

# OUT OF STOCK NOTIFICATION FOR MAGENTO 2 USER GUIDE



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## 1. Out of Stock Notification for Magento 2 Extension Overview

[Out of Stock Notification for Magento 2 extension](#) allows customers and guests to sign up for out of stock products. The extension will automatically send to notification email to the list of subscribed customers when the product is back in stock.

## 2. How Does Out of Stock Notification for Magento 2 Extension Work?

### 2.1. General Config

Go to **Stores** → **Configuration** → **BSSCommerce** → **Out of Stock Notification**.

#### 2.1.1. Product Alerts

|  |   |
|--|---|
| Enable<br><small>[website]</small>                         | Yes   |
| Allow Product Subscription for<br><small>[website]</small> | NOT LOGGED IN<br>General<br>Wholesale<br>Retailer   |
| Notification Message<br><small>[store view]</small>        | Please enter email to subscribe for stock alert   |
| Limit Email Send per Customer<br><small>[website]</small>  | 4   |
| Send Mail When Quantity<br><small>[website]</small>        | 15<br>Send mail to customer if only quantity is more than this amount.                                    |
| Stock Alert Email Template<br><small>[store view]</small>  | Stock Alert (Default)<br>Email template chosen based on theme fallback when "Default" option is selected. |
| Alert Email Sender<br><small>[store view]</small>          | Sales Representative  |

In **Enable**, choose Yes to enable the extension or No to disable it.

In **Allow Product Subscription for**, select customer group to apply out of stock notification.

In **Notification Message**, enter message to guide customer to fill in email field.

In **Limit Email Send per Customer**, restrict the number of stock alert email sent to each customer.

In **Send Mail When Quantity**, send email to customer only when product quantity reach meet this requirement.

In **Stock Alert Email Template**, choose template of stock alert email.

In **Alert Email Sender**, choose the sender of stock alert email.

### 2.1.2. Product Alert Run Settings

|  |                              |   |   |    |   |   |    |   |
|--|------------------------------|---|---|----|---|---|----|---|
| Frequency<br><small>[global]</small>   | Daily                        | ▼ |   |    |   |   |    |   |
| Start Time<br><small>[global]</small>  | 11                           | ▼ | : | 30 | ▼ | : | 00 | ▼ |
| Error Email Recipient<br><small>[global]</small>                                 | testmagento321@gmail.com     |   |   |    |   |   |    |   |
| Error Email Sender<br><small>[global]</small>                                    | General Contact              |   |   |    |   |   |    | ▼ |
| Error Email Template<br><small>[global]</small>                                  | Cron Error Warning (Default) |   |   |    |   |   |    | ▼ |
| Email template chosen based on theme fallback when "Default" option is selected. |                              |   |   |    |   |   |    |   |
| <a href="#">Run Cron Now</a>   |                              |   |   |    |   |   |    |   |

In **Frequency**, set frequency of running cron job to send email.

In **Start Time**, set the starting time to send email.

In **Error Email Recipient**, set email to receive error mail in case of cron job’s error.

In **Error Email Sender**, set email to send error mail in case of cron job’s error.

In **Error Email Template**, set error email template.

\*Note: Remember to enable displaying out of stock product. Go to Stores → Configuration →

## 2.2. Manage Customer Subscription

**BSSCommerce → Manage Customer Subscription.**

Manage Customer Subscriptions 🔍 2 admin ▾

⌵ Filters ⚙️ Columns ▾ 20 ▾ per page < 1 of 1 >

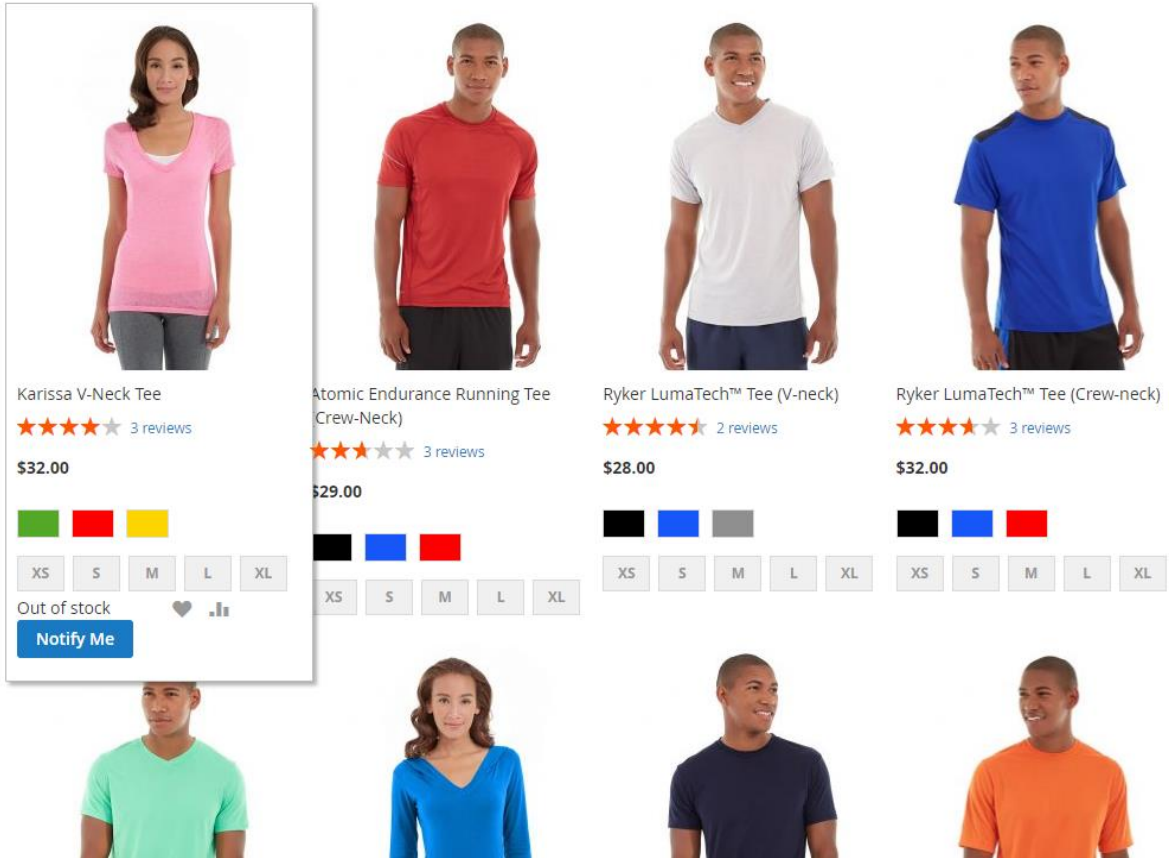
Actions ▾

| <input type="checkbox"/> | Customer Name  | Email     | Product Sku   | Website      | Subscription Time        | Send Date | Send Count | Status  |
|--------------------------|----------------|-----------|---------------|--------------|--------------------------|-----------|------------|---------|
| <input type="checkbox"/> | Guest          | [blurred] | WS10          | Main Website | Jun 15, 2017, 3:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Guest          | [blurred] | WS10-XS-Green | Main Website | Jun 15, 2017, 3:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Guest          | [blurred] | 24-WB06       | Main Website | Jun 15, 2017, 3:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Guest          | [blurred] | 24-WG085      | Main Website | Jun 15, 2017, 3:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Guest          | [blurred] | 24-UB02       | Main Website | Jun 15, 2017, 4:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Guest          | [blurred] | 24-UG06       | Main Website | Jun 15, 2017, 4:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Guest          | [blurred] | 24-UG05       | Main Website | Jun 15, 2017, 4:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Sophia Walford | [blurred] | 24-MB02       | Main Website | Jun 15, 2017, 4:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Sophia Walford | [blurred] | 24-WB04       | Main Website | Jun 15, 2017, 4:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Sophia Walford | [blurred] | M504-M-Black  | Main Website | Jun 15, 2017, 7:06:00 AM |           | 0          | Pending |
| <input type="checkbox"/> | Sophia Walford | [blurred] | 24-UG01       | Main Website | Jun 15, 2017, 7:06:00 AM |           | 0          | Pending |

Admin can manage stock subscription information of customer here, including customer name, email, product, send count (the number of times that stock email is sent to customer), send date and status of subscription.

## 2.3. Display Notify Button on Product Page and Category Page

### 2.3.1. Category Page



The Notify button is located under the Out of stock status when hovering on each product. You will be redirected to the product when clicking this button.

### 2.3.2. Product Page

Home > Configurable Product 1

✔ Alert subscription has been saved.



#### Configurable Product 1

★★★★☆ 3 Reviews [Add Your Review](#)

**\$24.00**

**OUT OF STOCK**  
SKU#: MS10

Please enter email to subscribe for stock alert

[Stop Notify](#)

♥ ADD TO WISH LIST   [ADD TO COMPARE](#)   ✉ EMAIL


Guest or not-logged-in customers fill in email field and click Notify Me button to receive stock alert notification. A message will be shown as “Alert subscription has been saved” and a Stop Notify button appears to stop notification for that product if customer need.

For logged-in customer, the email field will be automatically filled in.


## 2.4. Product Subscription tab on Customer Account Page

- Account Dashboard
- Account Information
- Address Book
- My Orders
- My Downloadable Products
- Newsletter Subscriptions
- Stored Payment Methods
- Billing Agreements
- My Product Reviews
- Product Subscriptions**
- My Wish List


### My Product Subscription




Product Name: Fusion Backpack  
Email subscribe: hamy1510@gmail.com  
Status: Out Of Stock  
[Stop Notify](#)



Product Name: Simple Product 2  
Email subscribe: hamy1510@gmail.com  
Status: Out Of Stock  
[Stop Notify](#)



Product Name: Gobi HeatTec® Tee-M-Black  
Email subscribe: hamy1510@gmail.com  
Status: Out Of Stock  
[Stop Notify](#)



Product Name: Simple Product 3  
Email subscribe: hamy1510@gmail.com  
Status: Out Of Stock  
[Stop Notify](#)

[Stop All Notification](#)

4 Item(s)

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

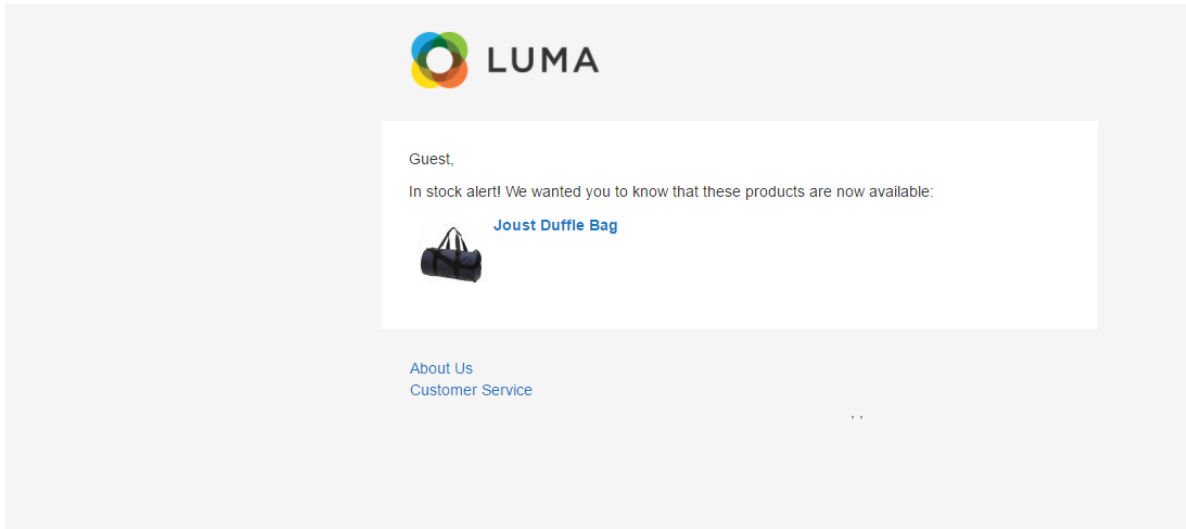
An additional tab called Product Subscription is included on Customer Account Page of logged-in customers. Customer can check information of products that they have subscribed here, stop notification of any product and stop notification of all products.



## 2.5. Stock Alert Email

Products back in stock alert Inbox x

Sales sales@example.com via sendgrid.net  
to me



When product is back in stock, the extension will automatically send notification email as set up in 2.1.

## 2.6. Work with Product Types

### 2.6.1. Simple Product

The screenshot shows a product page for the 'Endeavor Daytrip Backpack' on the LUMA website. The page is currently out of stock. The product is priced at \$33.00 and has 3 reviews. A 'Notify Me' button is available for users to receive an email alert when the product is back in stock. The backpack is shown in a pink and black color scheme.

Welcome, Sophia! Sophia Walford

LUMA

Search entire store here...

What's New Women Men **Gear** Training Sale

Home > Gear > Bags > Endeavor Daytrip Backpack

### Endeavor Daytrip Backpack

★★★★☆ 3 Reviews [Add Your Review](#)

**\$33.00** **OUT OF STOCK**  
SKU#: 24-WB06

Please enter email to subscribe for stock alert

[Notify Me](#)

[ADD TO WISH LIST](#) [ADD TO COMPARE](#) [EMAIL](#)

### 2.6.2. Configurable Product (Parent Product, Child Product)



## Karissa V-Neck Tee

★★★★☆ 3 Reviews [Add Your Review](#)

**OUT OF STOCK**  
SKU#: WS10

Please enter email to subscribe for stock alert



**Color** Green



**Size** XS



**Qty**



[ADD TO WISH LIST](#) [ADD TO COMPARE](#) [EMAIL](#)

### 2.6.3. Grouped Product (Parent Product, Child Product)



## Set of Sprite Yoga Straps

Be the first to review this product

SKU#: 24-WG085\_Group

| Product Name  | Qty                            |
|---|--------------------------------|
| Sprite Yoga Strap 6 foot<br><b>\$14.00</b><br>Please enter email to subscribe for stock alert<br><input type="text" value="Your Email"/> <input type="button" value="Notify Me"/> | Out of stock                   |
| Sprite Yoga Strap 8 foot<br><b>\$17.00</b>  | <input type="text" value="0"/> |
| Sprite Yoga Strap 10 foot<br><b>\$21.00</b>   | <input type="text" value="0"/> |

[ADD TO WISH LIST](#) [ADD TO COMPARE](#) [EMAIL](#)

### 2.6.4. Bundle Product (Parent Product, Child Product)

# Customize Bundle Product

[Go back to product details](#)

#### Sprite Stasis Ball \*

Sprite Stasis Ball 55 cm + \$23.00

**Please enter email to subscribe for stock alert**

Sprite Stasis Ball 65 cm + \$27.00

Sprite Stasis Ball 75 cm + \$32.00

#### Quantity

---

#### Sprite Foam Yoga Brick \*

Sprite Foam Yoga Brick + \$5.00

#### Quantity

### 3. Contact Us



Free 1-year  
Support



Free Lifetime  
Update



Free  
Installation

Any questions or concern about us, feel free contact:

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

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

Skype: support.bsscommerce

*BSS Support team is always ready to aid you with any issue related to our products. Additionally, we also give you Website development and Administration Support.*

We do offer:

1. Free installation services for commercial products.
2. Free updates within offered support period.

Our duties:

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