

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.

On this page:

- [Overview](#)
- [Step-by-step guide](#)
 - [1. Add the Widgets](#)
 - [2. Create & Assign the Email Template](#)
- [Additional Information](#)
- [Related help](#)
 - [Related widgets](#)

Customer Experience

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

Shopping Cart

Please review your cart before checkout.

Notify Me When In Stock

Save As Template

Hold Order

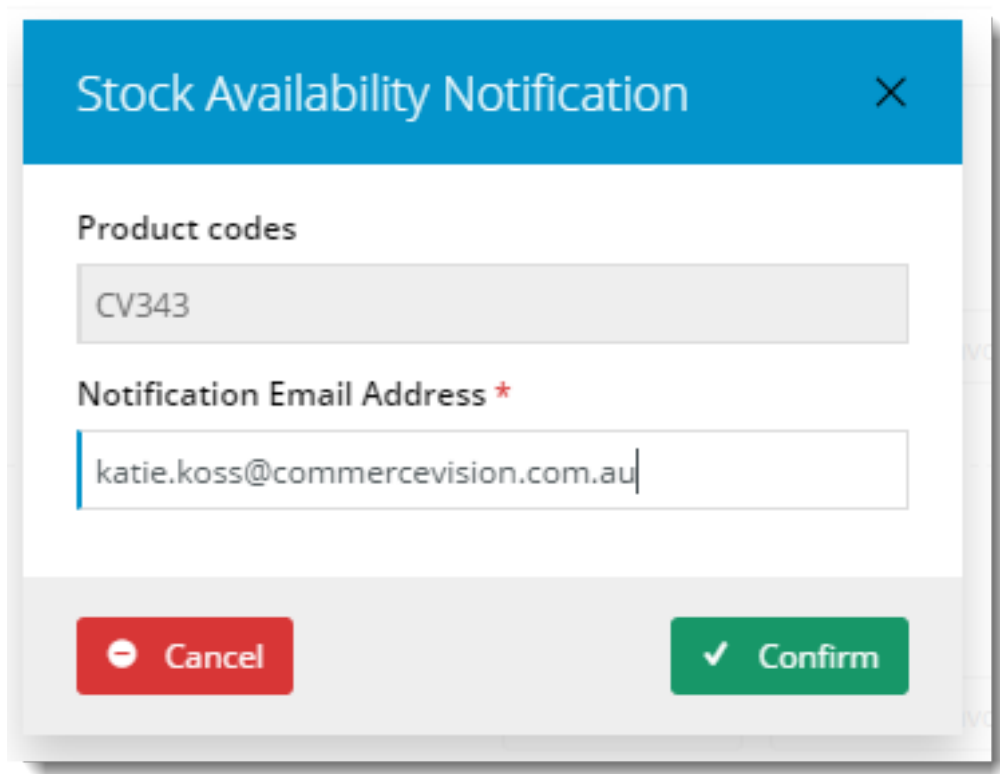
Update Order

Remove All

Request Quote

Product	Qty	Price (ex GST)	Unit	Total (ex GST)
SALE  Starter Acoustic Guitar Code: CV174 Out Of Stock	1 - +	\$75.99	SET	\$75.99
Add Note Add to Favourites Update Remove Notify Me When Back In Stock				
CLEARANCE  Euro Style 3-Drawer Steel Mobile Pedestal Code: CV343 Out Of Stock	1 - +	\$329.50	Each	\$329.50
Add Note Add to Favourites Update Remove Notify Me When Back In Stock				

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

A modal dialog box titled "Stock Availability Notification" with a blue header bar containing a close button (X). The dialog has a white background and a light gray border. It contains two input fields: "Product codes" with the value "CV343" and "Notification Email Address" with the value "katie.koss@commercevision.com.au". The email field has a red asterisk indicating it is required. At the bottom, there are two buttons: a red "Cancel" button with a minus icon and a green "Confirm" button with a checkmark icon.

Stock Availability Notification

Product codes

CV343

Notification Email Address *

katie.koss@commercevision.com.au

Cancel Confirm

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.

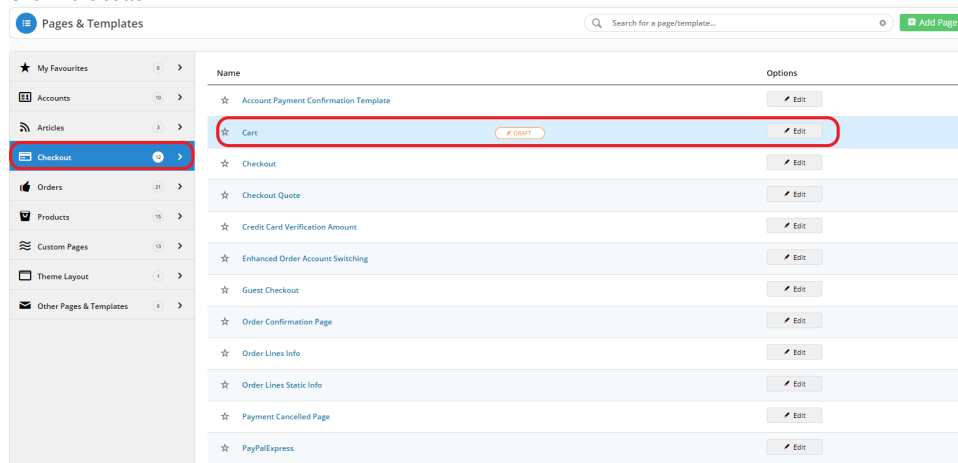
Step-by-step guide

1. Add the Widgets

Shopping Cart:

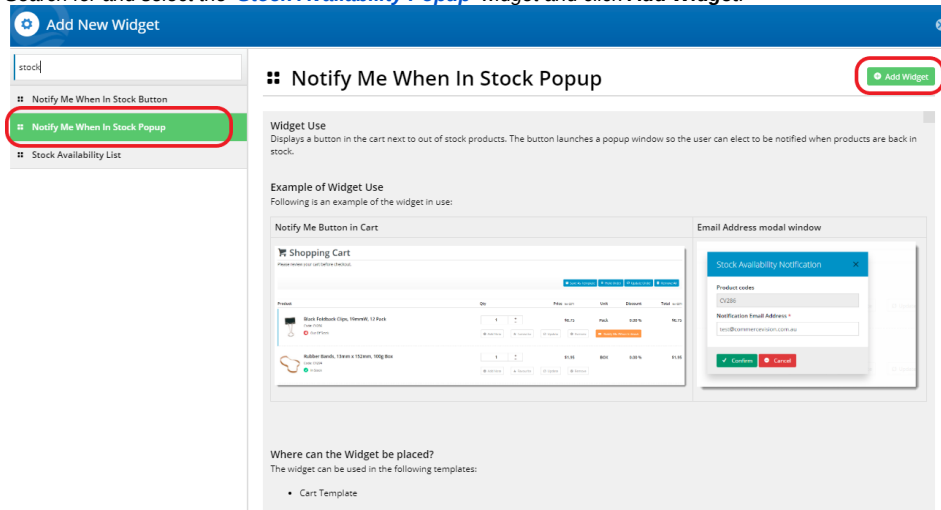
1. In the CMS, go to **Content Content Pages and Templates**.
2. Select the **Checkout Cart**.

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**.

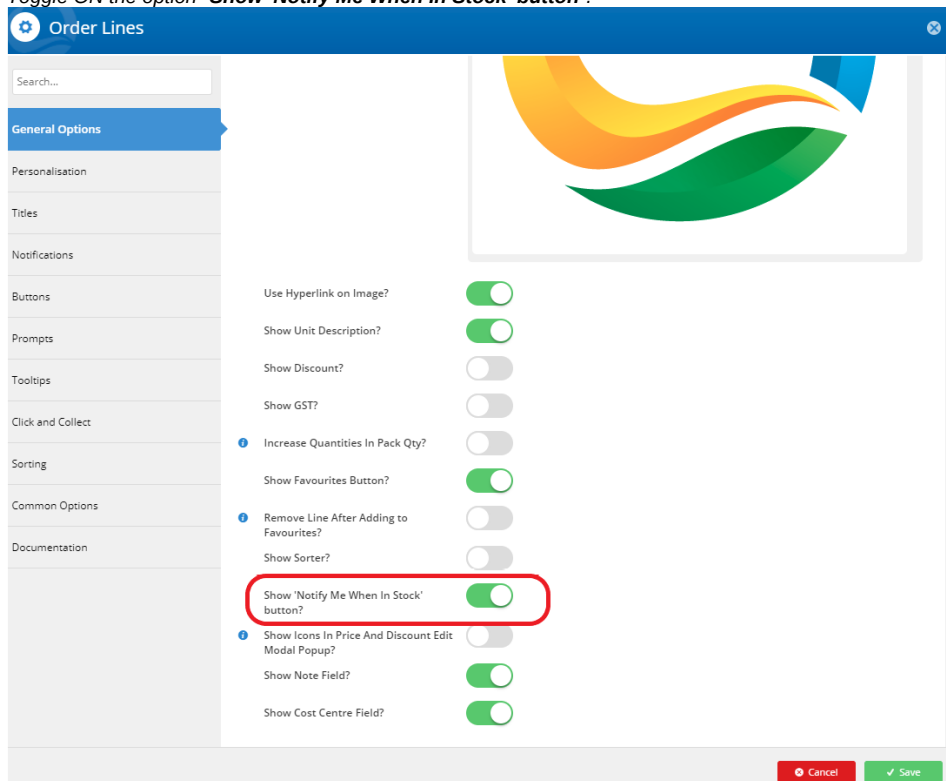


6. Click **Edit** to configure options.

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".

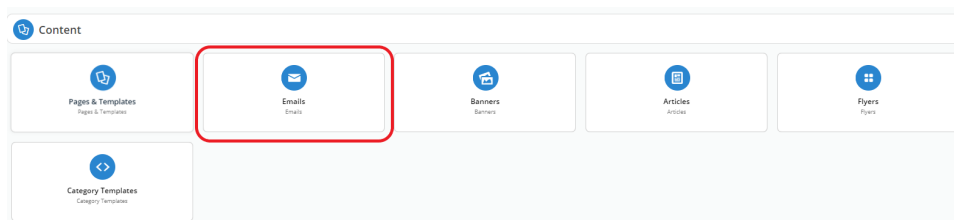


10. Edit the Notify Me button label (on the 'Buttons' tab) if required.

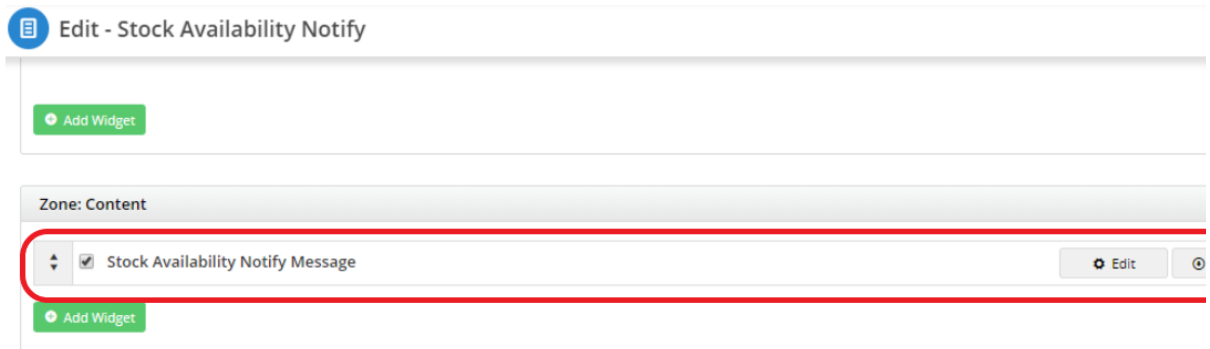
11. Click **Save**.

2. Create & Assign the Email Template

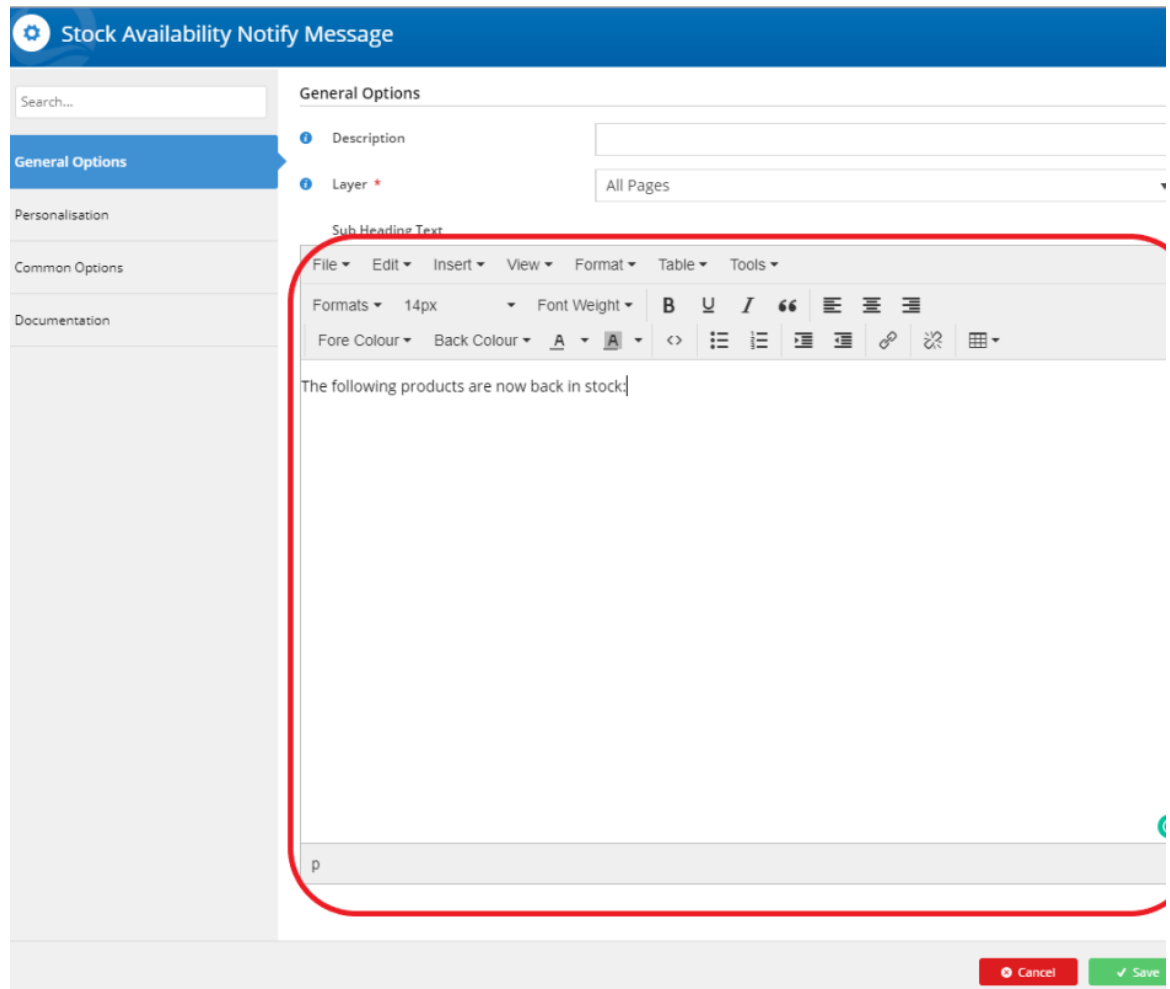
1. Go to **Content** **Content Emails**.



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](#)