



User Manual

For

Back In Stock & Low Stock Notification



Contents :

1. Summary	3
2. Overview	3
2.1 Functional Overview	3
2.2 Compatibility	3
3. Implementation Guide	4
3.1.Setup	4
3.1.1.Setting Workspace	4
3.1.2 Install Site Meta-Data	4
3.1.3 Cartridge Path	4
3.1.4. Jobs Configuration	5
3.1.5 IMPEX Directory	5
3.2 Configuration	5
3.2.1 Job Configuration	5
3.2.1.1 Back In Stock Notification	5
3.2.1.2 Low Stock Notification	6
3.2.1.3 Low Stock Notification - Full	6
3.2.2 Site Preferences	7
3.2.2.1 Back In Stock	7
3.2.2.2 Low Stock Notification	7
4. User Guide	8
4.1 Roles, Responsibilities	8
4.2 Business Manager	8
4.2.1 Roles and Permission	8
4.2.2 Content Assets	8
4.3 Testing	9
4.3.1 Back In Stock	9
4.3.2 Low Stock Notification	10
4.3.3 Low Stock Notification - Full	10
5. Known Issues	10
6. Release History	10

1. Summary

The objective of the Back in Stock & Low Stock notification Cartridge for B2C Commerce project is to transform the approach of online retailers in handling inventory and interacting with customers. Through the integration of real-time inventory monitoring, and user-friendly interfaces, this cartridge seeks to elevate customer satisfaction, boost sales, and confer a competitive advantage in the continually evolving e-commerce arena.

2. Overview

2.1 Functional Overview

The "Back In Stock Notification" functionality allows users to get notifications when the product they requested for is back in stock. "Notify Me" button is shown on PDP for low stock products using which customers can opt in for the notification. Upon clicking the button, users submit their email addresses to subscribe to product notifications.

When the product's inventory is restored to its original level, the "Back In Stock Notification" job is executed to process inventory changes and notifications. Customers can check their email inboxes for received notifications.

Finally, the report section in BM can be visited by admin to get statistics of products requested vs emails sent.

In the "Low Stock Notification" functionality, after placing an order, inventory levels for each product are checked. If any inventory falls below a set threshold, a "lowStockNotification" custom object is created. A job is then triggered to send an email to the admin listing recently ordered products with low stock. Additionally, a CSV file is generated at a specified backup location. This process ensures prompt notification of low stock levels and provides backup data for analysis. The job can be scheduled as per client's requirement.

The job "Low Stock Notification - Full" is used to trigger an email to the admin listing all products with inventory levels below the threshold. Additionally, a CSV file containing these products is generated at a specified backup location. Please note that it's not recommended to schedule this job since its resource & time consuming task. It can be run manually based on requirement.

2.2 Compatibility

This cartridge is compatible with the latest SFRA. Cartridge has been tested against code compatibility version 22.7.

3. Implementation Guide

3.1.Setup

3.1.1.Setting Workspace

This repository contains **plugin_backinstock** & **bm_backinstock** cartridges inside the top level folder. Add the **bm_backinstock** cartridge to the Business manager site cartridge path & **plugin_backinstock** to site cartridge path after uploading.

1. Clone this repository. (The name of the top-level folder is `plugin_backinstock`).
2. Upload using UX studio.
3. Navigate to the `plugin_backinstock` folder where `package.json` is present.
4. In the `plugin_backinstock` folder, run `npm install` to all the package dependencies required.
5. Run `npm run build` to compile js & css
6. Update the file `dw.json` under the `plugin_backinstock` folder with contents:

```
{
    "hostname": "your-sandbox-hostname.demandware.net",
    "username": "yourlogin",
    "password": "yourpwd",
    "code-version": "version_to_upload_to",
}
```

7. In the `plugin_backinstock` folder, enter the following command:
`npm run uploadCartridge`, this will upload the cartridge to the server.
8. Use `npm run lint` to check any linting error

3.1.2 Install Site Meta-Data

The site Meta data consists of Job definition and site preference. These must be installed to support the cartridge code. To do this, perform the following:

- ZIP up the **metadata** directory
- Upload the ZIP file via Administration > Site Development > Site Import and Export.
- Select the file and click **Import**.

3.1.3 Cartridge Path

- The **bm_backinstock** cartridge must be added to the business manager cartridge path only as it doesn't have any storefront related functionality. To do this go to Administration > Sites > Manage Sites > Click on Business Manager Sites

- Add **plugin_backinstock** to the site cartridge path. To do this go to Administration > Sites > Manage Sites > <Site ID> - Settings

3.1.4. Jobs Configuration

All scheduled jobs provided as part of the cartridge must be configured as required. As implementer requirements will vary, this configuration has been omitted from the cartridge meta-data. Specifically, the following must be configured for each Job:

- Enabled/Disabled
 - All jobs are disabled by default
- Schedule
 - Job schedule and interval to be defined
- Notification Settings
 - Email notification to be provided in the event of job failure
 - This should be set to a current and active email address which is monitored so that issues can be identified and resolved.

3.1.5 IMPEX Directory

- Back in stock notification data export IMPEX directory is currently set to : /BackInStock/Notification/Reports/. This can be updated from site preference as : Merchant Tools > Site Preferences > Custom Site Preference Groups > Back In Stock > Back In Stock Notifications Report Location
- Low Stock Notification's IMPEX directory can be configured in JOBS parameters. After the initial import of the metadata default values of the site folders will be there and they can be overridden in JOB components as : Administration > Operations > Jobs > Low Stock Notification > BackUpLocation

3.2 Configuration

3.2.1 Job Configuration

3.2.1.1 Back In Stock Notification

Process captured data for back in stock notifications & send email to customers if product is back in stock & above threshold value.

3.2.1.2 Low Stock Notification

Low Stock Notification job sends email to admin with list of recently ordered products that have inventory below threshold configured in site preferences.

Below mentioned is the list of available configurations :

ID	Description
AdminEmail	Email IDs of the admin to whom Low Stock Notification needs to be sent. We can configure multiple Email IDs by entering a comma separated list.
FromEmailAddress	From Email ID to be used while sending the email. This should be a single email ID.
EmailSubject	Subject of the email to be sent to admin
BackUpLocation	Impex Location where backup of records is stored after email is sent to Admin.

3.2.1.3 Low Stock Notification - Full

Low Stock Notification-Full job sends email to admin with list of all the products from catalog that have inventory below threshold configured in site preferences.

Below mentioned is the list of available configurations :

ID	Description
AdminEmail	Email IDs of the admin to whom Low Stock Notification needs to be sent. We can configure multiple Email IDs by entering a comma separated list.
FromEmailAddress	From Email ID to be used while sending the email. This should be a single email ID.
EmailSubject	Subject of the email to be sent to admin
BackUpLocation	Impex Location where backup of records is stored after email is sent to Admin.

3.2.2 Site Preferences

3.2.2.1 Back In Stock

ID	Name	Description	Default Value
BackInStockNotifications_Enabled	Back In Stock Notifications Enabled	Enable back in stock notifications	Yes
Back In Stock Notifications Email Subject	BackInStockNotifications_EmailSubject	JSON string { "default": value }, use the "default" key for every locale; otherwise, include the locale and its translation.	These products are back in stock! please have a look.
BackInStockNotifications_FromEmail	Back In Stock Notifications From Email ID	Back In Stock Notifications From Email ID	no-reply@salesforce.com
BackInStockNotifications_ReportLocation	Back In Stock Notifications Report Location	Report Location inside impex folder.	/BackInStock/Notification/Reports/
BackInStockNotifications_Threshold	Back In Stock Notifications Threshold	Threshold value should not be less than 1.	10

3.2.2.2 Low Stock Notification

ID	Name	Description	Default Value
LowInventoryNotification_Enabled	Low Inventory Notification Enabled	Enable low stock notification functionality	Yes
LowInventoryNotification_Threshold	Low Inventory Notification Threshold	Threshold value should not be less than 1.	10

4. User Guide

4.1 Roles, Responsibilities

The error email address defined in the JOB's Notification setting should be monitored proactively to address any issues with the jobs.

4.2 Business Manager

- After importing the metadata, schedule the JOBS as per the requirement. Set the email address for notification on JOB failure.
- Configure the required jobs
- Updated the site preferences if needed

4.2.1 Roles and Permission

To enable the "Back In Stock" module in Business Manager:

- Navigate to Administration -> Organization -> Roles and Permissions.
- Click on "Administrator" to access the Business Manager module.
- Select the desired site.
- Choose the "Back In Stock" module from the list of available modules.

4.2.2 Content Assets

- To modify the "Back In Stock" email template, you can make changes to the provided content assets.

ID	Name	Description	Role
email-template-header	email-template-header	email-template-header	To modify the email template header.
email-template-footer	email-template-footer	email-template-footer	To modify the email template footer.
email-template-body	email-template-body	email-template-body	To modify the email template body

			(excluding the product listing template)
--	--	--	--

- To modify the "Back In Stock" email template, you can make changes to the provided content assets. `

ID	Name	Description	Role
email-template-header	email-template-header	Low stock notification email header	To modify the email template header.
low-in-stock-footer	low-in-stock-footer	Low stock notification email footer	To modify the email template footer.
low-in-stock-content	low-in-stock-content	Low stock notification email body	To modify the email template body (excluding the product listing template)

4.3 Testing

4.3.1 Back In Stock

- Select some variation products and reduce the available stock. Ensure that the Available to Sell (ATS) values are below the threshold values specified in the custom preferences.
- Navigate to the product page on the website. Verify that a "Notify Me" button is visible for the product.
- Click on the "Notify Me" button and submit your email address to subscribe for product notifications.
- Increase the inventory of the product to its original level.
- Run the job mentioned in section 3.2.1.1 "Back In Stock Notification" to process the inventory changes and notifications.
- Check your email inbox to confirm whether you have received any notifications.
- Go to the report section and verify the details to ensure successful completion of the process.

4.3.2 Low Stock Notification

- Place an order with multiple products
- Check available inventory of each of these products. If inventory is below configured threshold, new custom object will be created with type "lowStockNotification"
- After entries are created for this Custom Object, Run job "Low Stock Notification"
- Email to admin will be sent with a list of products found in custom object of that have inventory below threshold . Note : this will be list of recently ordered products only
- CSV file with list of these products will be created at location configured in parameter "BackUpLocation"

4.3.3 Low Stock Notification - Full

- Run job "Low Stock Notification - Full"
- Email to admin will be sent with list of all products that have inventory below threshold
- CSV file with list of these products will be created at location configured in parameter "BackUpLocation"

5. Known Issues

NA

6. Release History

Version	Date	Changes
1.1.0	3/19/2024	Initial release