



High Quality Spare Parts Magento Extensions by Shopwerft

E-Mails are a central means of communication for every online store. They are automatically sent to process orders. This Magento extension allows you to keep track of all sent e-mails so you know which information your customers have received. Get a detailed view of emails, displayed exactly how your customers receive them.

After the initial configuration, this extension lists all sent e-mails with a link to the corresponding customer, order, invoice, credit memo or shipment in the Magento backend.

Expertise, Passion, Reliability – setting sail together!



E-Mail Manager

Prerequisites for this Extension

The logging of emails in the Magento backend has a cleaning mechanism that deletes all entries that are no longer needed. For this mechanism the cronjob in your Magento system must be set up and running properly.

General Configuration

To put the extension in operation and adjust it to your personal preferences, activate it in the system configuration. To do so, go to **Configuration** under the tab **System**. In the left menu, you will find the item **E-Mail Management** under **General**. That's where the general configuration settings of this extension can be found.

At the top of the configuration settings, you got basic information about the extension. Next to the displayed extension version, there is a link with which you can check if your installed version is still uptodate. The link directs you to the Modulwerft store, transmitting the extension name and the installed version to operate the update check. The following links will guide you to further information about the extension, as well as documentations and finally the Modulwerft support.

Should you experience any troubles with the extension, we recommend the following approach:

- 1. Check for available extension updates
- 2. Check documentations for troubleshooting sections
- 3. Contact support



n Magento [®] Admin Panel	Global Record Search						Logged in as admin	n Thursday, January 22, 2015 <u>Log Ou</u>
Dashboard Sales Catalog	Customers Promotions	Newsletter	CMS	Reports	System			🔞 Get help for this page
Current Configuration Scope: Default Config Manage Stores	E-Mail-Management							Save Config
Configuration GENERAL	Modu	werft						
General Web	The Email Manager by visible for the admin in	Modulwerft logs a Magento backen	all emails s d.	sent out by M	agento and ma	kes them		
Design	Installed Version: 1.0.0 (<u>check for updates</u>) Information and documentation							
Currency Setup Store Email Addresses	Module Support							
Contacts E-Mail-Management	Module active?	Yes	sin switch fo	ar all modula fi	unctionality.	•	[STORE VIEW]	
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► LOCALE PACKS	Debua Logaina	M	odulwerft_	EmailManag	er.log	T	ISTORE VIEWI	
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▶ CATALOG								
Catalog	Log Cleanup							0

Illustration 1: Information about the extension

Choose the value **Yes** from the drop-down menu **Module active?** to activate the extension. Afterwards, you can activate Logging as well as Debug Logging to record additional information about possible difficulties. You will find the log file named **Modulwerft_EmailManager.log** in the **file /var/log/** of your Magento system.

Configuration of the E-Mail Log

In this section you can activate single features of extension:

- Reduction of log entries
- Removal of log entries

Due to the continual recording of new e-mails the log file's size will grow a lot. You have the option to reduce the extent of log file entries as well as the possibility to remove log entries completely.



n Magento ⁻ Admin Pane	I	Global Record Search	Logged in as admin Thursday, January 22, 2015 Log Out
Dashboard Sales Catalog	Customers Promotions	Newsletter CMS Reports System	③ Get help for this page
Current Configuration Scope: Default Config Manage Stores	E-Mail-Management		Save Config
Configuration	Log Cleanup		•
▶ GENERAL	Log Reduction		
General	Status	Enable	[STORE VIEW]
Web		Switch to activate log reduction	
Design	Interval	30	[STORE VIEW]
Currency Setup		 Minimum age of log entries to be reduced in days. Default: 30 	
Store Email Addresses	Elemente te remeve	Const Data	
Contacts	Elements to remove	Email Body	[STORE VIEW]
E-Mail-Management		CC	
Reports		BCC	
Content Management		Sender	
		Return-Path	
LOCALE PACKS		Variables	
Locale de_DE			
▶ CATALOG			
Catalog		Parts of the email log to be removed during reduction	
Configurable Swatches		process	
Inventory			
Google Sitemap	Log Removal		
RSS Feeds	Status	Enable	[STORE VIEW]
Email to a Friend		Switch to activate log removal	
	Interval	90	[STORE VIEW]
CUSTOMERS		Minimum age of log entries to be removed entirely in days. Default: 90	
Newsletter			

Illustration 2: Configuration of the e-mail log

In the first case, you choose which information of the log file entries you don't need. Often that's for example BCC information. Then switch the **Status** to **Enable** for **Log Reduction**. In the following field **Interval** you set the minimum age for log entries when they will be reduced. Up to this age, they will be available with the complete set of information. Next, you configure which **Elements to remove**. Pressing Ctrl while clicking you can select multiple values.

The greatest effect has the removal of e-mail body and variables. We recommend the selection of CC, BCC, Sender, Return-Path and Variables. The e-mail will still be displayed in your backend, however, a few details will be missing.

Click **Save** in your configuration to apply the new settings.

If you want to remove not only parts of the log entries but complete entries, the section **Log Removal** will help you. Switch the **Status** to **Enable** to use the option. Afterwards just set the **Interval** in days after which entries are to be removed.

E-Mail Log

The extension creates a list of all sent e-mails in your Magento backend, except for sent newsletters. You can find this overview under **E-Mail Log** in the menu item **System**. Entries will be visible until they have reached the maximum age according to your extension's configuration and thereafter will be removed



automatically.

A click on any of the list's rows opens the respective e-mail and displays it as the customer received it. All data is included accordingly.

🍿 Mage	ent	O [°] Admin Panel					Global Record Search	Logged in as admin TI	hursday, January 22, 201	5 <u>Loq Out</u>
Dashboard						System			🔞 Get help for	
Email Lo	og									
Page 💽 1		of 1 pages View 2	0 💌 perpage Tot	al 10 records found					Reset Filter	Search
ID		Sent At 🕴	Store View	Email Type	Subject		Recipient(s)	BCC	Sent via Queue	Action
From:		From: 📰]]
To :		То: 📰								
	10	Jan 22, 2015 3:17:01 PM	Main Website Madison Island English	Order Comment	Madison Island: Order	# 145000007 update	John Doe <support@modulwerft.com< td=""><td>></td><td>Yes</td><td><u>Details</u></td></support@modulwerft.com<>	>	Yes	<u>Details</u>
	9	Jan 22, 2015 3:17:00 PM	Main Website Madison Island English	Order Success	Madison Island: New O	order # 145000007	John Doe <support@modulwerft.com< td=""><td>></td><td>Yes</td><td><u>Details</u></td></support@modulwerft.com<>	>	Yes	<u>Details</u>
	8	Jan 22, 2015 3:11:23 PM	Main Website Madison Island English	Customer Account	Welcome, John Doe!		John Doe <support@modulwerft.com< th=""><th>></th><th>No</th><th><u>Details</u></th></support@modulwerft.com<>	>	No	<u>Details</u>
	7	Jan 22, 2015 2:38:22 PM	Main Website Madison Island German	Order Success	Madison Island: Neue I	Bestellung Nr. 302000003	Erika Musterfrau <test@modulwerft.co< th=""><th>m></th><th>Yes</th><th>Details</th></test@modulwerft.co<>	m>	Yes	Details

Illustration 3: Overview of sent e-mails in log

E-mails Related to Orders

Besides the general log, the extension links e-mails also in all affected data records sets (e.g. orders, customers) to which the e-mail belongs. It may be orders when the e-mail has a connection to an order. This is the case for example for order confirmations, order comments, invoices, shipping notifications and credit memos. These mails will be shown in the related order's **comments history**. With one click on the e-mail symbol will display the e-mails in a layer.



Comments History	Order Totals	
Add Order Comments	Subtotal	€110.00
Status	Shinning & Handling	€90.20
Pending	Grand Total	€200.20
Comment	Total Daid	£0.00
		£0.00
	Total Retailded	£0.00
	Total Due	€200.20
Notify Customer by Email Submit Comment		
Visible on Frontend		
□ Jan 22, 2015 3:16:33 PM Pending		
Customer Notified 🖋		
The item will be shipped to you in wrapping paper as requested.		
Madison Island: Order # 145000007 update		
Jan 22, 2015 3:16:33 PM		
□ Jan 22, 2015 3:13:32 PM		
Madison Island: New Order # 145000007		
Jan 22, 2015 3:13:32 PM		
Jan 22, 2015 3:13:32 PM Pending		
Customer Not Notified		

Illustration 4: Integration of e-mail log in an order's comments history

Additionally, these order's e-mails are listed under the tab **E-Mails**. There, too, you can click on a row or on the link **Details** for a graphic display to see what the e-mail sent to your customer looks like.

🍿 Magento ⁻ Admin Pa	nel		Global Record S	Search Logged in as admin Thu	ursday, January 22, 2015	5 <u>Loq Out</u>
Dashboard Sales Catalo	og Customers Promoti	ons Newsletter CMS	Reports System		💿 Get help for	this page
Order View	🗐 Order # 145000	1007 Jan 22, 2015 3:13:3	2 PM Back	Edit Cancel Send Email Hold 🗊 Invo	ice 🗊 Ship 🗊	Reorder
Information	Page @ 1 0 of 1	Inages View 20 - per	nage I Total 2 records for	und	Reset Filter	Search
Invoices			rpage Total 2 records for		Resterniter	Scuren
Credit Memos	Sent At 🗸	Store View	Email Type	Subject	Sent via Queue	Action
Shipments	From: 📰		•			
Comments History	То: 📃					
Transactions	Jan 22, 2015 3:17:01	Main Website	Order Comment	Madison Island: Order # 145000007 update	Yes	Details
Emails	PM	Madison Island English				
	Jan 22, 2015 3:17:00 PM	Main Website Madison Island English	Order Success	Madison Island: New Order # 145000007	Yes	<u>Details</u>

Illustration 5: Overview of all e-mails related to an order

E-Mails Related to Customers

The tab with a list of all related e-mails is not just available for orders, but for the detailed view of **customer accounts** in your Magento backend, too. This will allow you to track e.g. if a customer has received a confirmation for his registration, or an e-mail to reset his password.



n Magento ⁻ Admin Pa	nel		Global Record Se	earch Logged in as admin Th	ursday, January 22, 2015	<u>Loq Out</u>
Dashboard Sales Catalo	ig Customers Prom	otions Newsletter	CMS Reports Sys	tem	🕑 Get help for t	this page
Customer Information	🛃 John Doe	Back	eset 🕒 Create Order	🛞 Delete Customer 📀 Save Customer	Save and Conti	nue Edit
Customer View						
Account Information	Page 1 0	f1pages View 20 💌	per page Total 3 recor	ds found	Reset Filter	Search
Addresses	Sent At	Store View	Email Type	Subject	Sent via Queue	Action
Orders	From: 📰		-			
Billing Agreements	То: 🗾					
Recurring Profiles (beta)	Jan 22, 2015 3:17:0	1 Main Website	Order Comment	Madison Island: Order # 145000007 update	Yes	Details
Shopping Cart	PM	Madison Island				
Wishlist		English				
Newsletter	Jan 22, 2015 3:17:00 PM	Main Website Madison Island	Order Success	Madison Island: New Order # 145000007	Yes	<u>Details</u>
Product Reviews		English				
Product Tags	Jan 22, 2015 3:11:23	3 Main Website	Customer Account	Welcome, John Doe!	No	Details
Emails	PM	Madison Island English				

Illustration 6: Overview of e-mails related to a customer

E-Mails in Detailed View

In the general e-mail log as well as for any list of related e-mails in the customer management and order management, you are able to view the e-mail in detail. Click on the corresponding row in a list or on the link **Details**. In the comments history of orders, a click on the e-mail symbol will open the detailed view layer.



Illustration 7: Detailed view of an e-mail



Link with all Matching Data Records

Every e-mail is classified by the extension, e.g. as an order confirmation or a customer account e-mail. These classifications help when looking for a particular e-mail, as any list of e-mails can be filtered accordingly.

In addition, the e-mails are linked to all related store data records. These include customer accounts, orders, invoices, shipments, and credit memos. In each of these elements, you will find a link to the corresponding e-mails.

An example

An e-mail to customer John Doe with an attached invoice will be listed in the general e-mail log. Furthermore, you will find it the comments history in Mr Doe's order in your Magento backend and under the tab e-mails. It will also be linked in the detailed view of the corresponding invoice and in Mr Doe's entry in the customer management section.

Troubleshooting

- If Logging or Debug Logging is activated, you can find the log file named Modulwerft_EmailManager.log in the file /var/log/ of your Magento system.
- If e-mails are displayed without a time stamp, they probably have not been sent yet but are still queued. As of Magento Community Edition 1.9.1.0, some e-mails are first registered in an e-mail queue and sent out later by a cronjob.



Shopwerft – always a reliable partner.



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