# Back In Stock Notifications

## Overview

The 'Notify Me' functionality lets users request an email when a currently out of stock product becomes available. It displays in the cart.

# Customer Experience

**1.** In the Shopping *Cart*, the user clicks the 'Notify Me' button for an out of stock product.



**2.** In the popup, they enter their email address.

**3.** When this notification request has been confirmed, the product is automatically removed from the cart.

**4.** A scheduled task regularly checks stock availability against notification requests. When the product becomes available, the notification email is sent.

## Step-by-step guide

### 1. Add the Widgets

*Shopping Cart:*

1. In the CMS, go to **Content  Content  Pages and Templates**.

2. Select the **Checkout  Cart**.

3. Click **Edit** button.
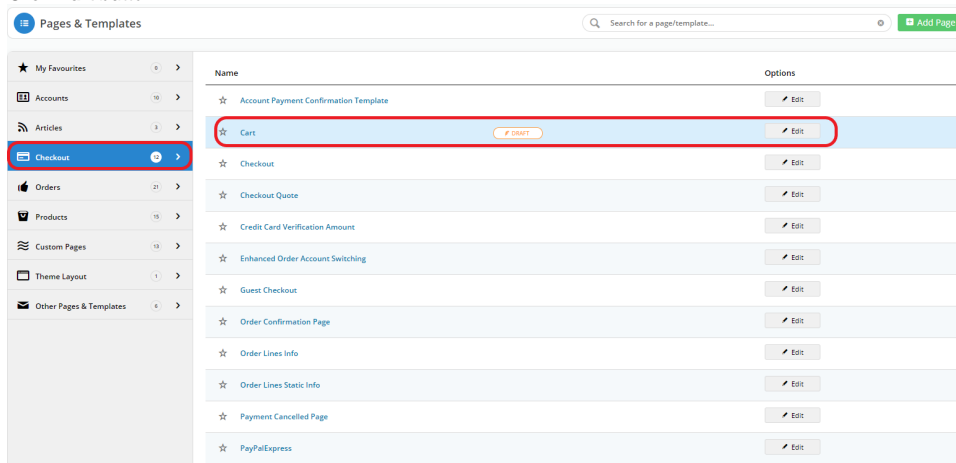


4. Click **Add Widget** in any zone (for example Zone Header Right). The feature will behave the same regardless of zone placement.

5. Search for and select the '**Stock Availability Popup**' widget and click **Add Widget**.
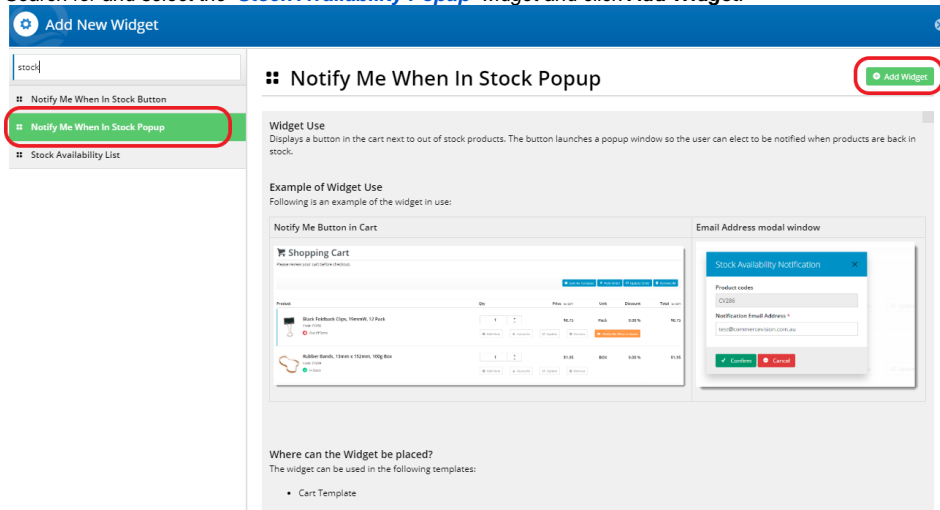


6. Click **Edit** to configure options.

7. Update messages (optional) and click **Save**.

8. Still in the Cart template, locate the **Order Lines** widget and click **Edit**.

9. *Toggle ON the option "**Show 'Notify Me When In Stock' button**".*
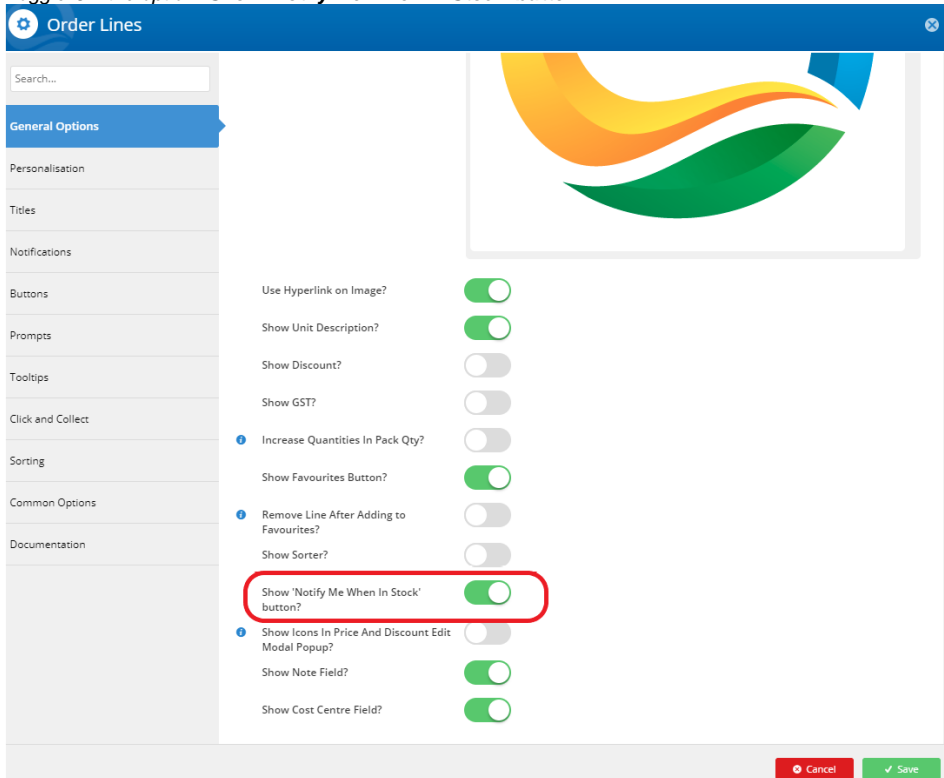


10. *Edit the Notify Me button label (on the 'Buttons' tab) if required.*

11. *Click **Save**.*

## 2. Create & Assign the Email Template

1. *Go to **Content  Content  Emails**.*



2. *Choose **Misc  Srock Availability Notify**.*

3. *Click **Edit** button.*

4. *Search for the widget name **Stock Availability Notify Message**.*

5. *Click **Edit** button.*

*6. Under the General Options, you may start working with your text template on the **Sub Header Text** section.*
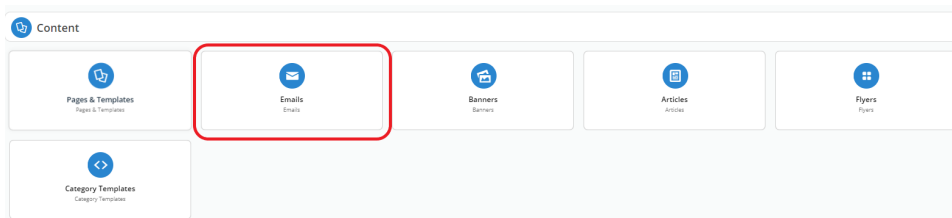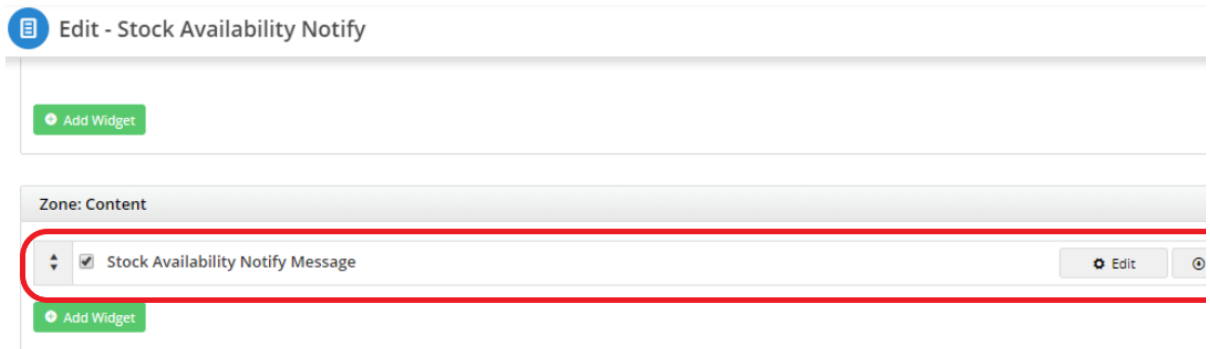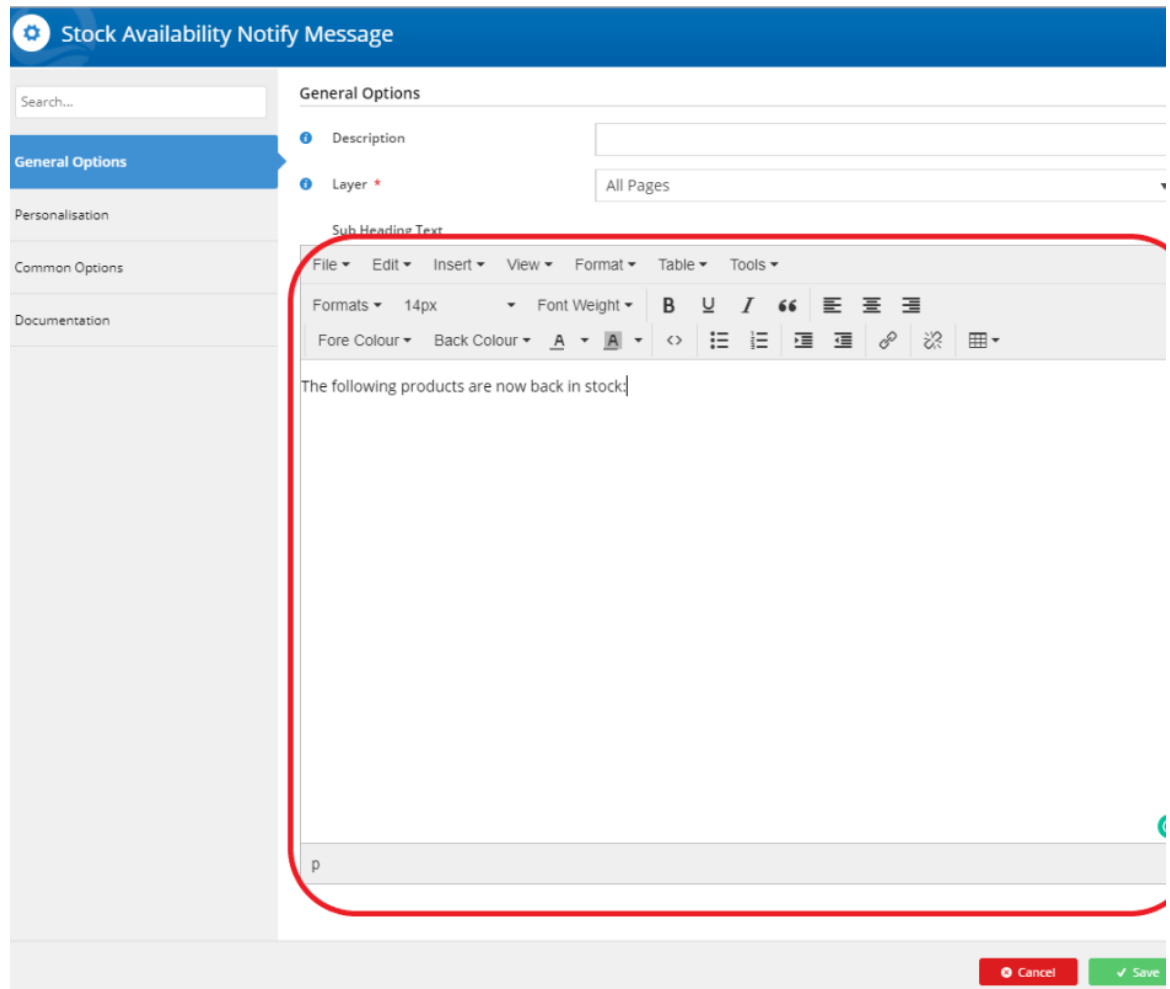


## Additional Information

For best practice configuration – back in stock notifications are best used on the product detail page. In most cases we will not add these to the Product List item zoned as this can interfere with a customer's usual browsing behaviour and the click through rate of the product. If the customer is alerted of the back in stock notification or out of stock condition of an item they are less likely to click through to the product to find out more about the item.

If this happens, from an analytics perspective it makes it very hard to understand the demand of an item and if higher SOH values would lead to increased sales or not.  --

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|---|---|
| **Minimum Version Requirements** | 4.13 |
| **Prerequisites** | -- |
| **Self Configurable** | Yes |
| **Business Function** | Ordering |
| **BPD Only?** | Yes |
| **B2B/B2C/Both** | Both |
| **Third Party Costs** | n/a |

## Related help

- Favourites and Prior Purchases on Product page
- Web Category and Product maintenance in PRONTO
- Add Product to Categories in Product Maintenance
- Maintain Product Category in Category Maintenance
- Store Locator Maintenance

## Related widgets

- Stock Availability Popup Widget
- Stock Availability List Widget