



User Manual for Medma Three Emails

Works on Magento 2.0 and above

Medma Three Emails

Medma Three Emails Extension helps you to keep in touch with your customers by sending relevant emails automatically. Admin can choose when he wants the emails to go out. The extension can be used to send support email, upsell new products, get feedbacks from customers or can be used for anything else.

Research shows that emails are more formal than SMS to send important messages to customers and also have greater open rate and read rates. Being aware about the benefits of Notifications emails in E-commerce, having this functionality in Magento 2.x platform is definitely the requirement of almost every store owner.

Medma Three Emails extension will not only help the customers to approach the website again but would also help the Store owners to stay in touch with the customers for longer period and thus gain more cross-selling opportunity.

This Installation Guide will provide you the full explanation of the functionality of the Three Emails extension for magento.

Step 1: Installation

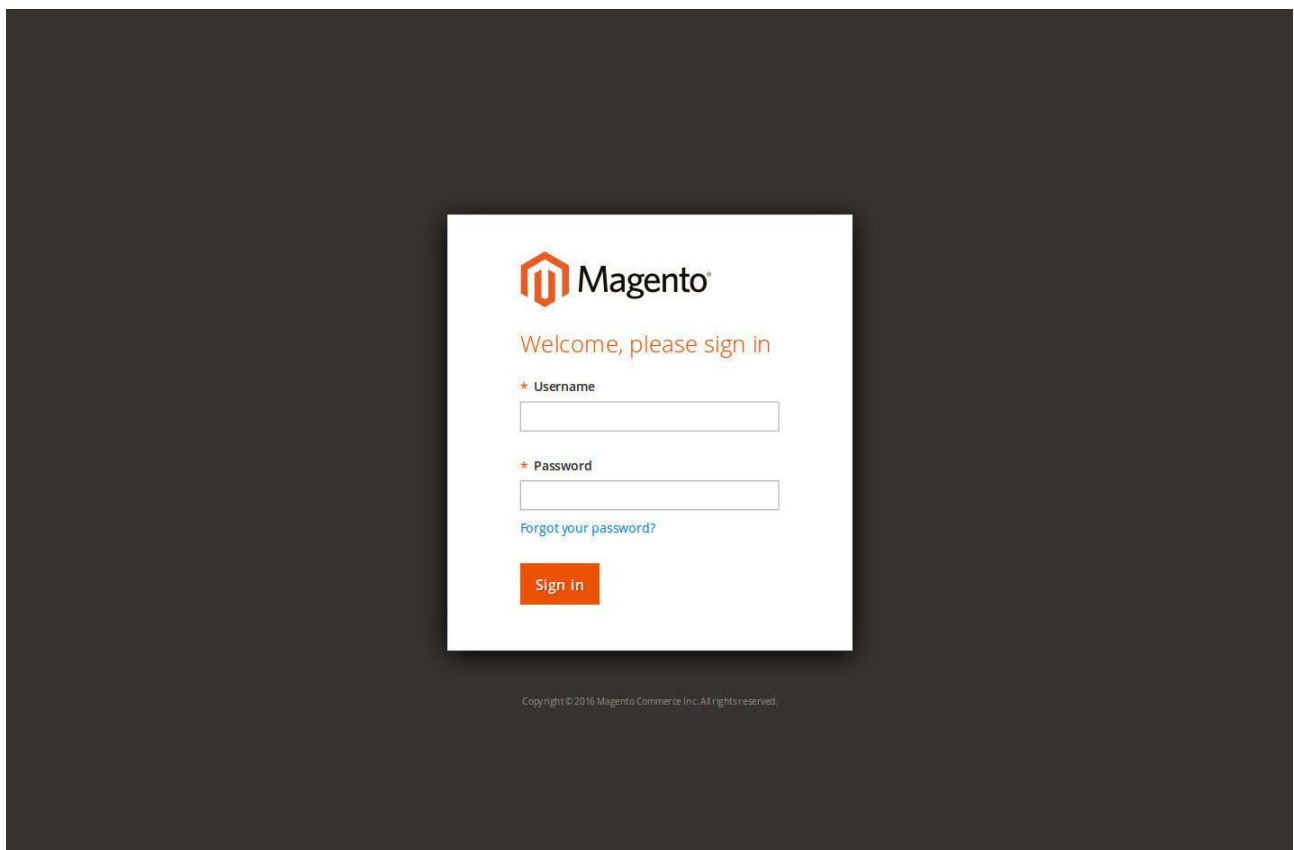
The only thing that is needed is to install this Plugin and you are ready to go. For Installing extension Three Emails step by step, you need to :

- Purchase and Download the package from "My Downloadable Products" page of your account at our website.
- Unzip the Zipped package
- Place the "Medma" directory in "app/code/" directory through ftp.
- Navigate to **Medma** → **Three Emails** to copy and move categories.
- Finish the Installation process
- Installation is extremely easy as you can install the extension package directly from Magento Connect Manager or you can also Upload it from FTP.
- Follow The provided instructions.
- That's it !!

Now once you have completed the Installation process, a success message will display on your screen that would indicate that you have successfully completed the Installation Process.

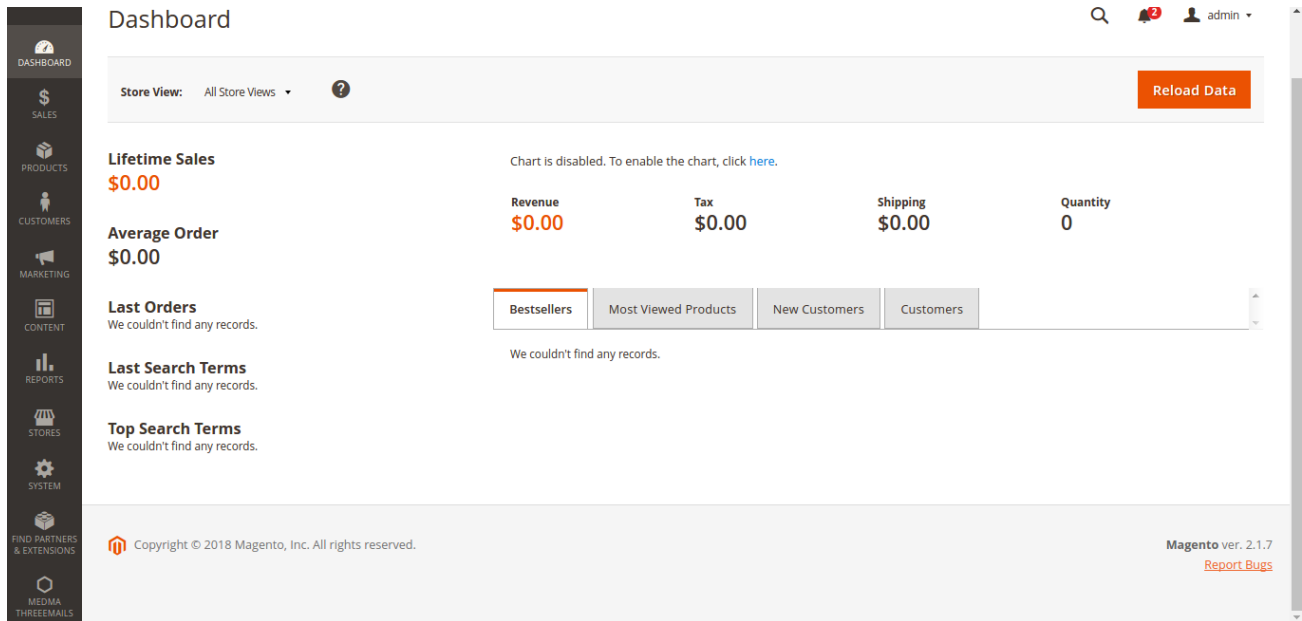
Step 2: Admin Account Login

Now In order to Login to your Admin Panel, fill up the required fields on the Welcome Page for a successful Login. Enter your Username and Password and then click on the **Sign In** Button for Admin Sign In. This step will land you directly on the Admin page where you can handle all the functionalities from the Admin side.



Step 3: Admin side bar

On the Admin side bar, Navigate to **Medma** → **Three Emails**, to send three relevant emails to customers automatically.



Step 4: Configuration Setting :

After Navigating to **Medma** → **Three Emails** → **Three Email setting**, you can add & modify all the setting for the three emails of the extension. That includes :

- Number of days [**Send after x days of Order**] after which the Notifications mail will be sent to the Customer. You can set your own combination of three days and send the email notifications to the customer accordingly.
- You can set your own **Email Subject** for the notification mail.

Note :- Only Product name variable is allowed in the Subject.

System Messages: ▲ 1

Configuration

Store View: Default Config ? Save Config

GENERAL ▲

- General
- Web
- Design
- Currency Setup
- Store Email Addresses
- Contacts
- Medma ThreeEmails**
- Reports
- Content Management
- New Relic Reporting

CATALOG ▼

CUSTOMERS ▼

SALES ▼

SERVICES ▼

ADVANCED ▼

1st Automated Email ⊞

Send After [X] days of order [store view]

Email Subject [store view]
Note: Only Product Name variable is allowed in subject.

Email Template [store view] ▼
[Modify Template Overview](#)

Hello {{var customer_name}}

Thanks for ordering [product name] recently from our store.

I hope that you have started enjoying the functionality provided by [product name]. If you haven't yet started then here is the User Guide to get you started quickly.

But if you are facing difficulty in installing the extension or need any other assistance, then please feel free to open a support ticket at <http://support.medma.in>

Thanks once again for your order.

2nd Automated Email ⊞

Send After [X] days of order [store view]

Email Subject [store view]
Note: Only Product Name variable is allowed in subject.

Email Template [store view] ▼
[Modify Template Overview](#)

Hello {{var customer_name}}

Thanks for ordering [product name] recently from our store.

I hope that you have started enjoying the functionality provided by [product name]. If you haven't yet started then here is the User Guide to get you started quickly.

But if you are facing difficulty in installing the extension or need any other assistance, then please feel free to open a support ticket at <http://support.medma.in>

Thanks once again for your order.

3rd Automated Email ⊞

Send After [X] days of order [store view]

Email Subject [store view]
Note: Only Product Name variable is allowed in subject.

Email Template [store view] ▼
[Modify Template Overview](#)

Hello {{var customer_name}}

Thanks for ordering [product name] recently from our store.

I hope that you have started enjoying the functionality provided by [product name]. If you haven't yet started then here is the User Guide to get you started quickly.

But if you are facing difficulty in installing the extension or need any other assistance, then please feel free to open a support ticket at <http://support.medma.in>

Thanks once again for your order.

Last Five Email Jobs ⊞

Cron Time	Status

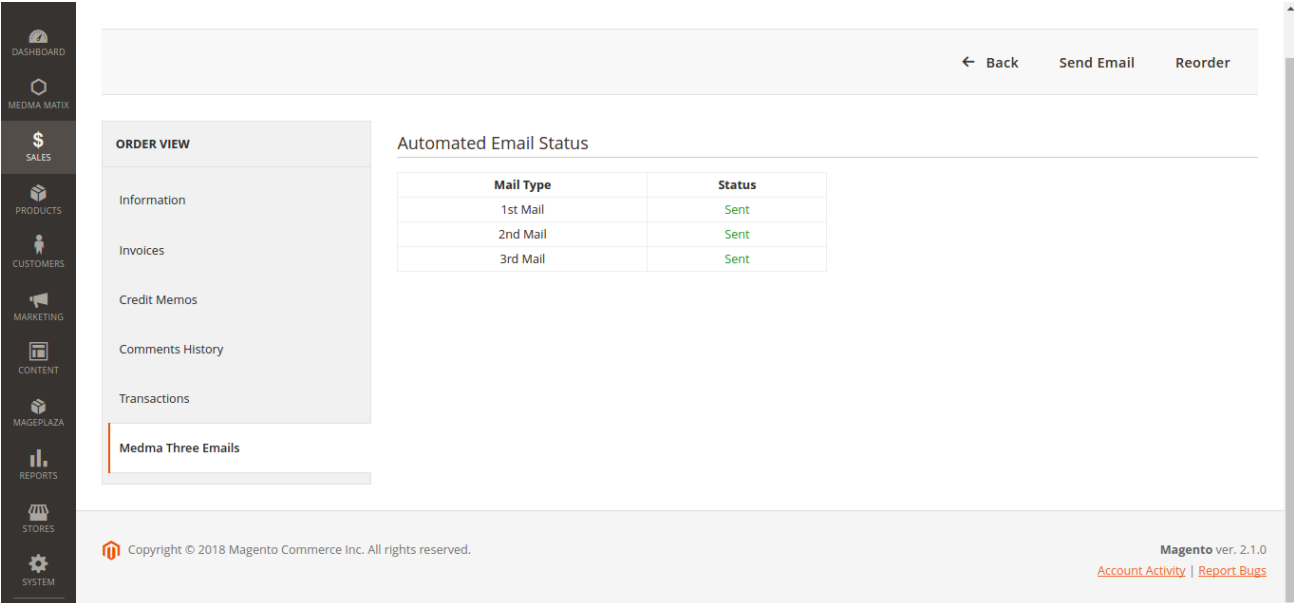
- You can set & modify your own **Email Templates**. These email templates are

modifiable from the Admin end and can be edited and modified anytime. You can also overview any template before making the changes. Just edit and submit the desired changes and you automatically three mails are just ready to go.

Step 5: Three Email Status Setting :

In Order to check the Automated email status for any of the Adjacent order for respective customer you can simply navigate to **Sales** → **Order** → **Edit Order** → **Order View** → **Medma Three Emails** → **Automated Email Status**. By this you can easily check each order and its related email status, that whether or not three email status was sent to the customer or not.

The Green (Sent) and Red (Not sent) text adjacent to three number shows the current status of each mail.



← Back Send Email Reorder

ORDER VIEW

- Information
- Invoices
- Credit Memos
- Comments History
- Transactions
- Medma Three Emails**

Automated Email Status

Mail Type	Status
1st Mail	Sent
2nd Mail	Sent
3rd Mail	Sent

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[Account Activity](#) | [Report Bugs](#)

FEATURES:

- No core file changed
- Automatically send mails
- Setup delivery day when emails will be sent out
- Include links & images in emails
- Personalize email with customized subject line
- Personalize email with customized email content

- Setup different delivery days for different emails

Prerequisite :

You need Shell access to set cron job which will automatically run and send mail.

Limitations :

Predefined variables can only be used in email subject and content.

Work Flow :

- Goto Medma Automate extension icon, click on configuration option.
- View Cron Status in configuration.
- View number of emails sent.

Troubleshooting :

If you are unable to setup Cron or if Cron is not working, then try checking your configuration or syntax.

Syntax :

```
***** absolute_path_of_php_executable_binary  
absolute_path_of_magento_instance/bin/magento cron:run
```

Example :

```
***** /usr/bin/php /var/www/html/m2magento/bin/magento cron:run  
***** : use this to run cron every second.
```

Known Troubleshooting on Magento2.1.1 and probably Magento 2.1.2

Problem: Default Luma Logo appearing in emails.

Solution:

Step1: Navigate to Content > Design > Configuration.

Content

- Dashboard
- Medma Affiliate
- Medma Matrix
- Sales
- Products
- Customers
- Marketing
- Content**
 - Elements
 - Design
 - Pages
 - Configuration
 - Blocks
 - Themes
 - Widgets
 - Schedule
 - Banner Slider
 - Manage Sliders
 - Manage Banners
 - Preview Slider Styles
 - Reports Per Slider
 - Reports All Sliders

Reload Data

Amounts

Tax \$0.00 Shipping \$0.00 Quantity 0

Most Viewed Products New Customers Customers

Price Quantity

Step2: Edit your current theme.

Design Configuration

3 records found

Filters Default View Columns

20 per page 1 of 1

Default	Website	Store	Store View	Theme Name	Action
Global				-- No Theme --	Edit
Global	Medma Store			-- No Theme --	Edit
Global	Medma Store	Medma Store	Medma Magento Extension Store	Medma Xstore	Edit

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[Account Activity](#) | [Report Bugs](#)

magento-development.medma.net/medma-extension-manager/admin/

Step3: Under Transactional Email Tag.

MAGEPLAZA Medma Magento Extension Store ← Back Save and Continue Save Configuration

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

JAKE SHARP

MEDMA THREE EMAILS

MEDMA WILLIN G2BUY


MAGEPLAZA MARKETPLACE

Product Image Watermarks ⌵

Transactional Emails ⌵

Logo Image ↶ Use Default Value

Allowed file types: jpg, jpeg, gif, png. To optimize logo for high-resolution displays, upload an image that is 3x normal size and then specify 1x dimensions in the width/height fields below.



52x146, 4 KB

Logo Image Alt ↶ Use Default Value

Step4: Check if your uploaded image appears broken. In that case follow below step.

1. Upload the image
2. Check the file path in preview box
3. Copy that file to `pub/media/email/logo/stores/1/` (1 can be other number, depending on the store id)
4. Save the configuration

For more follow this link - <https://github.com/magento/magento2/issues/5352>

Installation:

- Purchase and Download the package from "My Downloadable Products" page of your account at our website.
- Unzip the zipped package.
- Create "Medma" directory in "app/code/" directory through ftp.
- Create "Three Emails" directory in "app/code/Medma/" directory through ftp.
- Copy all files and folders from directory "medma-three emails" to server location "app/code/Medma/Three Emails".
- Connect to your server through ssh and change to your magento installation root.
- Execute below commands one by one :-

1. php bin/magento setup:upgrade
 2. chmod 777 -R var
 3. chmod 777 -R pub
 4. php bin/magento setup:static-content:deploy
 5. chmod 777 -R var
 6. chmod 777 -R pub
- Navigate to → **Medma Three Emails** → click on **configuration option** → **Medma Three Emails**, modify settings for email subject and content.
 - View Cron Status in configuration.
 - View number of emails sent.

CONTACT US:

Purchase and download the package from "My Downloadable Products" page of your account at our website. For any more assistance, please raise your issues at [open ticket](#)
