

**Abandon Cart Serial Reminders (Free Version)**



**User Manual v1.0.0**

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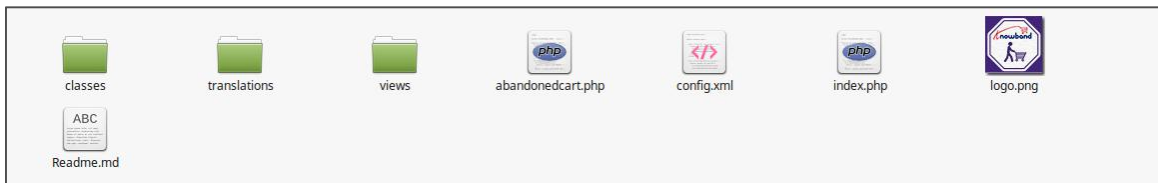
## Introduction

Abandonment is an electronic commerce term used to describe a visitor on a Web page who leaves that page before completing the desired action. Examples of abandonment include shopping cart abandonment, referring to visitors who add items to their online shopping cart, but exit without completing the purchase.

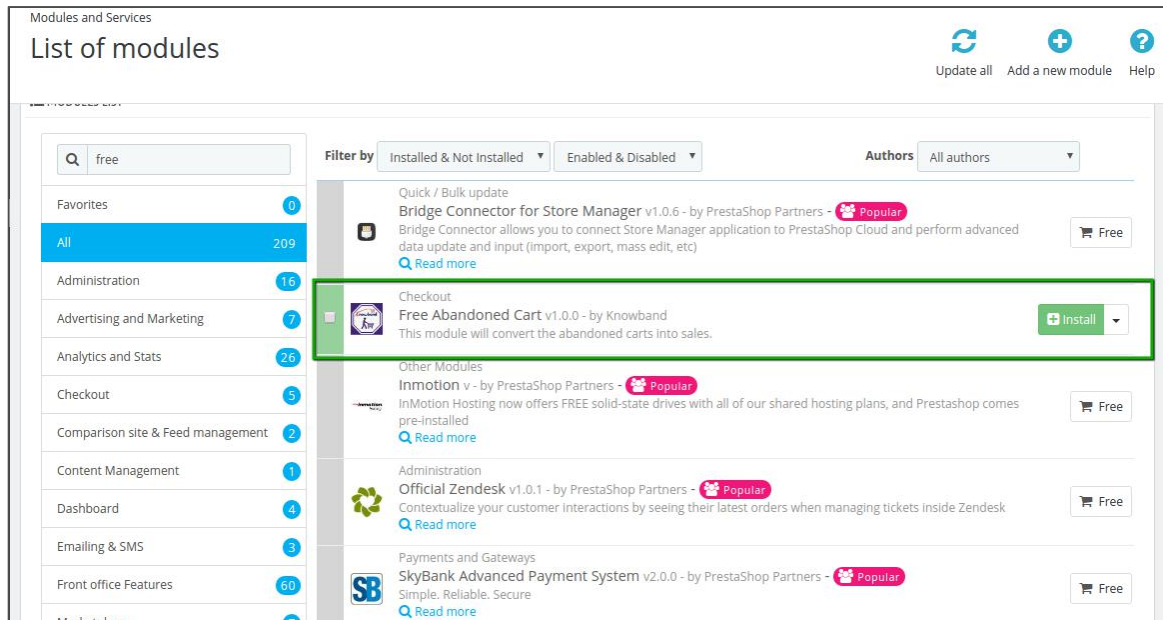
This module can help store owner to view abandoned cart created on the store. The store owner can delete and view details of any such cart as well.

## Installation Guide

1. Copy “abandonedcart” module folder under your “root\_directory/modules” on your store via FTP or use prestashop interface to upload the plugin. The contents of the module folder are as shown below.



2. After the above step you will be able find the plug-in ready to be installed in the “Modules” (Module Listing Page) in your PrestaShop store admin panel as shown below.



3. Click on install button to install module. After successfully installation, system will redirect you on module configuration page. And when you come back to module listing page, “install” button will be replaced by “Configure” button.
4. If module is not displaying on your module listing page, search it by filtering module with following details:  
**Keyword:** Abandonedcart  
**Author:** Knowband  
**Category:** Checkout  
**Filter by:** Installed & Not Installed/Enabled & Disabled

**Note:**

When you will click on install button, a pop up box will appear which will display warning messages. You can ignore these messages and move ahead. There will be no negative impact of this warning message on your store.

## Admin Interface

Here store owner can change the various settings of this module accordingly, which will reflect on working of this module. To configure module settings, click on “Configure” button in front of the module in module listing page.

The module configuration page will display following tabs to configure the module as desired:

1. General Settings
2. Email Templates
3. Serial Reminders
4. Abandoned Carts
5. Converted Carts
6. Analytics
7. FAQs
8. Other Plugins

Each tab is explained below.

## **General Settings**

On clicking on configure link on module listing page, system will open general settings tabs by default as shown in screen below. Initially fields in above form will be already filled with their default values.

General Settings

Email Templates

Serial Reminders

Abandoned Carts

Converted Carts

Analytics

FAQs

Other Plugins

General Settings

SaveCancel

Enable/Disable: ☒ ON

Mark Abandoned Cart:  Day(s)  Hrs  
Note: If the delay is zero then the carts will be immediately added in abandoned carts list.

Enable Auto Email: ☒ Yes ☐ No

Testing Mode: ☒ ON

E-Mail ID:   
Note: All the Abandoned cart email will be sent to this email id

CRON INSTRUCTIONS

Add the cron to your store via control panel/putty to send email to customer automatically according to your serial reminder settings. Find below the instruction to add the cron.

URLs to Add to Cron via Control Panel  
[http://www.yourstore.com/en/module/abandonedcart/cron?cron=update\\_carts](http://www.yourstore.com/en/module/abandonedcart/cron?cron=update_carts)  
[http://www.yourstore.com/en/module/abandonedcart/cron?cron=send\\_mails](http://www.yourstore.com/en/module/abandonedcart/cron?cron=send_mails)

Cron setup via SSH  
0/5 \* \* \* \* curl -O /dev/null http://www.yourstore.com/en/module/abandonedcart/cron?cron=update\_carts  
0/11 \* \* \* \* curl -O /dev/null http://www.yourstore.com/en/module/abandonedcart/cron?cron=send\_mails

You can only use the following features in this tab, rest of them can only be accessed in paid version.

1. **Enable/Disable:** Initially, this will be “ON”. Admin can enable/disable plug-in by turning ON/OFF this setting.
2. **Mark Abandon Cart:** This option will help you in setting the time after which a cart is considered as an abandon cart. For example, if you set 1 day, then the cart will be assumed as abandon after 1 day.

## Email Templates

You will not be able to use any feature of this tab, it can only be used in paid version of the module.









## Serial Reminders

You will not be able to use any feature of this tab, it can only be used in paid version of the module.

## Abandoned Carts


This tab contains a list of all the abandoned carts present in the system. The syncing of the list is done through Cron Instruction on the basis if delay time set for abandoned cart by the admin.

The list can also be synced by clicking in the “Refresh” button at the top of the list.

S.No.	Customer	Type	Current Incentive	Last Visit	Actions
1	Demo One demo one abc@abc.com Language: English (English)	Registered	No Coupon code sent	06/01/2016 11:28:53	   
2	Guest Customer demo@demo.com Language: English (English)	Guest	No Coupon code sent	06/01/2016 11:26:43	   


The list contains pagination and several filters as well to sort and view the list more efficiently.

### Send Reminder Mail without Coupon

To send the reminder email to customer regarding the abandoned cart the admin has to click on the “Bell Icon”  in front of the desired abandoned cart.

**This feature can only be used in paid version of this module.**

### Send Reminder Mail with Coupon

To send the reminder email to customer regarding the abandoned cart with a discount coupon the admin has to click on the “Gift Icon”  in front of the desired abandoned cart. This feature can only be used in paid version of this module. **This feature can only be used in paid version of this module.**






### View Cart Details


To view the details about the abandoned cart the admin has to click on the “Cart Icon”



in front of the desired cart. A pop-up will appear having all the details of the cart.

Cart Details					
IMAGE	ITEMS	MODEL	QUANTITY	UNIT PRICE	TOTAL
	<b>Blouse</b> Size : S, Color : Black	demo_2	1	₹ 30.37	₹ 30.37
	<b>Faded Short Sleeves T-shirt</b> Size : S, Color : Orange	demo_1	1	₹ 18.57	₹ 18.57
	<b>Printed Summer Dress</b> Size : S, Color : Yellow	demo_5	1	₹ 32.60	₹ 32.60
Cart Total					₹ 83.79
Close					

### Delete Abandoned Cart

To delete any abandoned cart the admin has to click on the “Remove Button”  in front of the desired cart. A confirmation pop-up will appear asking for confirmation of the deletion, once confirmed the abandoned cart will be gone forever.

### **Converted Carts**

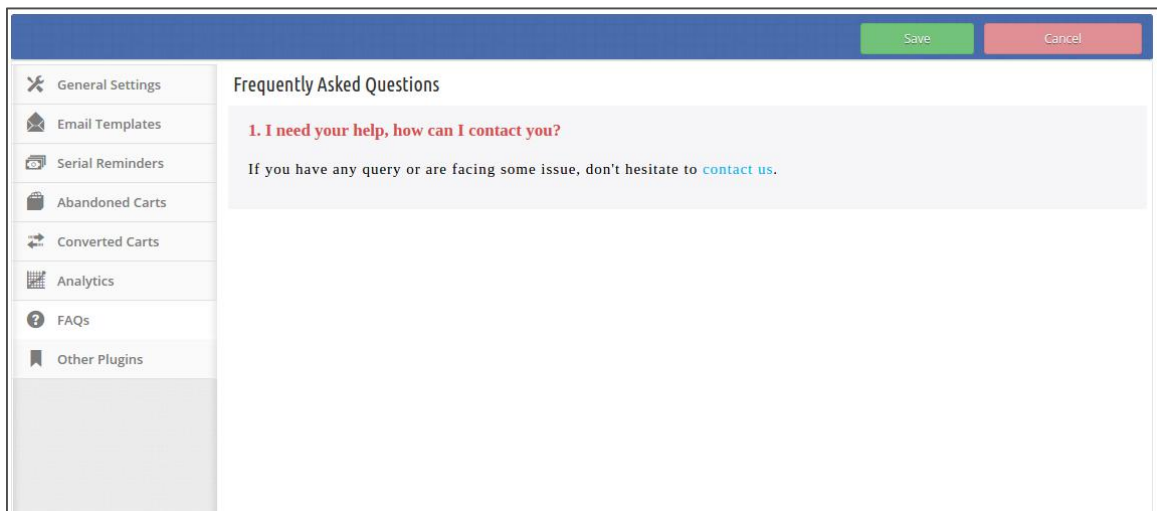
You will not be able to use any feature of this tab, it can only be used in paid version of the module.

## Analytics

You will not be able to use any feature of this tab, it can only be used in paid version of the module.

## FAQs

This tab contains several questions (with answers to them) that are asked by our customers. We recommend you to go through the questions before raising any ticket for this plugin.



## Other Plugins

This tab redirects to our developer page having list of other plugins developed by us. If you like this plugin than you can try our other plugins as well.

## Recommendations

- If plugin is not working after installation then please check permissions on modules folder. The folder should be writable. Please make the folder permission to 755.
- It is necessary to add the CRON instructions to your cron without that this plugin is not as useful.
- Make sure that the Cart Re-Display Setting (Preferences -> Customers -> Cart re-display at login) is ON other wise the plugin will not work as expected.

X-----End of Document-----X