

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 shop could 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>

```

```

<table width="700" border="0" cellpadding="0" cellspacing="0">

    ${include('common-header')}

    <tr>
        <td style="border: 1px solid #CEE3F6; border-top: 0px;">
            <table width="100%" cellpadding="0" cellspacing="0">
                <tr>
                    <td width="2%">&nbsp;</td>
                    <td>
                        Dear <b>${firstName} ${lastName}</b>! <br>
                        You are registered at
                        <% if (shopUrl != null && !shopUrl.isEmpty()) {
%>
                            <a
href="<%out.print(shopUrl.iterator().next())%>">${shopName}</a>
                            <% } else { %>
                                ${shopName}
                            <% }%>
                                shop.
                                <br>
                                <br>
                                Your password is: <b>${password}</b>
                        </td>
                    <td width="2%">&nbsp;</td>
                </tr>
                <tr>
                    <td>&nbsp;</td>
                </tr>
                <tr>
                    <td>&nbsp;</td>
                    <td style="border-top: 1px solid #CEE3F6;">
                        Contact information:
                    </td>
                    <td>&nbsp;</td>
                </tr>
            </table>
        </td>
    </tr>

    ${include('common-footer')}

</table>

```

```
</body>
</html>
```

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.

Customer: Disable same address for billing

Email templates	Enabled	CMS	From
adm-cant-allocate-product-qty	✓		admin@
adm-contactform-request	✓		admin@
adm-customer-registered	✓		admin@
adm-newsletter-request	✓		admin@
adm-order-canceled	✓		admin@
adm-order-confirmed	✓		admin@

Choose Template

Select order to preview email: adm-order-confirmed

181123135513-1

181123135513-1 123 (ewfd34@ds1.c

Select Order as data example

Cancel OK

See email as it will appear

admin-edemo.yes-cart.org

YES CART
PURE E-COMMERCE

Order 181123135513-1 at YesCart shop was confirmed for 3123 123 ewfd34@ds1.com

Order information:

Code	Name	Quantity	Price (EUR)	Sum (EUR)
TS-231---2X-ST2000VN001	TS-231 + 2X ST2000VN001	1	819.21	819.21
Delivery sub total (EUR)				819.21
Shipping cost (EUR) 1-3 day				0.00
Delivery total (EUR)				819.21
Order total (EUR)				819.21

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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 used 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.






































Content / SHOP10

This panel requires filter to display results. Please type search phrase into filter input.

Code	Name / URI	Content template	Available from	Available to
------	------------	------------------	----------------	--------------



« 1 »

Content / SHOP10

Email templates	Enabled	CMS	From	To
adm-cant-allocate-product-qty 	✓	HTML  TXT  PROP 	admin@at-shop-10.com	adm
adm-cant-allocate-product-qty-text 	✓	HTML  TXT 		
adm-contactform-request 	✓	HTML  TXT  PROP 	in@at-shop-10.com	adm
adm-contactform-request-text 	✓	HTML  TXT 		
adm-customer-registered 	✓	HTML  TXT  PROP 	admin@at-shop-10.com	adm
adm-customer-registered-text 	✓	HTML  TXT 		
adm-managedlist-rejected 	✓	HTML  TXT  PROP 	admin@at-shop-10.com	adm
adm-managedlist-rejected-text 	✓	HTML  TXT 		
adm-newsletter-request 	✓	HTML  TXT  PROP 	admin@at-shop-10.com	adm
adm-newsletter-request-text 	✓	HTML  TXT 		

« 1 2 3 4 5 »

Content / SHOP10

Code	Name / URI	Content template
adm-cant-allocate-product-qty	 adm-cant-allocate-product-qty 	content

« 1 »

Select order to preview email: adm-cant-allocate-product-qty

Too many results for given filter. Results have been capped.

SHOP10 160209141915-46 doe (bob@doe.com)	HTML  TXT 
SHOP10 160209235718-46 sdfasdfa (bob@doe1.com)	HTML  TXT 
SHOP10 160210094404-47 Guest001 (guest001@guest.com)	HTML  TXT 
SHOP10 160210095443-48 002 (guest002@guest.com)	HTML  TXT 
SHOP10 151029160413-1 Doe (a@a.com)	HTML  TXT 
SHOP10 151109085224-2 doe (bob@doe.com)	HTML  TXT 
SHOP10 151117152110-3 doe (bob@doe.com)	HTML  TXT 

Close

Order selector for email preview

YesCart pure e-commerce
localhost:8082/cp/service/shops/10/mail/adm-cant-allocate-product-qty/preview?order=...

localhost:8082/cp/service/shops/10/mail/adm-cant-allocate-product-qty/preview?order=1602091...
localhost:8082/cp/service/shops/10/mail/adm-cant-allocate-product-qty/preview?order=160...

HTML version

Text version

```

Cannot allocate quantity for product 3500 G2 MT + W2072a, code G9E14EA
for order 160209141915-46 at YesShop for bob doe bob@doe.com

-----
Delivery 160209141915-46-0
-----
G9E14EA - 3500 G2 MT + W2072a    1 * 1272.60=1272.60 EUR
-----
Delivery items cost    1272.60 EUR
Delivery cost         0.10 EUR
Delivery total        1272.70 EUR
-----

THANK YOU FOR CHOOSING OUR PLATFORM

You are receiving this because you are a current subscriber, or have bought
from our website.

(C) YesCart.org 2020

```

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 map	Allows to define emails of recipients of email for specific template	For example snippet below allows to direct new orders to fulfilment department and all confirmed payment notifications to accounting. <pre>adm-order-new=fulfilment@shop.com,</pre>
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@mainshop.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) <pre>adm-order-new=orders@mainshop.com, adm-order-payment-confirmed=orders@mainshop.com</pre>
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: <pre>order-delivery-readytoshipping=true, order-delivery-shipped=true, order-shipping-completed=true</pre>