

Back in stock notifications

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In this feature, you can:

- Activate a back-in-stock email notifications.

To activate back in stock notifications, do the following:

1. Login to your WebStore Manager.
2. Go to **Settings > All Config Options**.
3. Enter **Enable back in stock notifications** into the search bar provided.

Back-in-stock notifications

- Activating Back-in-stock-notification inserts a button beside availability/stock level on product pages when the stock level is reduced below 1.
- If the customer is already logged in, clicking this button brings up a window asking the customer to confirm their address.
- If they are not logged it asks them to provide a name and email address.
- When the item comes back in stock (via a Sync), an email is sent to all the customers that have requested to be notified.
- When this option is enabled, stores will receive a daily email update.
- This email will contain a list of the products that customers have asked to be informed about when they come back in stock.
- If there are no outstanding back-in-stock notifications to be issued, the email will say so.

Enabling back-in-stock notifications

- Tick the box and select the field you use to inform your WebStore of current stock levels.

Filter enable back

Back to Listing

Search Results

1 option(s) found:

Enable back in stock notifications (customer)

Description:This option allows customers to request a notification e-mail when an out-of-stock product comes back in stock. If you would prefer not to use the default stock field (product_stock) for notifications, please select the field that should be checked. [more...](#)

Enable back in stock notifications (customer)

Configuration:

product_stock

Save Cancel

- The default is **product_stock**.
- To customize the email that is sent out to your customer, go to:
 - **Design & Content > Edit Templates.**
 - Use the dropdown menu and scroll to **back in stock notification email**.
- Here you can personalize the default email to suit your store.

Caution

- When using a non-default product_stock field it is possible, in certain situations, to end up with **product back in stock** and the **back in stock notification** emails unsent.

Tip: If you change the field the WebStore looks at for product stock, we recommend that you empty the sync cache and re-sync your store.

- This happens because the trigger for sending the **back in stock notification** is a product being updated in such a way that its stock level rises above 0.
- If the field mapping the **back in stock notification** is using has not got the current stock level and the product level rises above 0, then the trigger won't happen and you'll end up with a product in stock without the notification never having been emailed.