

Free Freight Promo Codes

Overview

Free Freight promotion codes treat your customers to \$0 shipping on eligible orders. All they need to do is meet a minimum spend requirement and apply the promo code to their cart!

In the example below, we'll create a Free Freight promo code for orders over \$50, using the code 'FREEFREIGHT50'.

Have A Promo Code?

↻ Apply Code

Subtotal (ex GST)	\$4,085.00
Discounts	-\$0.00
✖ Free shipping on orders over \$50!	
Plus GST	\$408.50
Total (inc GST)	\$4,493.50



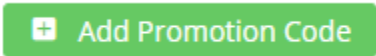
This page assumes you've already got the Promotion Codes feature enabled for your website.

- BPD sites: to enable Promotion Codes, go to **Settings Feature Management Payment & Checkout**, and toggle ON **Promotion Codes**. (See [Promotion Codes](#) help.)
- Classic sites: contact Commerce Vision to have it switched on.

Step-by-step guide

To configure a Free Freight promotion:

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



3. Select **Promotion Type = Freight**.

Select Promotion Type:

Freight

4. Select the scenario **When I spend X dollars I get free freight**.

When I spend X dollars I get free freight

The customer gets free freight if they apply this promotion code and their order is over the required threshold.

5. Enter your **Promotion Code** (no spaces). This is what your customer enters at checkout to redeem the promo.

Promotion Code *

FREEFREIGHT50

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

6. Give the promotion a **Description**. This will be displayed in the order summary during checkout.

Description *

Free shipping on orders over \$50!

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

7. Specify **Start** and **End dates**. Click the calendar icon to launch the date picker. **NOTE** - If start and end dates are not set, the promotion code cannot be used. An error message will display when the customer tries to apply the code during checkout.

Start Date

1/06/2017 12:00 AM



End Date

1/07/2017 12:00 AM



8. Enter the **Discount Threshold**. This is the dollar amount the customer must spend to qualify for free freight.

Discount Threshold

50

? The amount I need to spend to get the discount

9. Nominate the **Carrier Code** this promotion applies to. You can grant free freight via ALL carriers, or add one or more carriers from the dropdown list.

Carrier Code

APPLIES TO ALL CARRIERS

10. Click **Save & Exit**.

✓ New promotion code setup successfully!

When I Spend X Dollars I get free freight

Free Freight

Free Freight promotions entitle users to \$0 shipping costs on eligible orders. A minimum order value must be reached, after which the user is eligible for free freight.

Various advanced conditions can be set, limiting the promotion to one carrier only, or to a set number of users, for example

Promo Code:

FREEFREIGHT50

Description:

Free shipping on orders over \$50!

Start Date:

1/06/2017 12:00:00 AM

End Date:

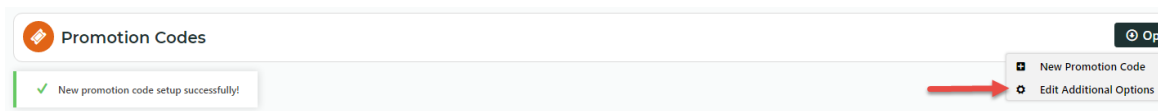
1/07/2017 12:00:00 AM

Your free freight promotion is now ready to go! Customers who meet the minimum spend requirement can apply the promo code to their cart to receive \$0 shipping.

Access Additional Options

To access Additional Options:

While in the saved promo code, navigate to **Options** *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



Commerce Vision BPD



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 Waist 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.

Cancel

Confirm

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.

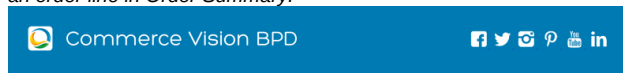
Free Product

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.



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.



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?
	
☐ 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**

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



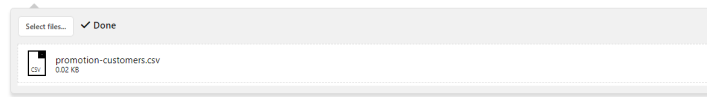
3. Continue adding one code at a time, if needed.
4. To save, click **Save & Exit**.

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



Import Successful

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.



We recommend that Promotion Codes be configured on your Stage site and thoroughly tested to ensure behaviour is as expected.

Additional Information

There are also additional [advanced options](#) that you can configure for promotions. They become available after the promo is created.

Minimum Version Requirements	3.75.00
Prerequisites	The Promotion Codes feature must be enabled for your website.
Self Configurable	Yes
Business Function	Promotions
BPD Only?	Yes
B2B/B2C/Both	Both

Ballpark Hours From CV (if opting for CV to complete self config component)	Contact Commerce Vision
Ballpark Hours From CV (in addition to any self config required)	Contact Commerce Vision
Third Party Costs	n/a
CMS Category	Campaigns & Promotions Promotion Codes

Related help

- [Mixed Product Buy Pricing Promotion](#)
- [Promo Codes - Additional Options](#)
- [Tiered Promotion Codes](#)
- [Promotions](#)
- [Importing Products to a Promotion](#)