Widget-Based Email Templates

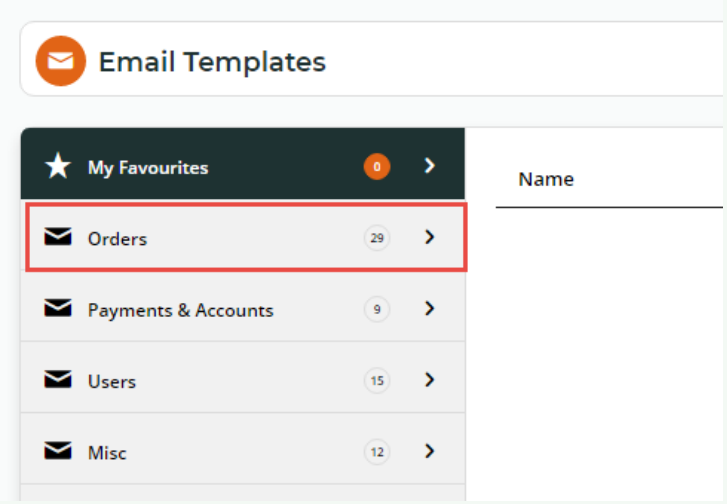
Overview

On implementation of a Best Practice Design (BPD) website, several email templates are configured for use out of the box. These include:

- Order Confirmation
- Order Shipped
- Password Recovery
- New User Registration

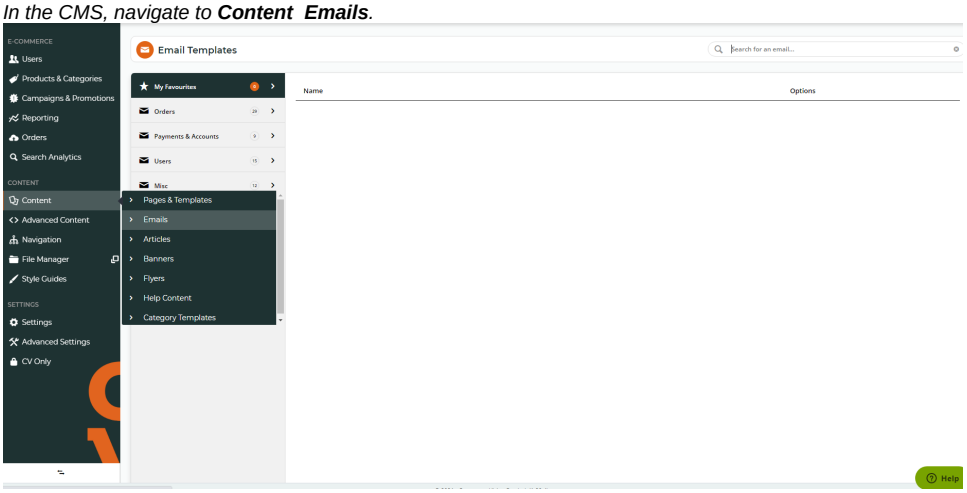
These email templates are easy to maintain in the CMS by a site Administrator.

A list of the major email templates used is provided at the end of this article. Note that some templates may not appear in your CMS if the associated feature is not in use. To explore all email templates available, navigate to **Content Emails** and click a subcategory menu.

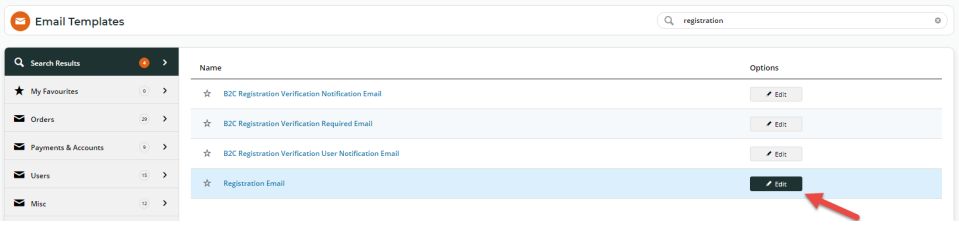


Step-by-step guide

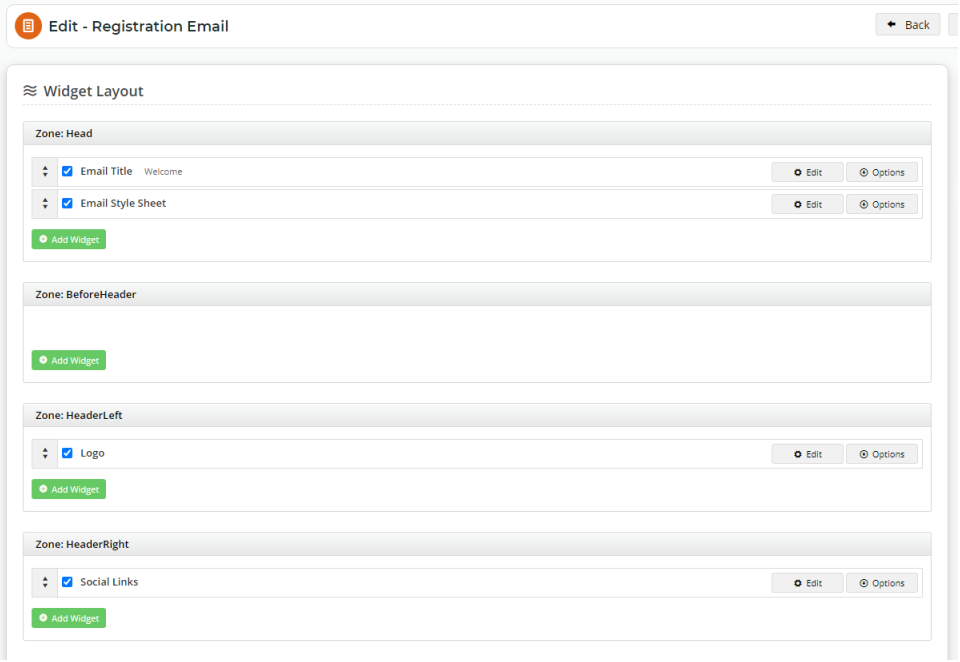
1. *In the CMS, navigate to **Content Emails**.*



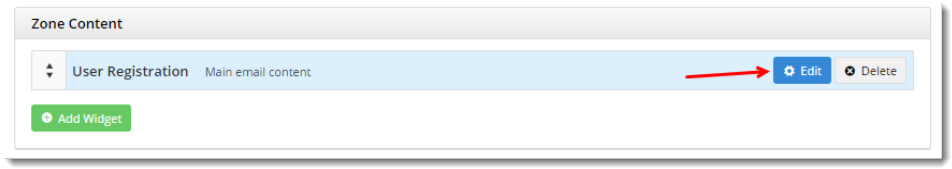
2. *Select the sub-menu with the template you require. If you do not know where it is, you can enter keywords in the Search tool. (In this example, we'll edit the 'Registration Email' so we type in 'registration' in Search.)*



3. *Once you have found the email template, click **Edit**. The list of widgets organised in zones in the template will be displayed.*

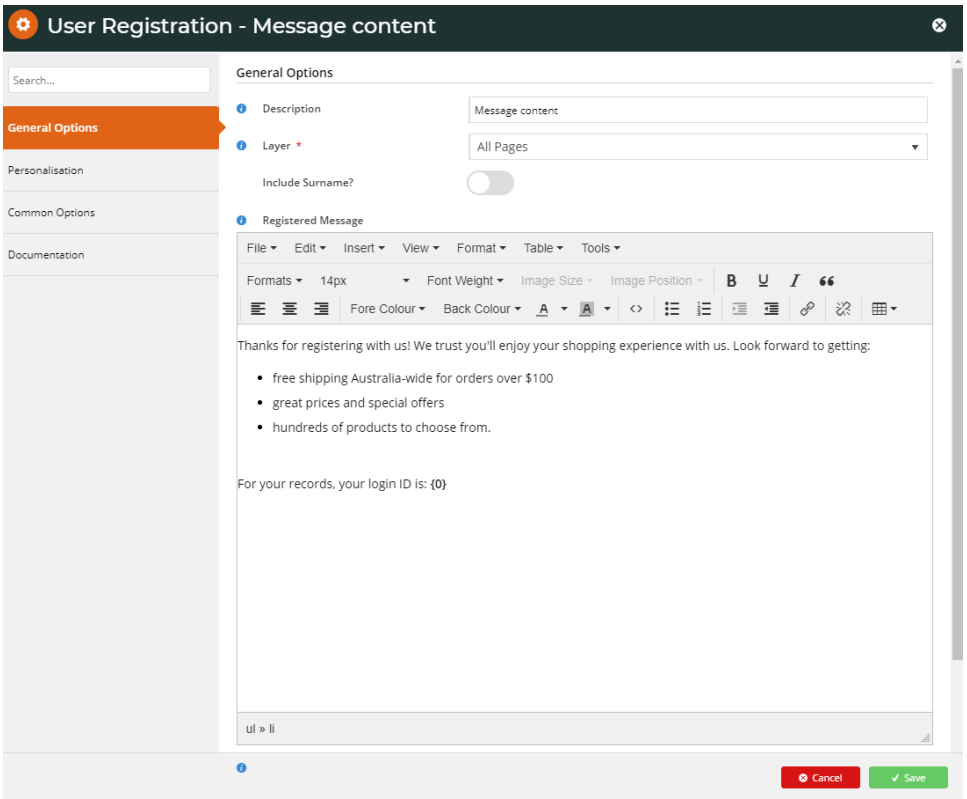


4. *To change options and/or content of a widget, click **Edit** next to the required widget.*



5. *In the widget popup, change available options and content as required. What you can change depends on the widget. (In our example, the User Registration widget is responsible for rendering the main body of the email so we are able to edit the message and whether the surname should be included in the greeting.)*

   There are also fields that appear in every widget:
   - ***Description** - A reference for the Administrator, the description appears on the widget list page and can inform the user about the widget's content at a glance.*
   - ***Layer** - N/A for email templates. Leave as 'All Pages'.*



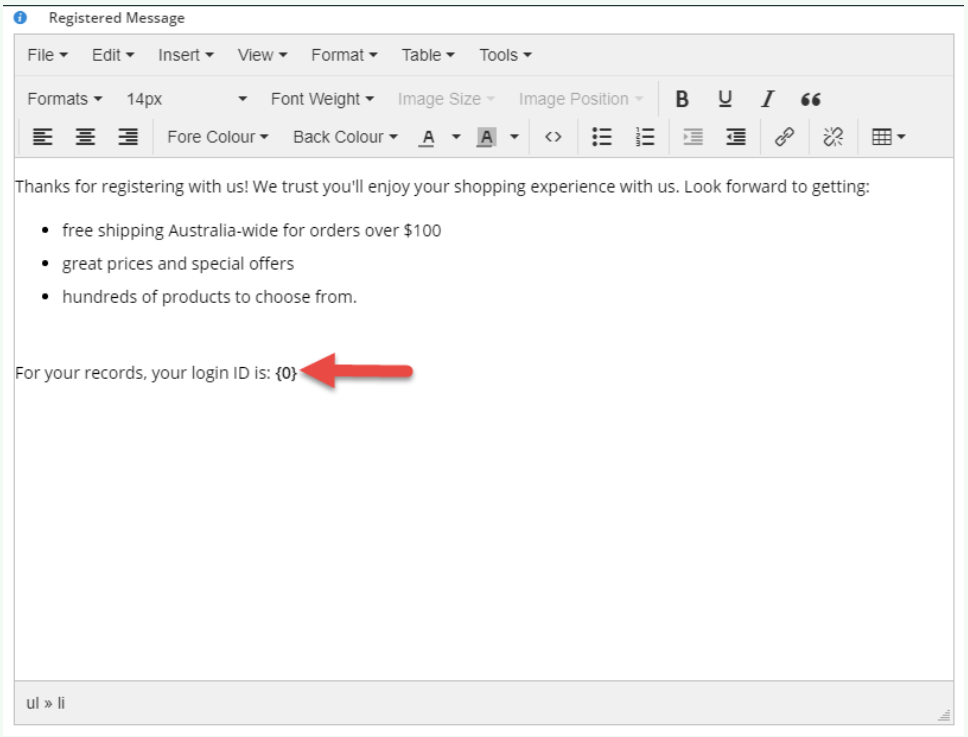
6. *After you are finished, click **Save** to save your changes!*

Placeholders

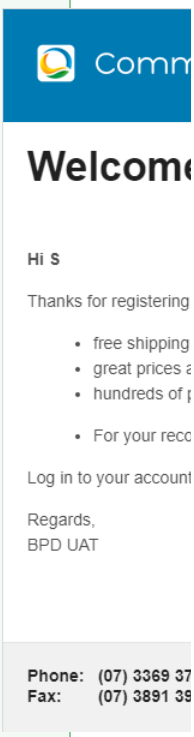
TIP: *Placeholders such as '{0}' appear sometimes in the default message or phrase. In the actual email message, a placeholder will be replaced by relevant context-sensitive data. For instance, the placeholder in our example, {0} will be replaced with a specific user's Login ID.*

- ***NOTE -*** *A placeholder will trigger content or data specific to the field it is used in. {0} in another field will not always display a user's Login ID. If you are unsure what data will be triggered by a placeholder, refer to the specific widget's documentation page.*

In Widget



In Email



BPD Email Templates

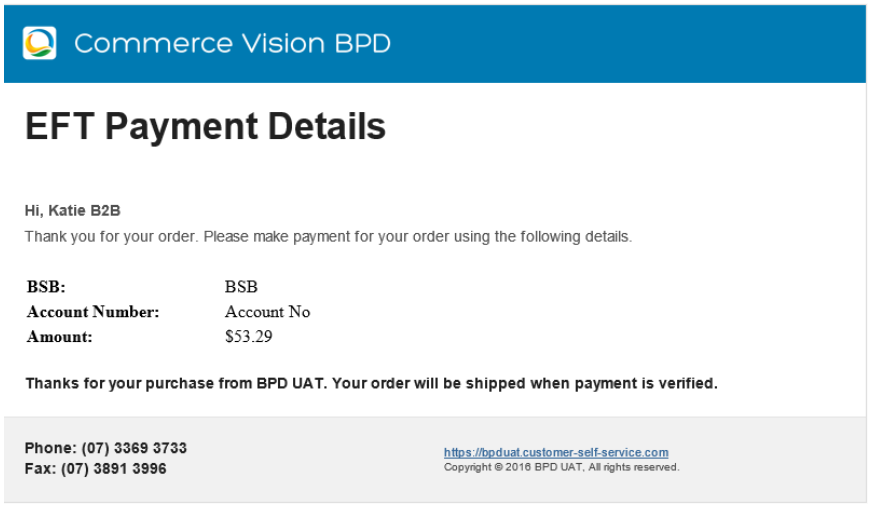
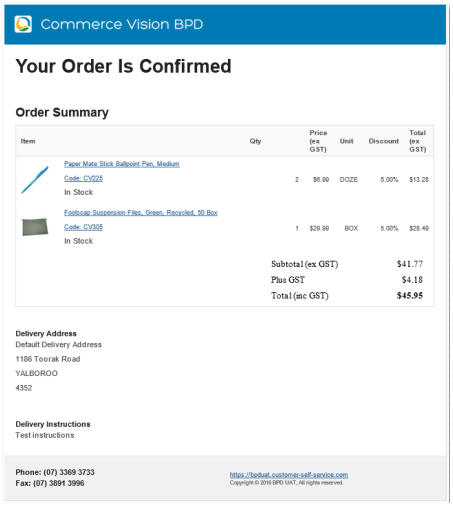
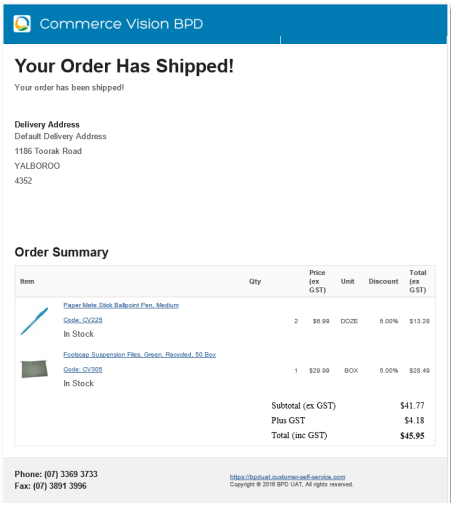
Template Name	Description of Use	Intended Audience	Sample (click to enlarge)

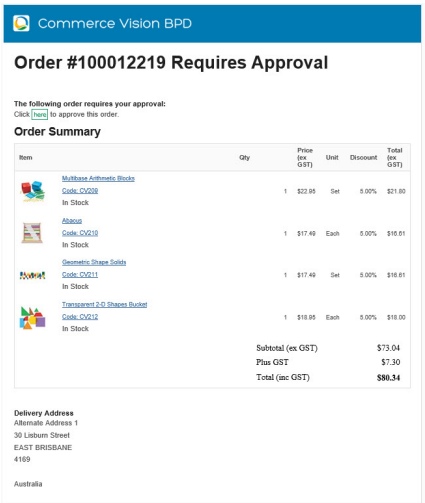
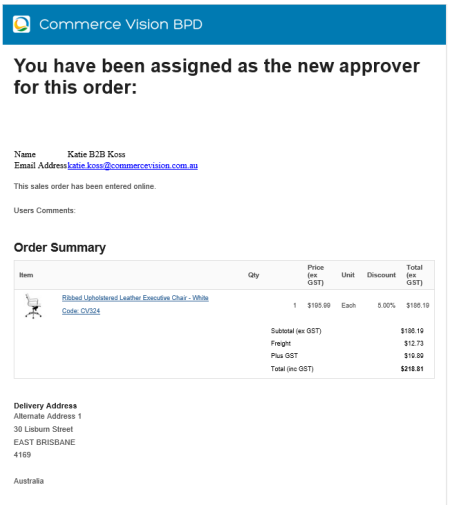
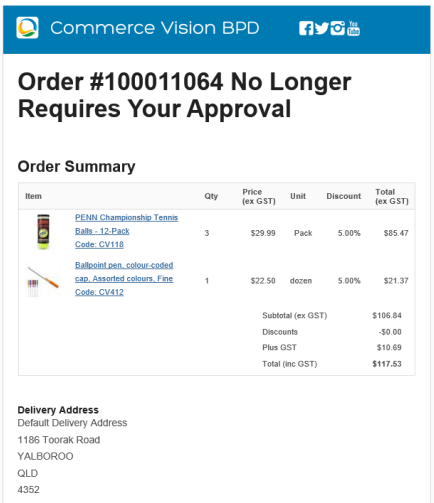
Account Payment	Sent to the user when a payment has been made against a Customer account.	B2B	**Payment Details** **Hi, CVSupport** **Amount:** 1.00 **Customer:** [redacted] **Customer Name:** [redacted] **Order Number:** 0 **Receipt Number:** 76060 **Entered By:** CVSupport VT ([redacted]) **Bank Receipt Number:** 760603 **Payment Note:** test **Payment Summary** Invoice Number: 1786564 Invoice Date: 08-May-2018 Paid: $1.00 Discount: $0.00
Alerts	Sent to the user when they have new alerts associated with their account.	B2B	
B2B Registration Approval Required (Formerly known as the 'APR Approval Required' email)	Sent to the site Administrator when a user registers via B2B Registration and needs to have their login approved.	Internal	Commerce Vision BPD **Web Access Approval Request** xin.li@commercevision.com.au has registered a user-login for access to this website as an Account Customer. The account is currently disabled. To enable this user account, please log in to the CMS and enable it. Go to CMS User Maintenance Page and search for xin.li@commercevision.com.au. Review the details and click [Approve User]. **Phone: 0733693733** **Fax: 0738913996** http://bpdstage.customer-self-service.com Copyright © 2015 Commerce Vision, All rights reserved.
B2B Registration Submitted (Formerly known as the 'APR Submitted' email)	Sent to the user after they have submitted the B2B registration form. This email acknowledges their registration and advises that their login is awaiting approval by an administrator.	B2B	Commerce Vision BPD **Thank you for registering for Company Name Goes Here** Please allow up to 48 business hours (during peak times) for your login to be activated. During this time we will conduct the necessary checks to ensure your security. If you require your login urgently please contact Online Customer Service on @companyPhoneNumber. **When your login has been activated another email will be sent to you**, containing your username and password. When you receive the email containing your username & password, you will be able to login. **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** http://www.commercevision.com.au Copyright © 2014 Commerce Vision, All rights reserved.

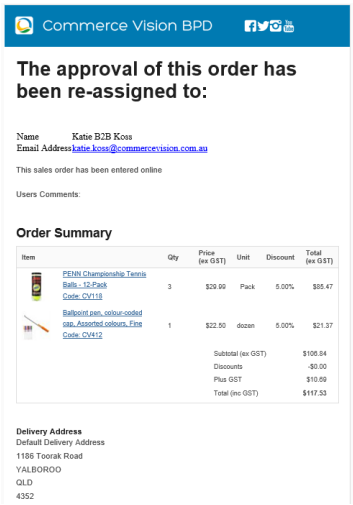
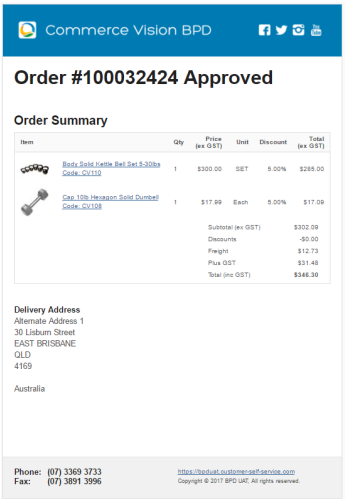
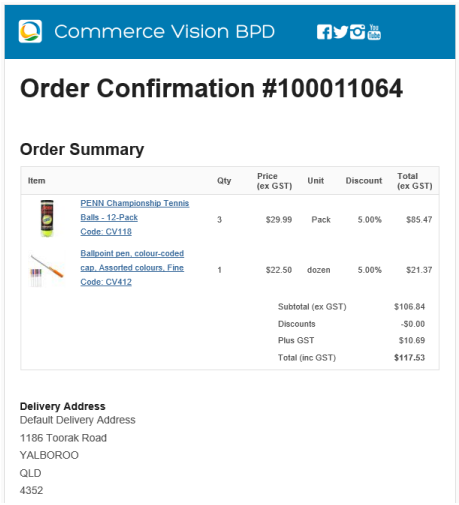
B2B Registration User Notification (Formerly known as the 'APR User Notification' email)	Sent to the newly approved user once their B2B Registration is complete. This email advises that their account has been approved and is active, and confirms their user name.	B2B	Commerce Vision BPD **Web Access Approval Notification** Dear New User Thank you for registering for BPD UAT. Your account has now been activated. **To Login:** Go to Login Page **Username:** newuser@commercevision.com.au **Password:** (Not provided for security reasons) Thanks! BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2016 BPD UAT, All rights reserved.
B2B User Creation	The new user registration email sent to B2B users who are created by a site administrator (rather than registering themselves online).	B2B	Commerce Vision BPD **Welcome** **Hi Katie B2B** You are now registed for the online store. Your login ID is: katie.koss@commercevision.com.au Log in to your account by clicking login. Regards, BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
BPAY Account Payment	Provides BPAY payment details (Biller Code, Reference, total due) so the user can pay their invoices via direct deposit.	B2B	**BPAY Payment Details** **Hi, CVSupport** Thank you, please make payment for your account using the following details: **Biller Code:** **Payment Reference:** 760637 **Amount:** 1.00 **Customer:** **Customer Name:** **Order Number:** 0 **Receipt Number:** 76063 **Entered By:** CVSupport VT **Payment Note:** test **Payment Summary** Invoice Number: 1786564 Invoice Date: 08-May-2018 Paid: $1.00 Discount: $0.00 **Thanks for your payment to STAGE. Your account's amount owing will be updated when payment is verified.**

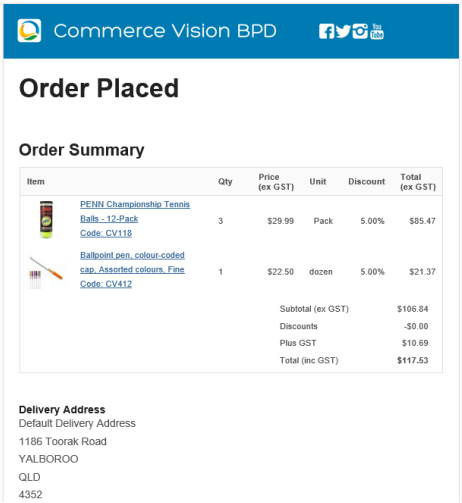
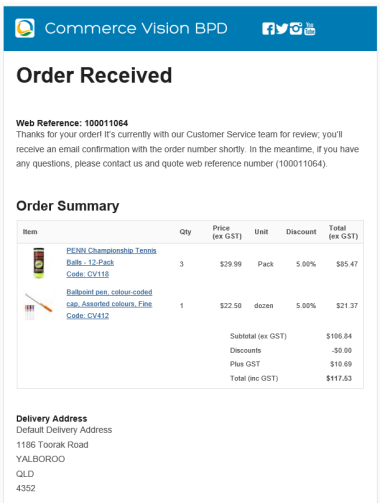
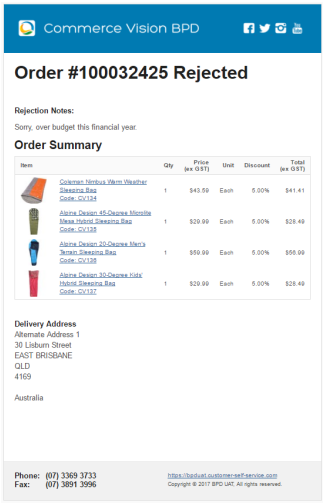
BPAY Payment Detail	Provides BPAY details (Biller Code, Reference, order total) so the user can pay for their recently submitted order.	B2B & B2C	Commerce Vision BPD **BPAY Payment Details** **Hi, Katie B2B** Thank you for your order. Please make payment for your order using the following details: **BPAY Biller Code:** BPayCode **BPAY Reference:** 1000324044 **Amount:** $115.28 **Thanks for your purchase from BPD UAT. Your order will be shipped when payment is verified.** **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
Budget Expiry Warning	Sent to the user when the expiry date for their budget is near. This email contains details such as account code, budget amount, remaining amount, and expiry date.	B2B	Hi Your budget is about to expire. Please find below your budget details for the current period. Customer Account: [redacted] Customer Name: [redacted] Budget Amount: $1000.00 Budget Amount Used: $160.98 Budget Amount Remaining: $839.02 Budget Expiry Date:
Budget Remaining	Sent to the user to advise the amount remaining in their budget for the current period. This email contains details such as account code, budget amount, and remaining amount.	B2B	**Budget Remaining** Hi Please find below your budget details for the current period. Customer Account: [redacted] Customer Name: DEMO ACCOUNT Budget Amount: $1000.00 Budget Amount Used: $160.98 Budget Amount Remaining: $839.02 [redacted]

Credit Card Account Payment	Sent to the user as a receipt when they pay off invoices by credit card. Lists invoices paid, invoice date, and amount paid.	B2B	**Credit Card Payment Details** **Hi, CVSupport** **Amount:** $1.00 **Customer:** [redacted] **Customer Name:** [redacted] **Receipt Number:** 76058 **Entered By:** CVSupport VT ([redacted]) **Bank Receipt Number:** 0000000b079d1a5a **Payment Note:** test **Payment Summary** Invoice Number: 1786564 Invoice Date: 08-May-2018 Paid: $1.00 Discount: $0.00
Customer Statements Available	Advises that a new Customer Statement is available to view. Includes company name and login link.	B2B	Commerce Vision BPD **New Statement Available** A new statement is now available on BPD UAT. To download your statement(s), please login. **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
EFT Account Payment	Provides EFT payment details so the user can pay their invoices via direct deposit.	B2B & B2C	Commerce Vision BPD **EFT Payment Details** **Hi, Katie B2B** Thank you, please make payment for your account using the following details: **Payment Reference:** 130 **BSB:** BSB **Account Number:** Account No **Amount:** 133.86 **Customer:** ABC **Customer Name:** The ABC Trading Company **Entered By:** Katie B2B Koss **Bank Receipt Number:** wwww12323 **Payment Summary** Invoice Number / Invoice Date / Paid / Discount 5995 / 25-Aug-2016 / $63.26 / $0.00 5996 / 25-Aug-2016 / $45.95 / $0.00 6004 / 25-Aug-2016 / $24.65 / $0.00 **Thanks for your payment to BPD UAT. Your account's amount owing will be updated when payment is verified.** **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.commerce.vision Copyright © 2017 BPD UAT, All rights reserved.

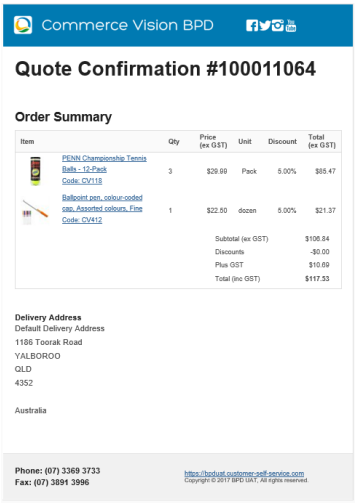
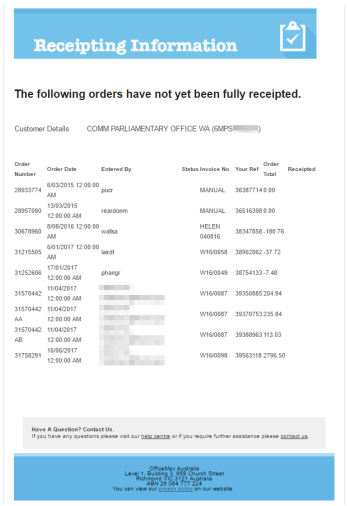
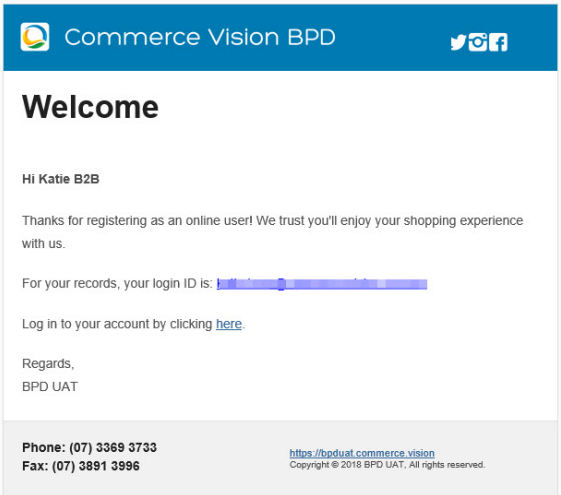
EFT Payment Detail	Provides EFT payment details so the user can pay for their recently submitted order.	B2B & B2C	
Offline Order Confirmation	The order confirmation email sent for offline orders (i. e. not originating from the website, but keyed directly into the ERP). For use with Off line Order Emails.	B2B	
Offline Order Shipped	The order shipped email sent for offline orders (i.e. not originating from the website, but keyed directly into the ERP). For use with Off line Order Emails.	B2B	

Order Approval Email	Sent to the Approver to advise that an outstanding order requires their approval. Depending on site configuration, the email will either contain the Approve & Reject buttons, or a link to the website with a prompt to login and action the order.	B2B	 Commerce Vision BPD **Order #100012219 Requires Approval** **The following order requires your approval:** Click here to approve this order. **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) Multibase Arithmetic Blocks — Code: CV209 — In Stock — 1 — $22.95 — Set — 5.00% — $21.80 Abacus — Code: CV210 — In Stock — 1 — $17.49 — Each — 5.00% — $16.61 Geometric Shape Solids — Code: CV211 — In Stock — 1 — $17.49 — Set — 5.00% — $16.61 Transparent 2-D Shapes Bucket — Code: CV212 — In Stock — 1 — $18.95 — Each — 5.00% — $18.00 Subtotal (ex GST) $73.04 Plus GST $7.30 Total (inc GST) **$80.34** **Delivery Address** Alternate Address 1 30 Lisburn Street EAST BRISBANE 4169 Australia
Order Approval New Approver	Sent to the newly selected Approver for an order that is still on 'Awaiting Approval' status.	B2B	 Commerce Vision BPD **You have been assigned as the new approver for this order:** Name Katie B2B Koss Email Address katie.koss@commercevision.com.au This sales order has been entered online. Users Comments: **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) Ribbed Upholstered Leather Executive Chair - White — Code: CV324 — 1 — $195.99 — Each — 5.00% — $186.19 Subtotal (ex GST) $186.19 Freight $12.73 Plus GST $19.89 Total (inc GST) **$218.81** **Delivery Address** Alternate Address 1 30 Lisburn Street EAST BRISBANE 4169 Australia
Order Approval No Longer Required	Sent to the nominated Approver when the order no longer requires their attention. This could be due to the order being approved / rejected by someone else, or the user cancelling the order.	B2B	 Commerce Vision BPD **Order #100011064 No Longer Requires Your Approval** **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) PENN Championship Tennis Balls - 12-Pack — Code: CV118 — 3 — $29.99 — Pack — 5.00% — $85.47 Ballpoint pen, colour-coded cap, Assorted colours, Fine — Code: CV412 — 1 — $22.50 — dozen — 5.00% — $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) **$117.53** **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352

Order Approval Replaced Approver	Sent to the original Approver to advise that the user has selected a *new* Approver for an order that is still on 'Awaiting Approval' status.	B2B	 Commerce Vision BPD **The approval of this order has been re-assigned to:** Name Katie B2B Koss Email Address katie.koss@commercevision.com.au This sales order has been entered online Users Comments: **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) PENN Championship Tennis Balls - 12-Pack Code: CV118 — 3 — $29.99 — Pack — 5.00% — $85.47 Ballpoint pen, colour-coded cap, Assorted colours, Fine Code: CV412 — 1 — $22.50 — dozen — 5.00% — $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) $117.53 **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352
Order Approved	Sent to the user to advise that their order has been approved.	B2B	 Commerce Vision BPD **Order #100032424 Approved** **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) Body Solid Kettle Bell Set 5-30lbs Code: CV110 — 1 — $300.00 — SET — 5.00% — $285.00 Cap 10lb Hexagon Solid Dumbell Code: CV108 — 1 — $17.99 — Each — 5.00% — $17.09 Subtotal (ex GST) $302.09 Discounts -$0.00 Freight $12.73 Plus GST $31.48 Total (inc GST) $346.30 **Delivery Address** Alternate Address 1 30 Lisburn Street EAST BRISBANE QLD 4169 Australia Phone: (07) 3369 3733 Fax: (07) 3891 3996 https://bpdual.customer-self-service.com Copyright © 2017 BPD UAT. All rights reserved.
Order Approver Proxy Approved	Sent to the user to advise that their order has been approved by a Proxy.	B2B	
Order Confirmation	Sent to the user to confirm that their order has been received by the system.	B2B and B2C	 Commerce Vision BPD **Order Confirmation #100011064** **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) PENN Championship Tennis Balls - 12-Pack Code: CV118 — 3 — $29.99 — Pack — 5.00% — $85.47 Ballpoint pen, colour-coded cap, Assorted colours, Fine Code: CV412 — 1 — $22.50 — dozen — 5.00% — $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) $117.53 **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352

Order Placed	Sent to the Customer Service team or other admin whenever a user places an order online.	Internal	 Commerce Vision BPD **Order Placed** **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) PENN Championship Tennis Balls - 12-Pack Code: CV118 — 3 — $29.99 — Pack — 5.00% — $85.47 Ballpoint pen, colour-coded cap, Assorted colours, Fine Code: CV412 — 1 — $22.50 — dozen — 5.00% — $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) $117.53 **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352
Order Received	This email can be sent to the user prior to the standard Order Confirmation email. It serves to notify them that their order has been received and is currently being reviewed.	B2B and B2C	 Commerce Vision BPD **Order Received** **Web Reference: 100011064** 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 (100011064). **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) PENN Championship Tennis Balls - 12-Pack Code: CV118 — 3 — $29.99 — Pack — 5.00% — $85.47 Ballpoint pen, colour-coded cap, Assorted colours, Fine Code: CV412 — 1 — $22.50 — dozen — 5.00% — $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) $117.53 **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352
Order Rejected	Sent to the user to advise that the Approver has rejected their order. This email includes the rejection reason (entered by the Approver at the time of rejection). Note - the order lines can be displayed in the rejected email by enabling 'Show Rejected Order Lines' on the E mail Order Summary widget. If this option isn't enabled, the email will just contain the order number, rejection notes, and delivery information.	B2B	 Commerce Vision BPD **Order #100032425 Rejected** **Rejection Notes:** Sorry, over budget this financial year. **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) Coleman Nimbus Warm Weather Sleeping Bag Code: CV134 — 1 — $43.59 — Each — 5.00% — $41.41 Alpine Design 45-Degree Microlite Mesa Hybrid Sleeping Bag Code: CV135 — 1 — $29.99 — Each — 5.00% — $28.49 Alpine Design 20-Degree Men's Terrain Sleeping Bag Code: CV136 — 1 — $59.99 — Each — 5.00% — $56.99 Alpine Design 30-Degree Kids' Hybrid Sleeping Bag Code: CV137 — 1 — $29.99 — Each — 5.00% — $28.49 **Delivery Address** Alternate Address 1 30 Lisburn Street EAST BRISBANE QLD 4169 Australia Phone: (07) 3369 3733 Fax: (07) 3891 3996 https://bpdsat1.customer-self-service.com Copyright © 2017 BPD UAT. All rights reserved.

Order Shipped	Sent to the user to advise that their online order has been dispatched.	B2B & B2C	Commerce Vision BPD **Order Shipped #100011064** **Hi Katie B2B** Your order has been shipped! **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352 **Order Summary** Item: PENN Championship Tennis Balls - 12-Pack, Code: CV118; Qty 3; Price (ex GST) $29.99; Unit Pack; Discount 5.00%; Total (ex GST) $85.47 Item: Ballpoint pen, colour-coded cap, Assorted colours, Fine, Code: CV412; Qty 1; Price (ex GST) $22.50; Unit dozen; Discount 5.00%; Total (ex GST) $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) $117.53 **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
Order Shipped Pickup Ready	Sent to the user to advise that their online pickup order is ready to be collected from the store location.	B2B & B2C	
Password Recovery	The 'forgot password' email sent to the user, containing the password reset message and link.	B2B & B2C	Commerce Vision BPD **Reset Password** **Hi Katie B2B** A password request was received by BPD UAT on Tuesday, 27 June 2017 08:43:40 AM (GMT +10:00). **Your User Id:** katie.koss@commercevision.com.au **Your Email Address:** katie.koss@commercevision.com.au **Reset Password:** Reset password Log in to your account by clicking the reset link above. Regards, BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
Questionnaire Results	The response to a web form (e.g. 'Contact Us'), sent to the site Administrator (or other internal recipient).	Internal	Commerce Vision BPD **Contact Us** **Name** Tobias Funke **Email** tobias.funke@bluemangroup.com **Phone** 555-5555 **What is your enquiry relating to?** Product Information **Message** Hi there, do you sell blue body paint? I'm after 12 tonnes. **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.

Quote Confirmation	Sent to the user who requests a quote at checkout. This email follows the format of the Order Confirmation email, but inserts the word 'quote' and uses the web quote number for reference.	B2B	 Commerce Vision BPD **Quote Confirmation #100011064** **Order Summary** Item / Qty / Price (ex GST) / Unit / Discount / Total (ex GST) PENN Championship Tennis Balls - 12-Pack Code: CV118 — 3 — $29.99 — Pack — 5.00% — $85.47 Ballpoint pen, colour-coded cap, Assorted colours, Fine Code: CV412 — 1 — $22.50 — dozen — 5.00% — $21.37 Subtotal (ex GST) $106.84 Discounts -$0.00 Plus GST $10.69 Total (inc GST) **$117.53** **Delivery Address** Default Delivery Address 1186 Toorak Road YALBOROO QLD 4352 Australia **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
Receipting Information	Sent to the customer to advise of outstanding orders for their account. This email includes the customer code, order number, date, invoice number, and amounts ordered and receipted.	B2B	 **Receipting Information** **The following orders have not yet been fully receipted.** Customer Details COMM PARLIAMENTARY OFFICE WA (6MPS[redacted]) Order Number / Order Date / Entered By / Status / Invoice No / Your Ref / Order Total / Receipted 28933774 — 6/03/2015 12:00:00 AM — pucr — MANUAL — 36387714 — 0.00 28957880 — 13/03/2015 12:00:00 AM — reardonm — MANUAL — 36516398 — 0.00 30678960 — 8/08/2016 12:00:00 AM — wallsa — HELEN 040816 — 38347858 — -180.76 31215505 — 6/01/2017 12:00:00 AM — lairdt — W16/0058 — 38962062 — -37.72 31252606 — 17/01/2017 12:00:00 AM — phangr — W16/0049 — 38754133 — -7.48 31570442 AA — 11/04/2017 12:00:00 AM — [redacted] — W16/0087 — 39350885 — 204.94 31570442 AB — 11/04/2017 12:00:00 AM — [redacted] — W16/0087 — 39370753 — 235.84 31758291 — 16/06/2017 12:00:00 AM — [redacted] — W16/0098 — 39563118 — 2796.50 Have A Question? Contact Us. If you have any questions please visit our help centre or if you require further assistance please contact us. OfficeMax Australia Level 1, Building 3, 656 Church Street Richmond, VIC 3121 Australia ABN 34 064 177 762 You can view our [illegible] on our website.
Registration	The welcome email sent to new B2C users who self-register on the site.	B2C	 Commerce Vision BPD **Welcome** **Hi Katie B2B** Thanks for registering as an online user! We trust you'll enjoy your shopping experience with us. For your records, your login ID is: [redacted] Log in to your account by clicking here. Regards, BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.commerce.vision Copyright © 2018 BPD UAT, All rights reserved.

<table>
<tr>
<td>Standard Quote Submitted</td>
<td>Sent to your Customer Service team, sales rep, or other admin when a customer requests a quote on their shopping cart contents.</td>
<td>Internal</td>
<td>
Commerce Vision BPD

Quote Submitted #100011064

Quote Order Number	**100011064**
Customer Details	The ABC Trading Company (ABC)
Entered by User	Katie B2B Koss
User email Address	katie.koss@commercevision.com.au
Quote Total	117.53

Order Summary

Item	Qty	Price (ex GST)	Unit	Discount	Total (ex GST)
PENN Championship Tennis Balls - 12-Pack Code: CV118	3	$29.99	Pack	5.00%	$85.47
Ballpoint pen, colour-coded cap, Assorted colours, Fine Code: CV412	1	$22.50	dozen	5.00%	$21.37

Subtotal (ex GST)	$106.84
Discounts	-$0.00
Plus GST	$10.69
Total (inc GST)	**$117.53**

Delivery Address
Default Delivery Address
1186 Toorak Road
YALBOROO
QLD
4352

Australia

Phone: (07) 3369 3733
Fax: (07) 3891 3996

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</td>
</tr>
<tr>
<td>User Approval Granted</td>
<td>This email is triggered when a new B2B user is approved for web access.</td>
<td>B2B</td>
<td>
Commerce Vision BPD

User Approval Granted

Hi Katie B2B Koss,

Welcome to BPD UAT, you are now registered to shop online with us.

Your log-in details are as follows:

User ID: katie.koss@commercevision.com.au
Password:

Your Customer Number: ABC

Phone: (07) 3369 3733
Fax: (07) 3891 3996

https://bpduat.customer-self-service.com
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</td>
</tr>
</table>

User Approval Rejected	Sent to the rejected user when their web access request has been denied. This email includes the name and email address of the approving / rejecting user administrator.	B2B	Commerce Vision BPD **User Approval Rejected** This is a system-generated email from the BPD UAT Website Your registration as a user of https://bpduat.customer-self-service.com has been rejected. Please contact Katie Koss (katie.koss@commercevision.com.au) if you have any questions. **Phone:** (07) 3369 3733 **Fax:** (07) 3891 3996 https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
User Approval Request	Sent to the designated B2B User Admin when a new user requests web access. This email includes details of the new user and directs the administrator to login and approve or reject.	B2B	Commerce Vision BPD **User Approval Request** This is a system-generated email from the BPD UAT Website A new user has registered and you are listed as your Customer Account's designated approver for new registrations. Users Name: Katie B2B Koss Users Email: katie.koss@commercevision.com.au Users Initial Role: CSSUser Users Default Account: ABC Click here to verify your login details and you will be directed to a page listing all the current users awaiting approval for your Account. From here you can grant them access to the site **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
User Approval Unrejected	Sent to the designated B2B User Admin when a previously rejected B2B user is granted web access. This email includes details of the new user and directs the administrator to login and update access levels if required.	B2B	**User Approval Unrejected** This is a system-generated email from the BPD UAT Website A user's login that was rejected has been activated. You are listed as your Customer Account's designated approver for new registrations. User Name: Katie B2B Koss User Email: katie.koss@commercevision.com.au User Initial Role: CSSUser User Customer Number: ABC Click here to verify your login details and you will be directed to a page listing all the current users awaiting approval for your Account. From here you can grant them access to the site **Phone:** (07) 3369 3733 **Fax:** (07) 3891 3996 https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.

User Exists	Sent to an existing user to advise that they already have an online account. Includes the user's user name. For use with User Debtor Integration.	B2C (occasionally B2B)	Commerce Vision BPD **Your Existing User** **Hi Katie B2B** We found that you're already registered for the online store. Your login ID is: **katie.koss@commercevision.com.au** Log in to your account by clicking login. Regards, BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2017 BPD UAT, All rights reserved.
User Debtor New User (Formerly known as the 'User For Customer Registration' email)	Sent to the new user after they have made a purchase in store and, as a result, been registered for a web account. For use with User Debtor Integration.	B2C (occasionally B2B)	Commerce Vision BPD **Welcome** **Hi Katie** You are now registed for the online store. Your login ID is katie@commercevision.com.au Set your password on your account by clicking set password. *By setting a password, you agree to the terms and conditions.* Regards, BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2016 BPD UAT, All rights reserved.
User Debtor Warning / Error (Formerly known as the 'User For Customer Warnings' email)	Sent to the Customer Service team or other admin when there is a conflict or duplication beween the ERP and the web re: users or accounts. For use with User Debtor Integration.	Internal	Commerce Vision BPD **Error in User Debtor Processing Notification** New Customer record(s) have been created on the website following the integration of matching Pronto data, however the attempt to create corresponding User record(s) on the website for the following Customer(s) has failed because they did not contain any Email Address to use to create the new User record(s). Please investigate to see the Email Address that should be assigned to the Customer(s) in Pronto. CustomerCode: VW10000065 Regards, BPD UAT **Phone: (07) 3369 3733** **Fax: (07) 3891 3996** https://bpduat.customer-self-service.com Copyright © 2016 BPD UAT, All rights reserved.

Additional Information

Examples are Order Confirmation, Order Shipped, Password Recovery and New User Registration email templates, and many more.

Minimum Version Requirements	**.**.**

Prerequisites	--
Self Configurable	Yes
Business Function	Email & Communications
BPD Only?	Yes
B2B/B2C/Both	Both
Third Party Costs	n/a

Related help

- Email Template List
- Widget-Based Email Templates
- Email Style Sheet Widget

Related widgets

- Quote Reminder Email Information Widget
- B2B Registration Rejected Customer Email Template Widget
- Inactive User Warning Email Content Widget
- Inactive User Reminder Email Content Widget
- User Deactivated Notification Email Content Widget
- B2C Registration Verification User Notification Email Widget
- Expired Quote Usage Request Email Information Widget
- Email Company Information Widget
- Email Delivery Instructions Widget
- Email Order Comments Widget
- Email Order Summary Widget
- Email Style Sheet Widget
- Email Title Widget
- Alerts Email List Widget
- Alerts Email Message Widget
- Email Order Address Widget
- Receipting Information Email Message Widget
- Account Activation Email Content Widget
- Email Order Track Details Widget
- Email Title Offline Order Widget