

Summary

Use this screen to edit your automated Email Templates; these include abandoned basket notifications, Sales Order confirmations, newsletter sign ups, etc.

This section may also be used to disable individual Email Templates.

Email	Purpose
abandonedbasket	<i>This email is sent an hour after an abandoned basket has occurred</i>
abandonedorder	<i>This email is sent an hour after an abandoned order has occurred</i>
aftersalesrecommend	<i>This email will be sent 28 days after an order is placed</i>
customernote	<i>This is the email used when sending general notes to the customer</i>
despatch	<i>This is the despatch notification email</i>
emailwishlist	<i>This is the email sent when a customer emails their "wish list" to a friend</i>
giftvoucher	<i>This is the template used for sending an e-voucher</i>
newsletter	<i>This acknowledges subscription to a mailing list</i>
oosrecommend	<i>This email is sent 28 days after a "notify me when in stock" is requested</i>
order	<i>This is the order confirmation</i>
ordercancellation	<i>This is the order cancellation request email</i>

Email	Purpose
ordernote	<i>This is the email used when sending order notes to the customer</i>
passwordresetdone	<i>This is the email sent when a password reset has occurred</i>
passwordresetlink	<i>This is the link sent when a customer requests a password reset</i>
purchaseorder	<i>This email is sent to suppliers when submitting a purchase order</i>
purchaseordercancel	<i>This email is sent to suppliers when cancelling a purchase order</i>
quote	<i>This is the quote template</i>
readytocollect	<i>This is the "ready to collect" notification email</i>
receipt	<i>This is the email receipt</i>
register	<i>This email acknowledges a new account registration</i>
registerguestaccount	<i>This email is sent when a guest account is created</i>
returnconfirmation	<i>This is the return request confirmation</i>
returnoutstanding	<i>This is the return received email following partial receipt of goods</i>
returnprocessed	<i>This is the return processed email following refund or exchange</i>
returnreceived	<i>This is the return received email following full receipt of goods</i>
returnrejected	<i>This is the return rejected email following rejection of request</i>
reviewchaser	<i>This email is sent 28 days after purchase prompting them to review the product</i>

Email	Purpose
stocknotify	<i>This email is sent to the customer when an item is back in stock</i>
ticket	<i>This is the template used for sending an e-ticket</i>

Revision #6

Created 21 October 2024 10:32:00 by Mike

Updated 2 April 2026 10:04:27 by Mike