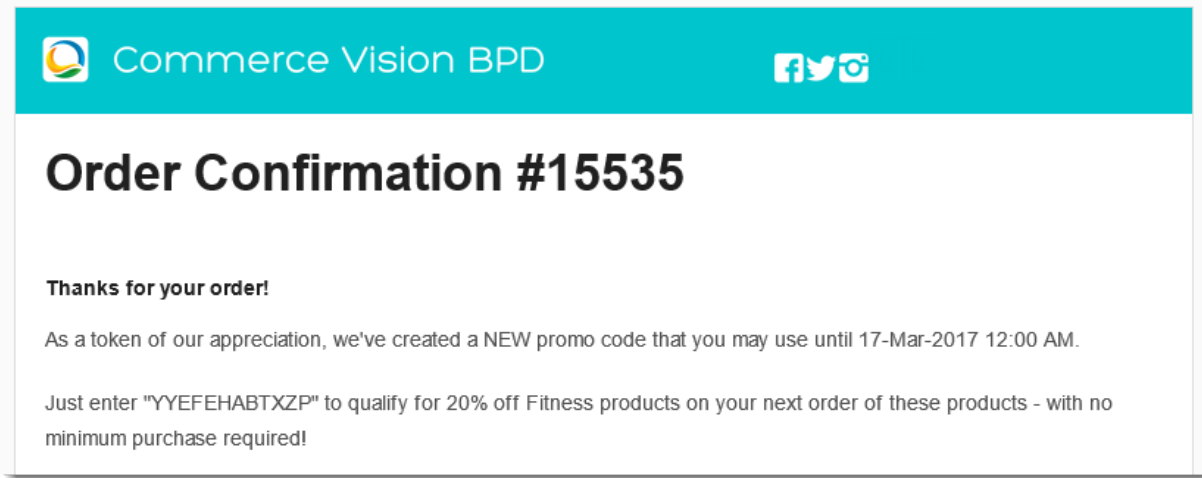


Repeating Promo Codes

Overview

Encourage repeat business with a "thank you" promotion code. Once your customer buys the required minimum, they'll not only receive a % discount on the promotional product, but they'll also get a NEW promo code emailed to them.

This means they can return to purchase more of the same products at the promotional price, without having to meet the minimum quantity again.



How do repeating promo codes work?

1. You specify the product(s), the discount, and the minimum qty required.
2. You spread the word about your nifty new promo.
3. Your customer purchases the required quantity of eligible product(s), and applies the promo code at checkout.
4. Your customer receives an order confirmation email as usual, but *this* one includes a thank you message and a new, randomly-generated promo code!
5. **The new code entitles your customer to the same discount on the same products, but they don't have to purchase the minimum quantity they bought the first time around.**
6. Your customer becomes a happy, repeat customer. 👍

The repeating discount promotion is no trickier to set up than a normal product discount promo. The only difference is the ability to specify the number of days the repeat code is valid for.

You can either set the second promo code to be valid until the main promotion expires, or have the second code only valid for a set number of days from the customer's first order.

Follow this guide to set-up your own repeating promo code.

Step-by-step guide



Please be aware that there are also additional [advanced options](#) that you can configure for promotions. They become available after the promo is created. You'll find info on these under [Advanced Options](#), later in this article.

1. In the CMS, navigate to **Campaigns & Promotions** **Promotion Codes**.
2. Click **Add Promotion Code**.

3. Select the promotion type: **Product**.

Select Promotion Type:

Product ▼

4. Once the available scenarios are displayed, select the '**Repeat Product % Discount**' scenario.

Selected Scenario:

Repeat Product % Discount Promotions

With this promotion, once the customer buys the required minimum they'll not only receive a % discount on the promo product, but they will also receive a repeat promo code via email. Your customer can then return to purchase more promo products at the discounted price, without having to meet the minimum quantity again.



5. Enter the **Promotion Code** your customers will use at checkout.

Promotion Code *

SUPERFIT

❓ The code that the end user enters into the 'Apply Promotion Code' field

6. Enter a **Description**. This will be displayed in the users cart and on their order summary.

Description *

20% off Fitness products

❓ The description of the promotion code when it is displayed on the cart and order summary

7. Set the promotion's **Start and End Dates**.

Start Date

6/03/2017 12:00 AM



End Date

14/04/2017 12:00 AM



8. **Days Repeat Codes are Valid For**

- To have repeat promo codes expire when the main code does, leave this field at the default value (0).
- To set a shorter usage window, enter the number of valid days for the repeat code. Keep in mind that once the main code expires, so will the repeat code, even if the specified number of days hasn't passed.

Days Repeat Codes are Valid For

3

+

-

❓ By default, repeat promo codes expire on the master promo's End Date. However, you can specify that repeat codes remain valid for a set number of days from the master promo's redemption

9. Enter the **Discount Quantity Threshold**. This is the minimum product number your customer must purchase to be eligible for the initial promotion.

Discount Threshold

The quantity of eligible products I need to buy to get the discount

10. Enter the **Discount %**. This is the discount they'll receive on the promotional products.

Discount % *

The percentage discount I'll receive on the eligible products. Note - this promotion discount percentage will be added to any existing discount the customer already receives.

11. Define the **Eligible Products**, searching by either description or code. (Once you click 'Add', the description will be replaced by the code only).

You can add products by:

- **Individual Product**
 - **Stock Group**
 - **Category**
- .. or a combination of the above.

Promotion Code *

The code that the end user enters into the 'Apply Promotion Code' field

12. Click **Save & Exit** to finish creating your promo code.

And that's it! Get the word out about your amazing new promotion, sit back, and watch the orders roll in.

When your customers redeem this promo code on an order, they'll receive the new, randomly-generated Thank You code on their Order Confirmation email.

Order Confirmation #15535

Thank you for your purchase.

We have created a new Promotional Code for you to use until 17-Mar-2017 12:00 AM. Just enter YYEFEHABTXZP at the Checkout for your next order to qualify for 20% off Fitness products

Order Summary

Item	Qty	Price (ex GST)	Unit	Discount	Total (ex GST)
 BodyFit Medium Fitness Ball Code: CV113	4	\$35.95	Each	25.00%	\$107.85
 POLAR RCX5 Heart Monitor Code: CV112	1	\$425.95	Each	25.00%	\$319.46
Subtotal (ex GST)					\$427.31
Plus GST					\$42.74
Total (inc GST)					\$470.05
Discounts					-\$113.95
20% off Fitness products					



Customisation Tip

To update the message text in the email to your customer, navigate to **Content Emails**. Select the **Order Confirmation Email** template, and **Edit** the 'Order Confirmation Promotional Code' widget.

Edit the text as required, but be sure to keep the placeholders which display the repeat promo's End Date, Code, and Description.

Format

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Thank you for your purchase.

We have created a new Promotional Code for you to use until {EndDate}. Just enter {PromotionalCode} at the Checkout for your next order to qualify for {PromotionalCodeDescription}.

Promo Codes - Additional Options

Access Additional Options

To access Additional Options:

While in the saved promo code, navigate to **Options** **Edit Additional Options**.



Promotion Codes



New promotion code setup successfully!

Options

- New Promotion Code
- Edit Additional Options

OR

If editing an existing promo code, scroll down its page and open the collapsed **Additional Options** section.



Additional Options

Misc

- **Status** - the current status of the promo code
 - **Active**: the promo code is live on your site and can be used by customers. It has not been disabled or deleted.
 - **Disabled**: the promo code cannot be used by customers. You can switch it to 'Active'
 - **Deleted**: the promo code is deleted from use altogether and is kept for historical records only. (**NOTE** - A deleted promo code can be undeleted to 'disabled' and then reactivated.)
- **Criteria Fail Remove Promo Code**
 - **ON**: the promo code is automatically removed from the cart when contents get updated and promo requirements are no longer met. Users must re-enter the promo code if they want the code to be applied;
 - **OFF**: the promo code remains in the cart when requirements are not met. If contents get updated and requirements are now met, it will be (re-)applied.
- **Not Applicable With Other Offers**;
 - **ON**: promo code cannot be used when other promo codes have already been applied to the order;
 - **OFF**: promo code can be used when other promo codes have been applied to the same order.



IMPORTANT

Letting customers use more than one promotion code in an order must first be enabled by Commerce Vision. Contact CV Support and request stacked promotions to be enabled.

- **Free Product To Be Added in Pronto** (applies only for Promo Codes that add a free product)

For Promo Codes with free products, you can choose between adding the free product online upon order submission or in the ERP (Pronto) when the order is integrated. Toggle ON or OFF **Free Product To Be Added in Pronto**. Default: OFF



Free Product To Be Added In Pronto

In the order placed, received and confirmation emails, how the free product is displayed depends on the option selected.

- When OFF, the free product is added online. In the emails, the free product displays as an item with a cost of \$0.00 in the product order line of your Order Summary





Order Received

Web Reference: 100011804

Thanks for your order! It's currently with our Customer Service team for review, you'll receive an email confirmation with the order number shortly. In the meantime, if you have any questions, please contact us and quote web reference number (100011804).

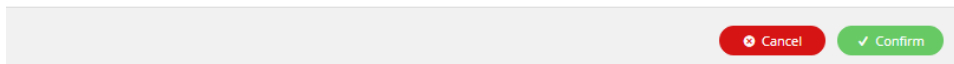
Order Summary

Item	Qty	Price (inc GST)	Unit	Discount	Total (inc GST)
 Tie-Die Medical Scrub Trousers Code: CV153	1	\$18.99	Each	0.00%	
 Shoe Covers - Box of 100 Code: CV152	1	\$0.00	BOX	0.00%	
Free shoe covers with this order					
Subtotal (inc GST)					\$18.99
Discounts					-\$0.00
Free shoe covers with this order					
Freight					\$11.50
Total (inc GST)					\$30.49
Including GST					\$2.78

- When ON, the free product is added in the ERP. When you toggle ON this setting, confirm you want the free product added in the ERP.



Are you sure you want to Activate Free Product to be added in ERP? WARNING: This action will remove all the 'Free Product' added in CMS.



NOTE - Scroll up to the 'Free Product' fields. The fields are now empty and disabled. The free products you previously added for this promo code still apply.

Free Product

Product Code

Qty *



The Order Placed, Received and Confirmation emails by default will not display the free product separately in an order line in Order Summary.

Commerce Vision BPD

Order Received

Web Reference: 100011800
 Thanks for your order! It's currently with our Customer Service team for review; you'll receive an email confirmation with the order number shortly. In the meantime, if you have any questions, please contact us and quote web reference number (100011800).

Order Summary

Item	Qty	Price (inc GST)	Unit	Discount	Total (inc GST)
Tie-Waist Medical Scrub Trousers Code: CV153	1	\$18.99	Each	0.00%	
Subtotal (inc GST)					\$18.99
Discounts					-\$0.00
FREE PRODUCT TEST					
Freight					\$11.50
Total (inc GST)					\$30.49
Including GST					\$2.78

To add a note line about the free product in the Order Summary section, toggle ON the 'Show Note Lines on Individual Lines?' option in the [Email Order Summary widget](#) for any applicable email template (e.g., Order Received, Order Placed, Order Confirmation). The Promotion Code and Description will be added to the Order Summary.

Commerce Vision BPD

Order Received

Web Reference: 100011803
 Thanks for your order! It's currently with our Customer Service team for review; you'll receive an email confirmation with the order number shortly. In the meantime, if you have any questions, please contact us and quote web reference number (100011803).

Order Summary

Item	Qty	Price (inc GST)	Unit	Discount	Total (inc GST)
Tie-Waist Medical Scrub Trousers Code: CV153	1	\$18.99	Each	0.00%	
FREEPRODUCT					
Free shoe covers with this order					
Subtotal (inc GST)					\$18.99
Discounts					-\$0.00
Free shoe covers with this order					
Freight					\$11.50
Total (inc GST)					\$30.49
Including GST					\$2.78

- NOTE** - For the free product and quantity to appear as an order line item in the sales receipt, they must be added to the sales order manually in Pronto after integration.
- Postcode Exclusion List** - (for free freight promo codes only) If required, enter single postcodes and/or postcode ranges (each comma-separated) to exclude. Follow Australia Post's four digit conventions so a three digit code would be '0200' instead of '200'.

Roles

Include or exclude the promo code based on whether customers are B2B, B2C or both.

For versions lower than 4.31

Roles

Applied To

B2C and B2B

B2C

B2B

B2C and B2B

Applied To: Select customer group: B2B, B2C or both.

For versions 4.31+

Roles

To limit this promo code by Role, added Role(s) must be of the role type(s) selected in Applied to e.g. if B2C was selected in Applied To, Roles selected must be B2C ones.

Applied To

B2C and B2B



Role

Delete?

+ Add Role



Promo active for all roles excluding the ones listed above



- **Applied To:** Select customer group: B2B, B2C or both.

- **Roles:** (For versions 4.31+) Specify Role(s) for the selected customer group(s) Click **Add Role** , then in the dropdown, select the **Role**. If another role is needed, repeat this step. **IMPORTANT**- For added Roles to be valid, they must fall under the customer group added in 'Applied To'.

- **Promo active for all roles excluding the ones listed above:** If OFF, the added roles can apply the promo code. If ON, the added roles cannot apply the promo code.



Promo active for all roles excluding the ones listed above

+ Add Role

Usage Limits

Limit the maximum number of times the promo code can be used. For unlimited use, leave at the default of '0'.

- **User Usage Limit:** limit the number of times an individual user can apply the promo code (available only if the promo code is for B2B users)

- **Customer Usage Limit:** limit the number of times an individual Customer Code can apply the promo code

- **Global Usage Limit:** limit the total number of times the promo code can be used site-wide.

- **User List:** (For versions 4.10+) You can also specify one or more users (comma-separated list) who can use the promotion code. **NOTE** - If one or more users are added, any user not in this list cannot apply the promo code to their order.

Usage Limits

User Usage Limit

 +
-

Customer Usage Limit

 +
-

Global Usage Limit

 +
-

User List


tobias@bluemangroup.com,gob@magiciansalliance.com,buster@bluth.com


Customer List (4.34+)

Customer list allows you to restrict a promo code to specific customer accounts.

Customer List

Customer Code

 Add

 Import Customer List

Customer Code

To add a customer manually:

1. In **Customer Code**, start typing a Customer Code, and select from the dropdown list.
2. Click **Add**. The added Customer Code is listed below.

Customer List

Customer Code

 Add

 Import Customer List

Customer Code

AACAB

WAFFA

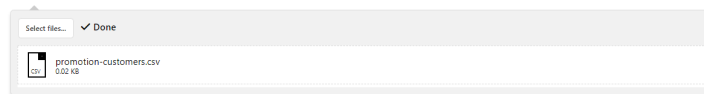
3. Continue adding one code at a time, if needed.
4. To save, click **Save & Exit**.

To add Customers in bulk:

1. Create a CSV file with the Header 'Code' as the first column

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Code																
2	AACAB																
3	WAFFA																
4																	

2. Populate the column with the required Customer Codes.
3. Click **Import Customer List**.
4. Follow the instructions to upload the csv file.
5. Check the **Import Log** to ensure there are no error messages.



≡ Import Log



Messages

Default messages to users are set at the promotion code feature level. These can be overridden for a specific promotion code. Leave blank to use defaults.

- **Promo Code No Longer Applies Message:** Displays when the promo code previously successfully applied is no longer valid because the cart contents have changed.
- **Promotion Code Error Message:** Displayed when the cart contents are not eligible for the promo code, e.g., the cart value is not high enough or the minimum quantity has not been reached.
- **Promotion Code Applied Message:** Displayed when the cart contents are valid for the promo code.

Additional Information

Minimum Version Requirements	3.95.00
Prerequisites	Promotion Codes feature enabled.
Self Configurable	Yes
Business Function	Promotions
BPD Only?	Yes
B2B/B2C/Both	Both
Third Party Costs	n/a

Related help

- [Promo Codes - Additional Options](#)
- [Product Discount Promo Codes](#)
- [Promotion Codes Overview](#)
- [Free Freight Promo Codes](#)
- [Tiered Promotion Codes](#)
- [Delete expired Promo Codes](#)
- [Promotions](#)
- [Mixed Product Buy Pricing Promotion](#)
- [Free Product Promotions - Classic sites](#)
- [Exclude products by price code in Discount Promos](#)