

# 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 1 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** 1.7.x, 1.8.x, 1.9.x

**Enterprise Edition** 1.12.x, 1.13.x, 1.14.x

## Before the start

First of all you should add a new block that allows representation of goods in the your customers' emails. To do it, go to **System > Permissions > Blocks**. Than click the **Add new block** button. The block name is `neklo_reviewreminder/email_items` and it should be **Allowed**. Don't forget to **Save it**.

## How to use Advanced Reindexer

To enable and configure Review Reminder, log into your Admin Panel and go to **System > Configuration > Neklo > Review Reminder > General Settings**. Here you can configure the extension:

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 **Promotions > Shopping Cart Price Rules**. Notice that this line is active only when **Specific coupon is chosen** and **Use Auto Generation** is allowed.
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.




Logged in as admin | Tuesday, June 12, 2018 | [Log Out](#)

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Current Configuration Scope:  
Default Config ▼

[Manage Stores](#)

**Configuration**

- ▶ GENERAL
  - General
  - Web
  - Design
  - Currency Setup
  - Store Email Addresses
  - Contacts
  - Reports
  - Content Management
- ▶ CATALOG
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- ▶ CUSTOMERS
  - Newsletter
  - Customer Configuration
  - Wishlist
  - Promotions
  - Persistent Shopping Cart
- ▶ NEKLO
  - Product Position

**Review reminder**
Save Config

**General Settings** ▲

Is Enabled	<input type="text" value="Yes"/>	[STORE VIEW]
	<small>▲ If the module is enabled for shop interaction, including cron jobs.</small>	
Generate Review Reminder	<input type="text" value="Complete"/>	[STORE VIEW]
	<small>▲ Select order state at which to create review reminder.</small>	
Don't Send Emails by Orders with Statuses	<input type="text" value="-- Please Select --"/> <ul style="list-style-type: none"> <li>Pending</li> <li>Processed Ogone Payment</li> <li>Processing</li> <li>Complete</li> <li>Closed</li> <li>Canceled</li> <li>On Hold</li> </ul>	[STORE VIEW]
Generate coupon	<input type="text" value="Yes"/>	[STORE VIEW]
	<small>▲ Generate coupon as reward for review.</small>	
Associated sales rule	<input type="text" value="test coupon"/>	[STORE VIEW]
	<small>▲ Sales rule, that will be used for coupon discount.</small>	
Send email X days after order	<input type="text" value="1"/>	[STORE VIEW]
	<small>▲ When the email will be sent.</small>	
Is recurrent	<input type="text" value="Yes"/>	[STORE VIEW]
	<small>▲ Whether the reminder will repeat emails.</small>	
Repeat every X days	<input type="text" value="5"/>	[STORE VIEW]
	<small>▲ Send email repeatedly every X days.</small>	
Maximal number of attempts	<input type="text" value="10"/>	[STORE VIEW]
	<small>▲ Maximal number of attempts. Cease sending after maximum is reached.</small>	

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

## How to configure the coupons

To adjust the coupon code, go to **System > Configuration > Neklo > 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 shows the Magento Admin Panel interface. At the top, there is a navigation bar with the following tabs: Dashboard, Sales, Catalog, Customers, Promotions, Newsletter, CMS, Reports, and System (which is currently selected). The page title is 'Review reminder' and there is a 'Save Config' button in the top right corner. The left sidebar shows the 'Configuration' menu with 'GENERAL' selected. The main content area displays the 'Coupon generator settings' section with the following fields:

Field Name	Value	Scope
Code Length	9	[GLOBAL]
<small>▲ Excluding prefix, suffix and separators.</small>		
Code Format	Alphanumeric	[GLOBAL]
<small>▲ Format of the coupon code.</small>		
Code Prefix	test_	[GLOBAL]
<small>▲ Coupon code prefix.</small>		
Code Syffix	_neklo	[GLOBAL]
<small>▲ Coupon code suffix</small>		
Dash Every X Characters	5	[GLOBAL]
<small>▲ If empty no separation.</small>		

Below the coupon generator settings, there is an 'Email settings' section which is currently collapsed.

## How to configure the email templates

To set all the necessary email templates, go to **System > Configuration > Neklo > 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.


Global Record Search  Logged in as admin | Tuesday, June 12, 2018 | [Log Out](#)

Dashboard
Sales
Catalog
Customers
Promotions
Newsletter
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System
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Current Configuration Scope: Default Config ▼  
[Manage Stores](#)

**Configuration**

► GENERAL

General

Web

Design

Currency Setup

Store Email Addresses

Contacts

Reports

Content Management

► CATALOG

Catalog

Configurable Swatches

### Review reminder Save Config

General Settings

Coupon generator settings

Email settings

Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
	<small>▲ Identity of sender.</small>	
Email Template	<input type="text" value="[NEKLO LLC] Review Reminder Email (Default)"/>	[STORE VIEW]
	<small>▲ Reminder email template.</small>	
Recurrent Email Template	<input type="text" value="[NEKLO LLC] Review Reminder Recurrent Ema"/>	[STORE VIEW]
	<small>▲ Recurrent Reminder email template.</small>	
Thankyou Email Template	<input type="text" value="[NEKLO LLC] Review Reminder 'Thank You' En"/>	[STORE VIEW]
	<small>▲ Email template after conditions met.</small>	
Send copy of email to	<input type="text" value="test@neklo.com"/>	[STORE VIEW]
	<small>▲ Leave empty if no copy needed</small>	

## How to edit reminders

To see and edit all the reminders, go to **Promotions > Review Reminder**. 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. **E-mail** 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. **Is Periodic** show whether this reminder is recurrent or not
8. **Status** shows the present condition of the reminder

You can also select the wanted reminders and perform the necessary **Action**.

The screenshot shows the Magento Admin Panel interface. The top navigation bar includes 'Dashboard', 'Sales', 'Catalog', 'Customers', 'Promotions' (highlighted), 'Newsletter', 'CMS', 'Reports', and 'System'. A search bar and user information are also present. Below the navigation, the 'Reminders' section is displayed with an 'Add New' button. A table lists the reminders with columns: ID, Order #, E-mail, Created, Coupon, Sent, Is Periodic, and Status. One reminder is visible with ID 1, Order # 100000052, and Status Suspend.

ID	Order #	E-mail	Created	Coupon	Sent	Is Periodic	Status
1	100000052	[Redacted]	Jun 12, 2018		0	Yes	Suspend

If you want to **Edit** a reminder, you will get to the reminder page. Here you will see the main information and you can edit **Status**.

The screenshot shows the 'Edit Reminder' page in the Magento Admin Panel. The top navigation bar is the same as in the previous screenshot. The page title is 'Edit "1" Reminder'. On the left, there is a 'Reminder Information' sidebar with a 'General' tab. The main content area shows the 'General' form with the following fields:

- Order # \*: 100000053
- E-mail \*: [Redacted]
- Status \*: Pending (dropdown menu)

Buttons for 'Back', 'Reset', 'Delete', and 'Save' are visible at the top right of the form area.

You can also create a reminder manually with the button **Add New**. 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**.

The screenshot shows the 'Create New Reminder' form in the Magento Admin Panel. The breadcrumb trail is 'Promotions > Reminders > Create New Reminder'. The form has a 'General' section with two dropdown menus: 'Order #' with the value '100000053' and 'Status' with the value 'Pending'. At the top right of the form are buttons for 'Back', 'Reset', and 'Save'. On the left, there is a 'Reminder Information' sidebar with a 'General' tab.

## How to edit Black List

To view all the blacklisted users, go to **Promotions > Reminder Blacklist**. 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.

You can also select the wanted line and perform the necessary Action with it.

The screenshot shows the 'Email Blacklist' table in the Magento Admin Panel. The breadcrumb trail is 'Promotions > Reminder Blacklist'. The table has columns for 'ID', 'E-mail', and 'Reason'. There is one record with ID '1' and email 'test-email@neklo.com'. The reason for blocking is 'test reason'. The table includes a search bar, a 'Reset Filter' button, and a 'Submit' button. The page shows 'Page 1 of 1 pages' and 'Total 1 records found'.

ID	E-mail	Reason
1	test-email@neklo.com	test reason

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

The screenshot displays the Magento Admin Panel interface. At the top, the header includes the 'Magento Admin Panel' logo, a 'Global Record Search' input field, and the user's login status 'Logged in as admin' along with the date 'Tuesday, June 12, 2018' and a 'Log Out' link. Below the header is a navigation menu with tabs for 'Dashboard', 'Sales', 'Catalog', 'Customers', 'Promotions' (which is highlighted), 'Newsletter', 'CMS', 'Reports', and 'System'. A 'Get help for this page' link is also present in the top right of the menu.

The main content area is titled 'Add New BlacklistItem' and features three buttons: 'Back', 'Reset', and 'Save Item'. On the left, there is a sidebar with a 'General Information' section. The main form area is titled 'General Information' and contains two fields: 'Email \*' with the value 'test-email@neklo.com' and 'Reason' with the value 'test reason'.

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