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# Follow Up Email Pro Guide

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## ❖ Configuration

Go to **System >> Configurations >> MageHit >> Follow Up Email (or Follow Up Email >> Configuration)** to configure the extension.

### Follow Up Email

General		
Enable Follow Up Email	<input type="text" value="Yes"/>	[STORE VIEW]
Default Sender	<input type="text" value="General Contact"/> <small>▲ Set up default senders under System – Configuration – General – Store Email Addresses</small>	[STORE VIEW]
Don't send the same email within # of hours	<input type="text" value="24"/>	[STORE VIEW]
Auto-clean 'Sent' emails after # of days	<input type="text" value="60"/>	[STORE VIEW]

- ✚ In the **Enable Follow Up Email** field, select **Yes** to enable the module.
- ✚ In the **Default Sender** field, select an email address of the sender.
- ✚ In the **Don't send the same email within # of hours** field, specify a number of hours.
- ✚ In the **Auto – clean “Sent” emails after # of day** field, specify a number of days. After this time, the sent emails that listed in **Follow Up Email >> Email Queue** will be deleted from the list.

## ❖ Manage Rules

### Add a new rule

To add new rule, go to **Follow Up Email => Manage Rules**, click on **Add new rule**, you will see the Rule Information page, which includes 4 tabs: Rule Information, Sender Information, and Send Test Email, Coupons

#### Rule Information

In the Rule Information tab, you can set general information for the rule as title, status, active time, store view, and customer group.

**Rule Information**

Sender Information

Send Test Email

Coupons

**General**

Title \*

Status

Enable and save Rule to activate

Active From

Leave blank if no limit

Active To

Send FUE when

Cancel Pending Emails If

- Cart Updated
- New Order Placed
- Order Processing
- Order Completed
- Order Updated
- Order Closed
- Order Cancelled
- Customer Logged In
- New Customer Signed Up

Only pending emails will be cancelled. Use 'ctrl' to select more than 1 event

Only pending emails will be cancelled. Use 'ctrl' to select more than 1 event

Store View \*

- All Store Views
- Main Website
- Madison Island
- English
- French
- German

Customer Groups \*

- NOT LOGGED IN
- General
- Wholesale
- VIP Member
- Private Sales Member

Send email to customer

Yes, send to all customer

Select 'no' if only admin to receive notification of an event

Email Schedule

Send	Days	Hours	Minutes	Template	Action
After	0	0	10	Sample - Abandoned Cart #	
After	1	0	0	Sample - Abandoned Cart #	
After	7	0	0	Sample - Abandoned Cart #	

Add email

- In the **Title** field, you can put the title of rule.
- In the **Status** field, select **Yes** to enable the rule.
- In the **Active From** field, select date from, the rule will be active.
- In the **Active To** field, select date to, the rule will be expire.
- In the **Send FUE when** field, select an event for the rule.
- In the **Cancel Pending Emails If** field, select an event. In the case that the selected event is activated, the rule will be canceled.
- In the **Store View** field, select store view the rule will be active in store selected.
- In the **Customer Groups** field, select customer group the rule will be active in group selected.
- In the **Send Email to customer** field, select what customers will be sent to: all customers or newsletters subscribers only.
- In the **Email Schedule** field, set a schedule for sending emails and select a template for the rule.

### Sender Information

Specify the sender name and the email in the sender information tab. If you don't put any , the system will use the default sender in **Follow Up Email >> Configuration**

Send Email	
Sender Name	<input type="text"/> Leave blank to use the default sender (set up in configuration tab)
Sender Email	<input type="text"/> Leave blank to use the default sender (set up in configuration tab)
Send a copy to	<input type="text"/> BCC to, emails are separated by comma ","

### Send Test Email

The Follow Up Email Pro extension supports the ability of testing the email before sending it to the customers.

Send Test Email	
Send test email to	<input type="text"/>
Test customer email	<input type="text"/> Select customer email address for test email (customer will not receive this email)
Test Order number	<input type="text"/> Select order # for test email (customer will not receive this email)
<input type="button" value="Send Test Email"/>	

- ✚ In the **Send test email to** field, you can put email that will be received test email.
- ✚ In the **Test customer email** field, you can put email of customer in the site, then send test email that will get data from this email.
- ✚ In the **Test Order number** field, you can put order number, then send test email that will get data from by this order number.

### Coupons

This feature allows to generate coupon automatically based on shopping cart rules for each FUE rule

**Coupons**

Enable coupons Disabled   
Enable coupons for this rule

Shopping Cart Price Rule Please choose shopping cart price rule   
▲ Create Shopping Cart Price Rules in [here](#)

Coupon Code Prefix

Coupon expires after # (days)

- ✚ Before creating coupon for each FUE rule, you must configure shopping cart price rule by going to **Promotion => Shopping Cart Price Rules**
- ✚ In the **Enable coupons** field, choose value (Enable/Disable) to use coupon for this rule or not
- ✚ In the **Shopping Cart Price Rule** field, choose shopping cart price rule to apply for this FUE rule.
- ✚ In the **Coupon Code Prefix** field, fill in this field if you want to add prefix for coupon.
- ✚ In the **Coupon expires after # days** field, specify the number of days after that a coupon will expire, or leave empty for the permanent coupon

## ❖ Email Queue

Go to **Follow Up Email >> Email Queue** to see the list of emails that are queuing to be sent. The module also supports to do action here. You can preview, select to send, cancel or delete the queuing emails.

Follow Up Email Queue

Page  of 1 pages | View  per page | Total 5 records found

| 
  | 
  | 
  | 
 0 items selected Actions

ID	Create Date	Scheduled At	Sent At	Status	Customer Name	Email	FUE Rule	Email Template	Order Number	Customer	Action
<input type="checkbox"/>	15 May 11, 2015 10:06:02 AM	May 11, 2015 12:06:02 PM	Not sent yet	Pending	test test	p.darpan@gmail.com	Abandoned Cart For Guest	Sample - Abandoned Cart #2		Unread	<input type="button" value="Send now"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	4 May 11, 2015 9:35:03 AM	May 11, 2015 9:40:03 AM	May 11, 2015 9:37:32 AM	Sent	test test	p.darpan@gmail.com	Abandoned Cart For Guest	Sample - Abandoned Cart #1		Read	<input type="button" value="Send now"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	3 Apr 27, 2015 4:15:03 PM	May 4, 2015 4:15:03 PM	May 4, 2015 4:15:05 PM	Sent	david test	<a href="mailto:servicesource.vn@gmail.com">servicesource.vn@gmail.com</a>	Sample - Abandoned Cart	Sample - Abandoned Cart #3		Read	<input type="button" value="Send now"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	2 Apr 27, 2015 4:15:03 PM	Apr 28, 2015 4:15:03 PM	Apr 28, 2015 4:15:05 PM	Sent	david test	<a href="mailto:servicesource.vn@gmail.com">servicesource.vn@gmail.com</a>	Sample - Abandoned Cart	Sample - Abandoned Cart #2		Read	<input type="button" value="Send now"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	1 Apr 27, 2015 4:15:03 PM	Apr 27, 2015 4:25:03 PM	Apr 27, 2015 4:25:03 PM	Sent	david test	<a href="mailto:servicesource.vn@gmail.com">servicesource.vn@gmail.com</a>	Sample - Abandoned Cart	Sample - Abandoned Cart #1		Read	<input type="button" value="Send now"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>

## ❖ Generated Coupons

Go to **Follow Up Email >> Generated Coupons** to show coupon codes, which are corresponding to each email queue generated at **Follow Up Email >> Email Queue**

**Manage Coupons**

Page 1 of 1 pages | View 20 per page | Total 2 records found

Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected

	Coupon code	Shopping Cart Rule	Sent Date	Expiration Date	Customer Email	FUE Rule	Event	Email Template	Email Queue ID	Status
Any			From: To:	From: To:						
<input type="checkbox"/>	fue5X55501557A80C7	fue	May 11, 2015 9:37:32 AM	May 13, 2015 9:37:32 AM	p.darpan@gmail.com	Abandoned Cart For Guest	Abandoned Cart For Guest	Sample - Abandoned Cart #1	4	Sent
<input type="checkbox"/>	fue5X55501557B26C2	fue	Not sent yet	Not sent yet	p.darpan@gmail.com	Abandoned Cart For Guest	Abandoned Cart For Guest	Sample - Abandoned Cart #2	5	Pending

To use coupon code in the shopping cart page, in the status field of per coupon must to be Sent (When queuing email respectively is sent to customer).

## ❖ Reports

The administrator can track activities of **Follow Up Email at Follow Up Email => Reports Reports tab includes 2 sub- tabs:** Rules, Email Templates.

### Rules

In the **From** and **To** field, use calendar icon to specify the starting and ending dates of the period for report data aggregating.

In dropdown of the **Show By** field, select type of showing by **Day, Month, and Year.**

=> Click on the Refresh button to view detail information about: used Follow Up Email rules, # of sent emails, # and % of unread emails, # and % of read emails, # and % of clicked, # and % Purchased In the **Export to** field, select the CSV or Excel option and click on the Export button to export the report information.

Dashboard Sales Catalog Customers Promotions Newsletter **Follow Up Email** CMS Reports System Call For Price Get help for this page

Latest Message: Reminder: Change Magento's default phone numbers and callouts before site

Manage Rules Email Queue Generated Coupons Reports Configuration Rules Email Templates

You have 4 critical, 5 major, 19 minor and 157 notice unread message(s). [Go to notifications](#)

**Report Rules**

Show Report For: All Websites

From: 05/1/2015 To: 05/12/2015 Show By: Month Refresh

Export to: CSV Export

Period	Follow Up Email	Sent	UnRead	Read	Clicked	Purchased
05/2015	Abandoned Cart For Guest	1	0 (0.00%)	1 (100.00%)	0 (0.00%)	0 (0.00%)

### Email Templates

In the **From** and **To** field, use calendar icon to specify the starting and ending dates of the period for report data aggregating.

In dropdown of the **Show By** field, select type of showing by **Day, Month, and Year.**

=> Click on the Refresh button to view detail information about: used email templates, # of sent emails, # and % of unread emails, # and % of read emails, # and % clicked, # and % Purchased.

In the **Export to** field, select the CSV or Excel option and click on the Export button to export the report information.

**Latest Message:** Reminder: Change Magento's default phone numbers and callouts before site You have **4 critical**, **5 major**, **19 minor** and **157 notice** unread message(s). [Go to notifications](#)

**Report Emails**

Show Report For: All Websites ⌵ 🔍

From: 05/11/2015 📅 To: 05/12/2015 📅 Show By: Month ⌵ Refresh 🔄 Export to: CSV ⌵ Export 📄

Period	Email Template	Sent	UnRead	Read	Clicked	Purchased
05/2015	Sample - Abandoned Cart #1	1	0 (0.00%)	1 (100.00%)	0 (0.00%)	0 (0.00%)