

**115400 MAILER NOTIFICATION – NEW REMINDER EMAIL - TO PICK UP UNCOLLECTED CLICK AND COLLECT ORDERS**

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## 1 INTRODUCTION

Before the introduction of the job 115400, AP21 has implemented a mailer notification function to send email to customers notifying that the click and collect order is ready for collection at the store. The email is sent for every item on the order as soon as it has been packed at the store.

To manage uncollected orders efficiently, a new email type and a new rule are required to identify uncollected click and collect (C&C) orders that have been sitting at stores for a period of time and send reminder emails to customers.

## 2 BENEFITS

- ✓ Save time and effort put into the identification of uncollected orders and contacting customers to pick up their orders at stores

## 3 DESCRIPTION / USAGE

### 3.1 SETTING UP REMINDER EMAIL TO PICK UP UNCOLLECTED CLICK AND COLLECT ORDERS

Select *Click and Collect Pickup Reminder* as Email type.

Set up a new rule using *Packed Date* as a start. The rule of “Packed Date Equals 5 Days in the past” will trigger reminder emails for C&C orders whose last packed item was 5 days ago. For example, if the order has 3 items which were packed separately on 3 separate days, then the counting of days starts from the last packed date. The day calculation is based on the calendar days, not business days.

Mailer Notifications (TDZ@intl\DOC) Licensed to Bass Internal Customer

< BACK 5 day reminder email for C&C orders

Setup Layout Schedule Status OFF

Email type Click and Collect Pickup Reminder

Email recipient and sender

To Order Email

CC Choose email(s)

BCC Choose email(s)

From cncreminder@apparel21.com

Send email if all of the following rules(s) apply:

Packed Date Equals 5 x Days in the past

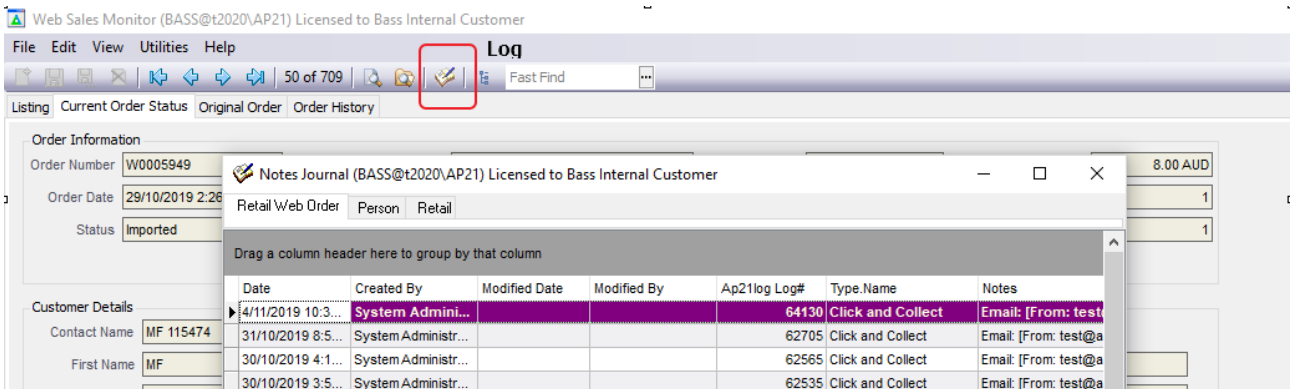
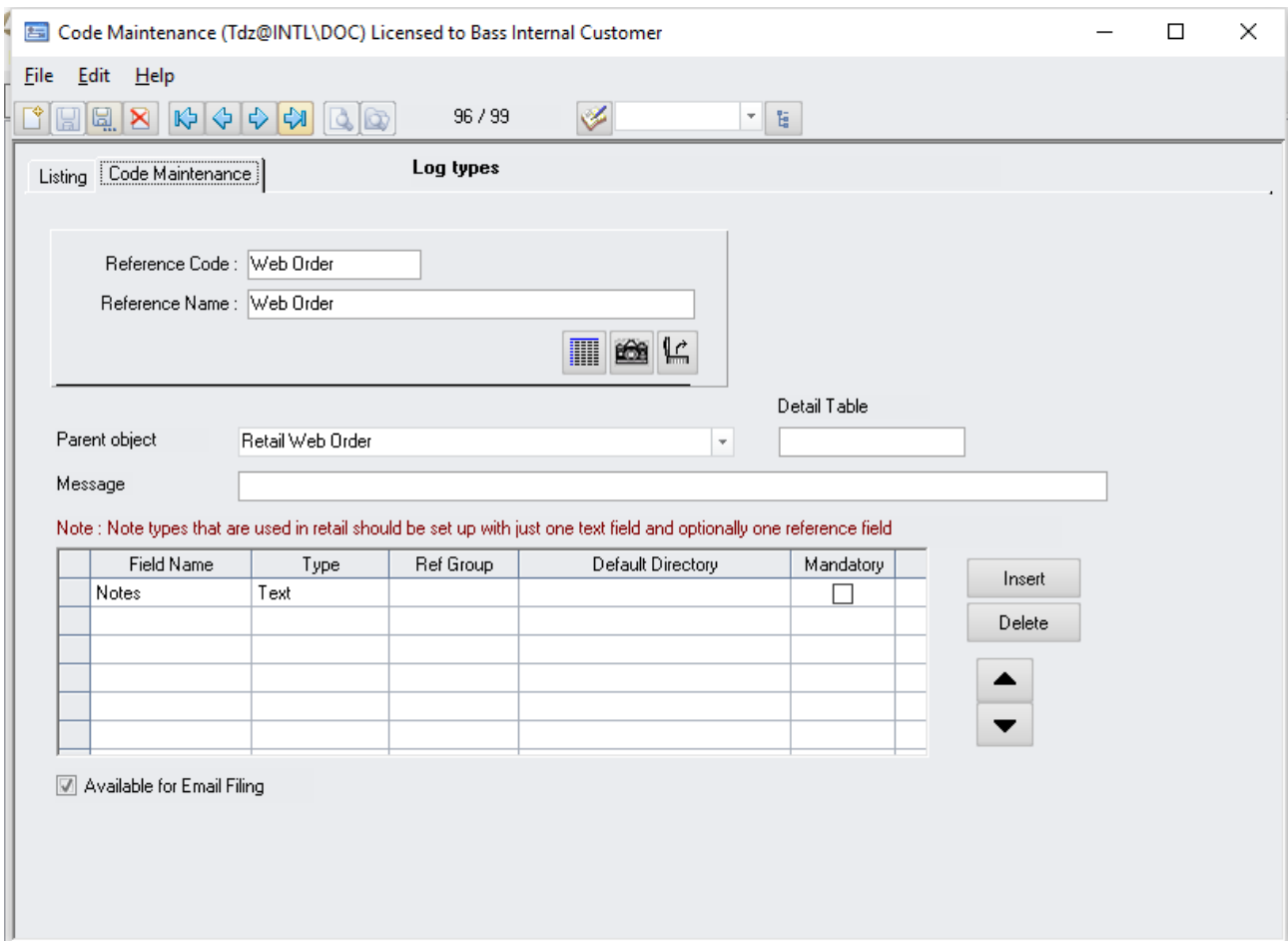
Web Store Code Equals WEB

ADD NEW RULE

Enable email filing? YES NO

File on Retail Web Order as Web Order

The reminder emails will be attached to the web order in *Web Sales Monitor* if enable email filing is chosen as *YES* and Retail Web Order is configured as below in *Code Maintenance*.



In Layout section, users can select the layout type to design or upload the email template according to their preference.

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Setup Layout Schedule Status OFF

Email type Click and Collect Pickup Reminder

Select layout type

- Upload your own code**  
Create a new layout by using your own custom HTML code
- Email designer**  
Design email using flexible drag and drop responsive email editor
- Copy email layout**  
Copy layout from another email notification

The recommended schedule is once a day.

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Setup Layout Schedule Status OFF

Email type Click and Collect Pickup Reminder

Repeat interval day(s) ▾

Every 1 day(s)

at 9 : 17 AM ▾

Set a start/end date

From 04 Nov 2019 To forever ✕