

# *Cart Comment Extension*



## **User Guide**

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## 1. Overview

**Magento Cart Comment** extension enables store online owners to add a comment box for customers to leave comments, special instruction or request while ordering any products. *Cart Comment Magento Extension* is a useful extension that effectively increases customers' satisfaction and helps Store Online to deal with customer service better.

## 2. Why Cart Comment is your must have extension?

Purchasing a product online is quite risky but selling a product is much more difficult than that. Understanding customer's behaviors and satisfying their needs are any store owners duty if they desire to stand a steady step in online market. Developed by BSS group and thoroughly tested by many Magento stores, **Cart Comment extension** ensures to make your customers more engaged and loyal to your store.

## 3. How does it work?

### **Better your customer service**

When your competitors are all ready for preparing the good strategy to attract customers, you need to prepare yourself much more than that. Your customer service will definitely affect your reputation and your sale as well.

With **Cart Comment**, customers can leave comment on request, especially instruction, which better interaction between sellers and buyers. Sellers can give instant respond and help to solve when it runs into any problem and as a result, buyers will be more satisfied with this kind of service.

### **Highlight for the next choice of them**

When Customers re-buy the services or products on your website, you already have their feedback and comment on your product then can easily drive their next choice of

purchasing. **Cart Comment Extension** allows customers to save all comment to order then admin can check regularly and provide best delivery

When a buyer leaves a comment, it will be seen like this:

Items Ordered										
Product	Comments	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Sony VAIO VGN-TXN27N/B 11.1" Notebook PC SKU: VGN-TXN27N/B		Ordered	\$2,699.99	\$2,699.99	Ordered 1	\$2,699.99	\$0.00	0%	\$0.00	\$2,699.99
Coalesce: Functioning On Impatience T-Shirt SKU: coal_sm Size Small	Test Comment	Ordered	\$15.00	\$15.00	Ordered 1	\$15.00	\$0.00	0%	\$0.00	\$15.00
Acer Ferrari 3200 Notebook Computer PC SKU: LX.FR206.001		Ordered	\$1,799.99	\$1,799.99	Ordered 1	\$1,799.99	\$0.00	0%	\$0.00	\$1,799.99

Comments History      Order Totals

## User-friendly interface

Cart Comment Magento Extension provides a responsive banner extension in Magento combines with different banner styles. You also can easily configure from back-end, enable or disable this extension from admin panel management and it's totally well-compatible with all Magento themes.

The screenshot shows the Magento Admin Panel interface. The top navigation bar includes 'Dashboard', 'Sales', 'Catalog', 'Mobile', 'Customers', 'Promotions', 'Newsletter', 'CMS', 'Reports', and 'System'. A 'Global Record Search' box is visible in the top right. A message banner at the top states: 'Latest Message: Magento Community Edition 1.9 is now available! Read details'. The main content area is titled 'Cart Comment' and features a 'Cartcomment Settings' section with a red border. The 'Enabled' checkbox is checked, and the dropdown menu is set to 'Yes'. A '(STORE VIEW)' label is visible to the right of the dropdown. On the left side, there is a 'Configuration' sidebar with a tree view showing 'GENERAL' expanded, with sub-items: 'General', 'Web', 'Design', 'Currency Setup', 'Store Email Addresses', and 'Contacts'.

## 4. Contact us

BSS Support team is always ready to assist you with any issue related to our products. Additionally, beside our Magento extensions, we also provide you **Website development** and **Administration Support**.

We do offer:

1. Free commercial products installation services
2. Free updates within offered support period
3. 3 months of free guaranteed support

Our duties:

1. Responsibility for resolving products bugs.
2. Help with technical queries.
3. Technical support in installation and usage of our products.

Any questions or concern about us please contact:

**Website:** <http://bsscommerce.com>

**Support:** [support@bsscommerce.com](mailto:support@bsscommerce.com)

**Skype:** support.bsscommerce

