# **Email Templates**

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#### **Overview**

The platform has a comprehensive set of email templates that are triggered via events. For example customer registering would trigger registration email to be sent, or if order transitions to a specific state then email notification is generated for concerned party be it shop owner, customer, supplier etc.

# **Email templates**

Template	Recipients	Since	Initiator	Purpose
adm-cant-allocate-product-qty	shop admin	1.0.0	State machine	Out of stock notification
adm-contactform-request	shop admin	1.0.0	Customer	Contact form message
adm-customer-registered	shop admin	1.0.0	Customer	Registration notification (configured at shop level via SHOP_SF_REQUIRE_REG_NOTIFY_TYPES)
adm-newsletter-request	shop admin	1.0.0	Customer	Newsletter sing up form message
adm-order-canceled	shop admin	1.0.0	State machine	Order cancellation
adm-order-confirmed	shop admin	1.0.0	State machine	Order offline payment confirmation
adm-order-delivery-allocated	shop admin	1.0.0	State machine	Stock reserved
adm-order-delivery-inprogress	shop admin	1.0.0	State machine	Order marked as shipping in progress
adm-order-delivery-inprogress-wait	shop admin	1.0.0	State machine	Order marked as shipping in progress but needs payment (capture on shipment)
adm-order-delivery-packing	shop admin	1.0.0	State machine	Order marked as packing (being prepared for shipping)
adm-order-delivery-ready	shop admin	1.0.0	State machine	Order marked as ready for shipping
adm-order-delivery-ready-wait	shop admin	1.0.0	State machine	Order marked as ready for shipping but needs payment (capture on shipment)
adm-order-new	shop admin	1.0.0	State machine	New order notification
adm-order-payment-confirmed	shop admin	1.0.0	State machine	New order offline payment confirmed
adm-order-returned	shop admin	1.0.0	State machine	Order returned
adm-order-shipping-completed	shop admin	1.0.0	State machine	Delivery is completed (could be used to confirm signed for deliveries)
adm-order-wait-confirmation	shop admin	1.0.0	State machine	Order requires offline payment (action for new offline payment orders)
adm-payment	shop admin	1.0.0	State machine	Order online payment notification
adm-payment-failed	shop admin	1.0.0	State machine	Order online payment notification
adm-payment-shipped	shop admin	1.0.0	State machine	Order online payment notification
adm-payment-shipped-failed	shop admin	1.0.0	State machine	Order online payment notification
adm-refund	shop admin	1.0.0	State machine	Order online payment notification
adm-refund-failed	shop admin	1.0.0	State machine	Order online payment notification

adm-rfq-new	shop admin	3.0.0 SaaS	State machine	New request for quote notification
adm-managedlist-rejected	managed list admin	3.7.0 SaaS	Customer	Notification sent when customer rejects managed list
customer-activation	customer	3.0.0	Shop owner	Account activated
customer-change-password	customer	1.0.0	Shop owner/Customer	Request to change password and new password notification (depending on password mode for shopcould include or exclude actual password)
customer-deactivation	customer	3.0.0	Shop owner	Account de-activated
customer-delete	customer	3.5.0	Customer	Account deleted (two step process, with token link first and then confirmation)
customer-registered	customer	3.0.0	Shop owner/Customer	Account created
order-canceled	customer	1.0.0	State machine	Order cancellation
order-confirmed	customer	1.0.0	State machine	Order confirmed (offline payment)
order-delivery-readytoshipping	customer	1.0.0	State machine	Order about to be shipped
order-delivery-shipped	customer	1.0.0	State machine	Order is shipped
order-new	customer	1.0.0	State machine	New order
order-returned	customer	1.0.0	State machine	Return for order was processed
order-shipping-completed	customer	1.0.0	State machine	Confirmation that delivery was completed
payment	customer	1.0.0	State machine	Online payment notification
rfq-new	customer	3.0.0 SaaS	State machine	RFQ copy to customer
shipment-complete	customer	1.0.0	State machine	Online payment notification
sup-order-new	supplier	3.3.0	State machine	Email order exporter notification to supplier
managedlist-created	customer	3.7.0 SaaS	Manager	Notification sent when manager created managed list for customer

#### **Themes**

## **Shared templates**

Email templates follow the same mechanism as page templates, so that they can be adjusted per theme. Email templates are not single file and are split into smaller components.

For example if we consider "customer-registered.html" template it includes "common-header". Thus in a new theme you can just override "common-header" to achieve different look and feel.

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
  "http://www.w3.org/TR/html4/loose.dtd">
  <html>
  <head>
        <meta http-equiv="Content-Type" content="text/html; charset=utf-8">
        <title>YesCart pure e-commerce</title>
  </head>
  <body>
```

```
${include('common-header')}
     
            Dear <b>$firstName $lastName</b>! <br>
             You are registered at
             <% if (shopUrl != null && !shopUrl.isEmpty()) {</pre>
응>
href="<%out.print(shopUrl.iterator().next())%>">$shopName</a>
             <% } else { %>
             $shopName
             <% }%>
             shop.
             <br>
             <br>
             Your password is: <b>$password</b>
            
          
          
           Contact information:
            
         ${include('common-footer')}
```

```
</body>
```

### Shop specific templates

For personalised shop specific email templates can also be defined in CMS. In order to declare a component or full template the following SEO URI naming conventions must be used:

Because CMS is already language aware you only specify the base name i.e. customer-registered.html (as opposed to customer-registered\_en.html) and then simply specify the corresponding language specific version in language specific content body

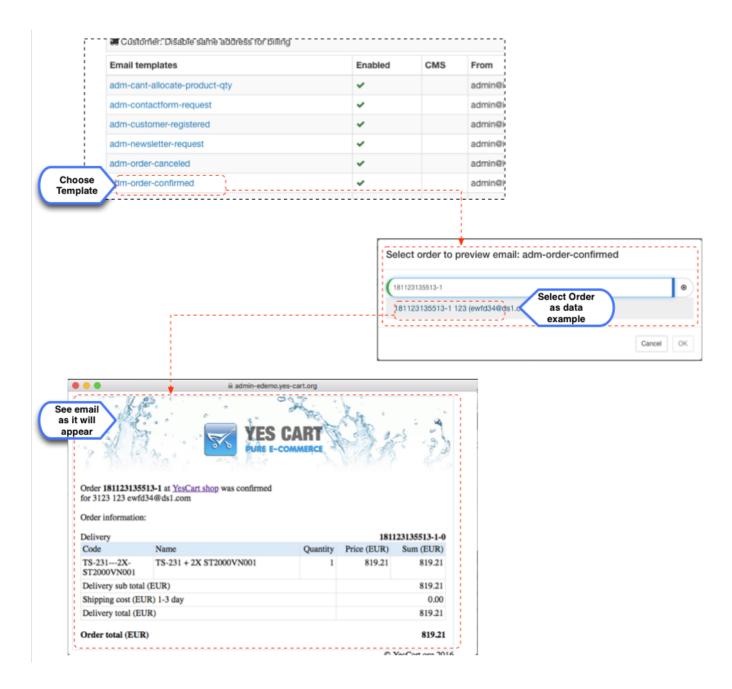
Override	CMS URI format	Example filename	Example URI
HTML template	[SHOP_CODE]_mail_[template name]	customer-registered.html common-header.html	SHOP10_mail_customer-registered.html SHOP10_mail_common-header.html
TXT template	[SHOP_CODE]_mail_[template name]	customer-registered.txt common-header.txt	SHOP10_mail_customer-registered.txt SHOP10_mail_common-header.txt
Properties template	[SHOP_CODE]_mail_[template name]	customer-registered.properties common-header.properties	SHOP10_mail_customer-registered.properties SHOP10_mail_common-header.properties
Resources	[SHOP_CODE]_mail_[template name]_[resource name] - template specific or [SHOP_CODE]_mail_[resource name] for shared (e.g. header logo)	mail-head.jpeg	SHOP10_mail_customer-registered_mail-head.jpeg SHOP10_mail_mail-head.jpeg

## **Testing email templates**

#### **Email template preview 3.6.x**

This feature is superseded by improved CMS module for email templates, see section below

Shop management editor includes an overview tab which contains Email templates section. Each template appears as a link which will invoke a search dialog where an order placed in a given shop can be searched for to act as an example data for pre-populating email template. Once desired order is found clicking on the link will open a new page that displays the email in its HTML form including all images.



#### Email template CMS 3.7.0+

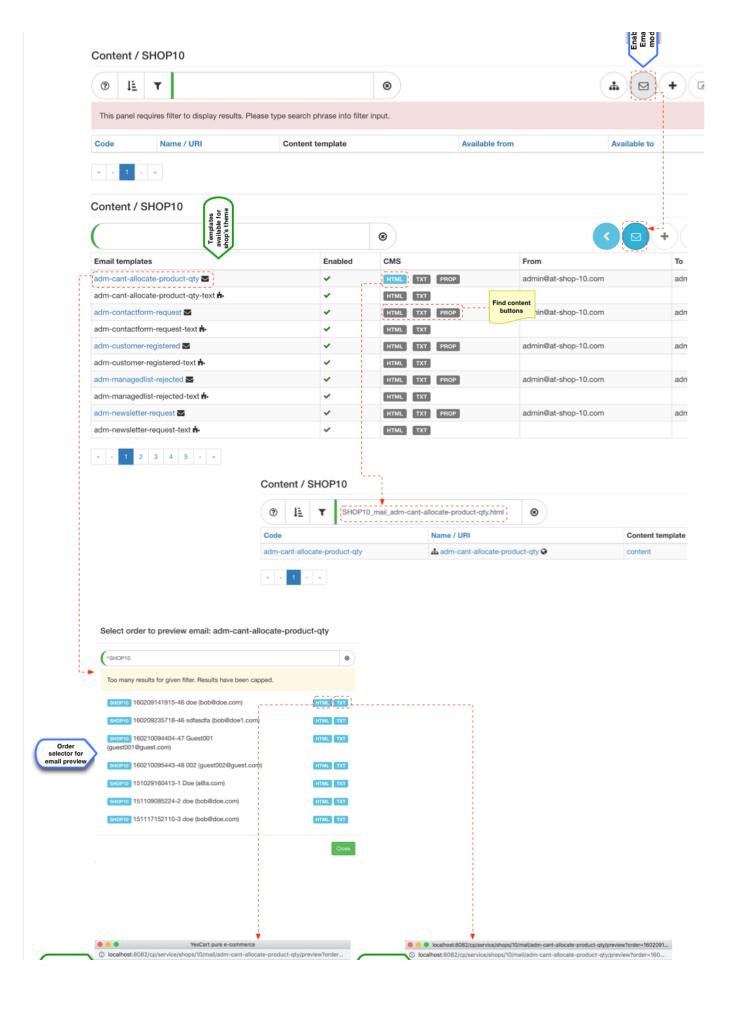
Email templates module in CMS allows to search, modify and preview all email templates that are configured for a specific theme.

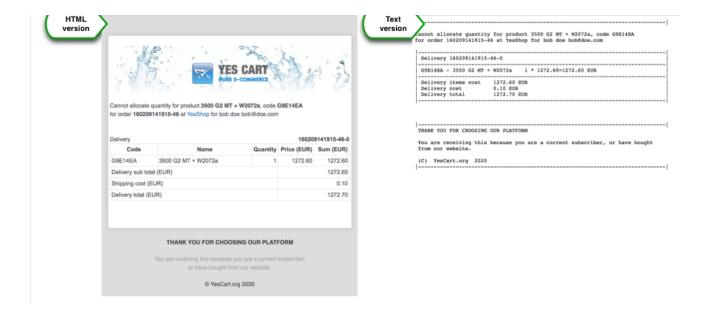
The module automatically detects the default theme chain for given shop and lists templates that are relevant. Each template has an icon showing whether it is the main templates that defines a type of an email or whether it is a component only.

Email templates can be clicked on to see preview. In order to see a preview an order must be selected. Order information is use to populate placeholders in the email and provide a realistic preview of an email. There are two formats available for preview HTML and TXT, which are the rich text and plain text versions sent with every email.

Each template line has buttons that correspond to the content elements that can be overwritten in CMS to provide shop specific rendering of the template. Overwritten templates will be shown as blue, default ones will remain grey. All buttons are clickable. When clicking on the button normal CMS mode is enabled with filter set to the URI of the content to override. You can copy this URI to define new content in CMS to overwrite the defaults. If you disable the CMS content the email template reverts to defaults.







# Configuring recipients and suppressing emails SaaS

By default all emails are sent to shop admin email specified in the shop attributes. In **SaaS** edition of the platform shop has three additional attributes:

Attribute	Purpose	Example			
Mail: Shop admin email for specific template		For example snippet below allows to direct new orders to fulfilment department and all confirmed payment notifications to accounting.  adm-order-new=fulfilment@shop.com,			
Mail: Shop admin email CC map	Allows to define additional recipients, so that copies of email can be sent. This is especially useful for reseller sites, where copy of confirmed order is sent to the fulfilment company	For example which configuration below copies of new and confirmed orders are sent to orders@m ainshop.com (Note that an email is also sent to recipients in "Mail: Shop admin email map" as usual or to "Shop admin email" if not specified)  adm-order-new=orders@mainshop.com, adm-order-payment-confirmed=orders@mainshop.com			
Mail: Shop customer disabled emails map	Allows to suppress email notifications to customers. This is useful when you wish to disable some email notifications.	For example the following configuration disabled all shipping notifications:  order-delivery-readytoshipping=true, order-delivery-shipped=true, order-shipping-completed=true			