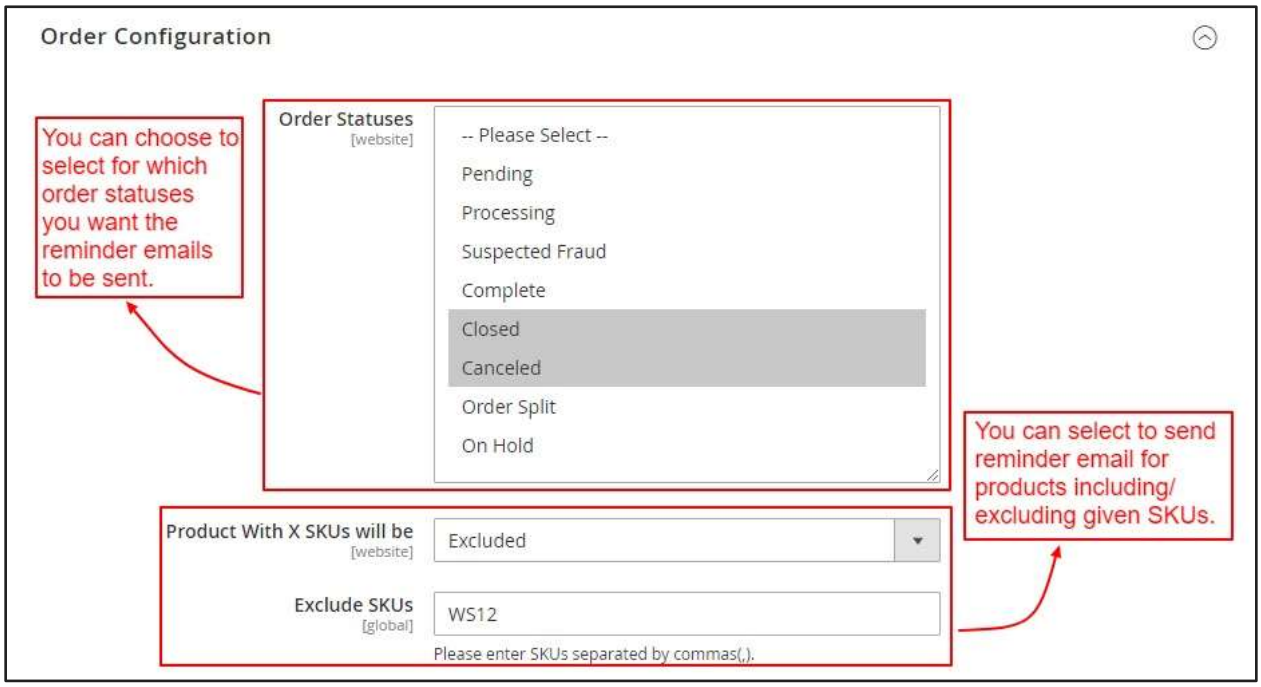
Expand the **Email Configuration** section, and do the following:

- **Send Email After**: Enter the number of days. Cron will automatically execute (once a day at 00:10:00) and send a reminder email after every X number of days until it reaches the maximum number of emails per order count.
- **Maximum number of email per order**: Enter the maximum number of emails to be spent for a given order.
- **Clear Email Log After**: Enter the number of days after which you want the review reminder log to be cleared.
- **Email Sender**: Choose the email sender for the review reminder email
- **Email Template**: Choose the email template for the review reminder email. You can define own template from Marketing > Email Templates and use it over here.



Expand the **Order Configuration** section, and do the following:

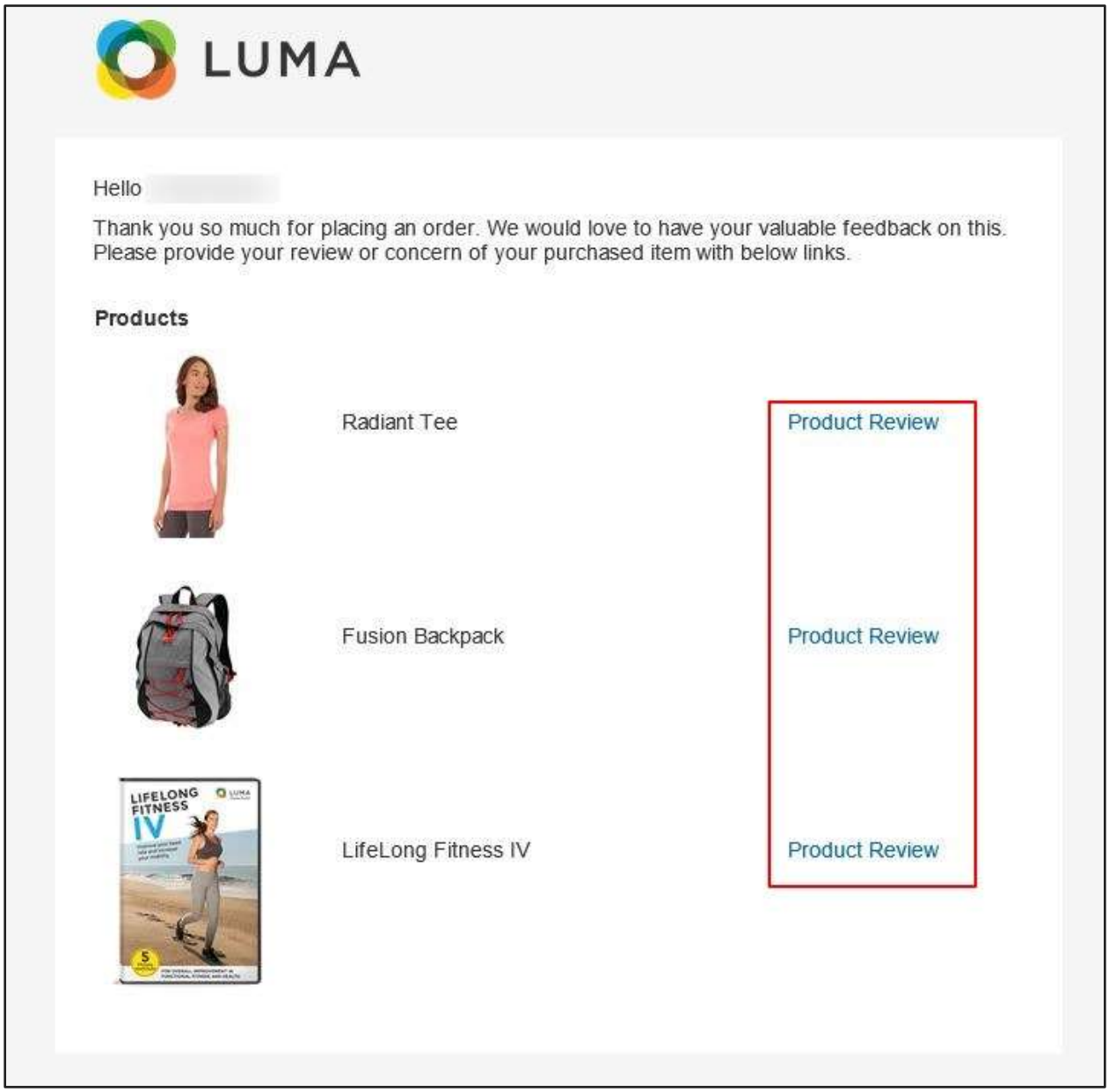
➢ **Order Statuses**: Choose statuses for the order for which review reminder email will be sent.
➢ **Product With X SKUs will be**: Choose “Included” OR “Excluded” respectively if you want to send reminders only for specific products.
➢ **Include SKUs / Exclude SKUs**: Enter product SKUs separated by commas.



Clear cache from System > Tools > Cache Management if required.

2. REVIEW REMINDER EMAIL

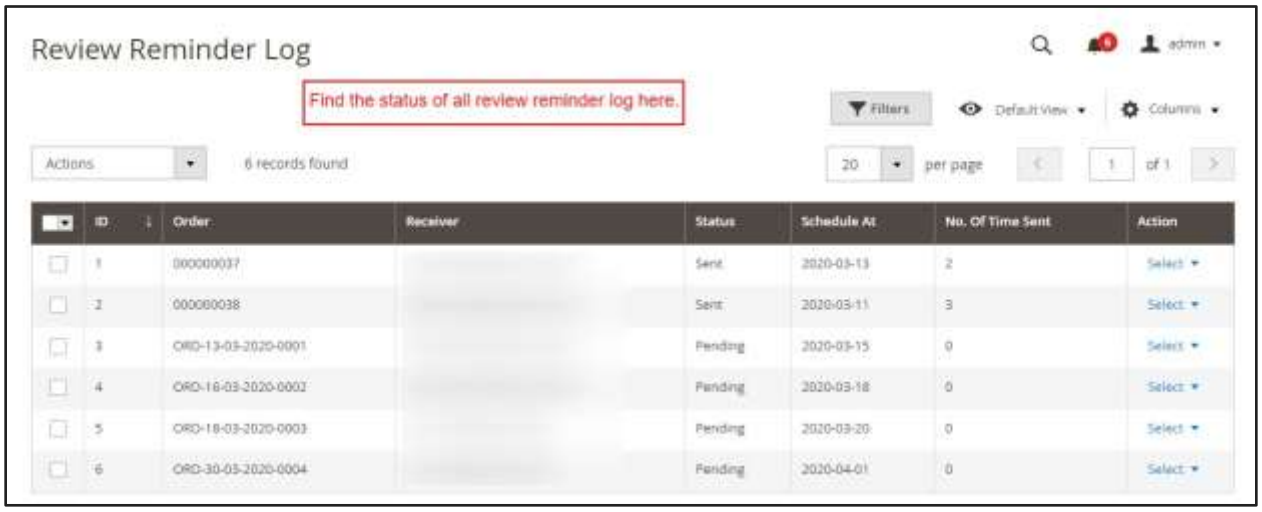
Once enabled, the system will log records after every successful order placed and Cron will send review reminder emails to customers based on Customer group, Order statuses and the number of days configured from the backend as shown below.



3. REVIEW REMINDER LOG

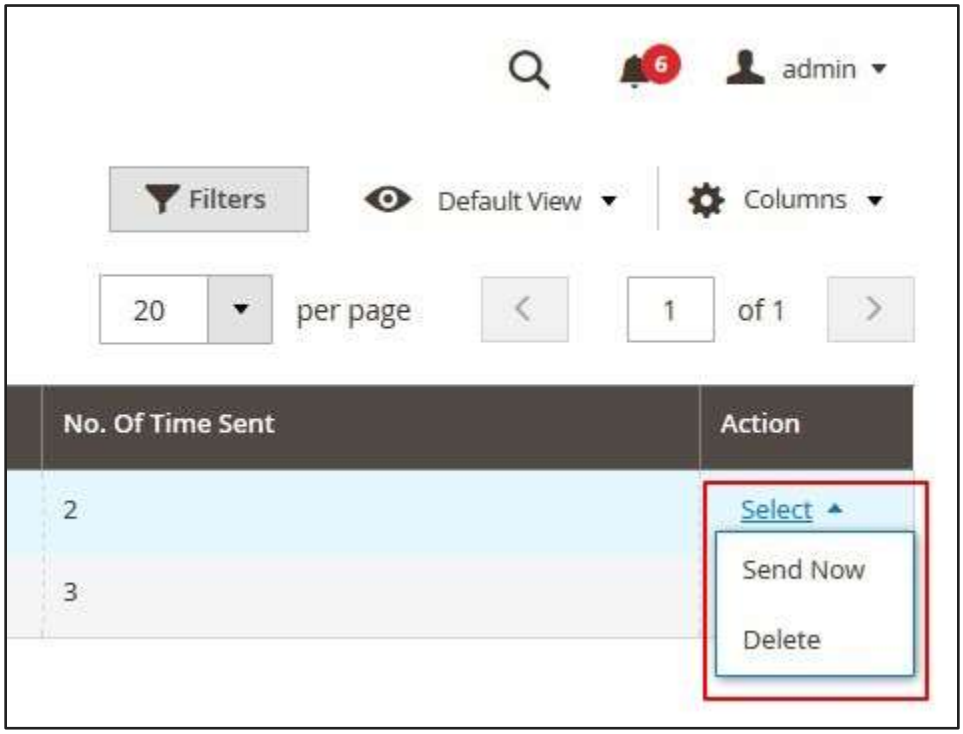
Go to Magento 2 Admin > Marketing > Review Reminder > Review Reminder Log.

Over here, you will find logs of every reminder with next scheduled date, current email status, customer details, and no of times emails is sent till now.



You can also manually send an email to any customer for any given order from here by clicking the “Send Now” option from the “Action” dropdown.

You can delete any particular log or mass delete logs too from here.



4. BASIC CONFIGURATION

To make this extension work 100%, below basic configuration needs to be done first.

4.1. ENABLE EMAIL CONFIGURATION

Go to Magento 2 Admin > Login > Stores > Configuration > Advanced > System > Mail Sending Settings

You can also install any third-party extension for SMTP email.

You can find more details on https://docs.magento.com/m2/ce/user_guide/system/email-communications.html

4.2. SET FROM EMAIL ADDRESS

Go to Magento 2 Admin > Login > Stores > Configuration > General > Store Email Addresses > (Email sender which is set for this extension)

By default, general contact name and email are used as from name and email address.

4.3. SET UP CRON JOB

A cronjob needs to be set up properly as part of the Magento setup.

You can find more details on https://devdocs.magento.com/guides/v2.3/config-guide/cli/config-cli-subcommands-cron.html