

# Message

**USER MANUAL VER. 1.0.0**

## Table of Contents

<b>I. Overview.....</b>	<b>3</b>
<b>II. Configuration.....</b>	<b>3</b>
<b>III. Customer Send Message To Vendor.....</b>	<b>4</b>
<b>IV. Vendor Manages Messages.....</b>	<b>6</b>
<b>V. Support.....</b>	<b>9</b>

## I. Overview.

Add message system to vendor dashboard so vendor will be able to receive message from customer to ask questions about product and service. Vendor will be notified via email when a customer send him a message.

## II. Configuration

From Admin cpanel go to menu Vendors -> Configuration. Go to section Message.

Credit		
Message		
Enable WYSIWYG editor for message composer box	<input type="text" value="Yes"/>	[STORE VIEW]
Message notification template	<input type="text" value="Vendor - Message Notification (Default)"/> <small>?</small>	[STORE VIEW]
Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]

Vendor Review

- **Enable WYSIWYG editor for message composer box:** This option will allow admin can enable/disable the WYSIWYG editor from message composer box.
- **Message notification template:** This notification email will be sent every time new message arrives.
- **Email Sender:** This email is used to sender of the notification email

### III. Customer Send Message To Vendor.

On vendor home page customer will see on the profile box the message icon. Customer can click to that message icon to send message to vendor.

#### VENDOR PROFILE

### LuLu Shop

VNECOMS TEST STORE

Tel:123123123

Address:test

Country:Vietnam

City:test

State/Province:Hanoi

Post Code:10000

✉ [vendor01](#)

★★★★★ (1 Reviews)

Electronics

Books & Music

Furniture



**CONTROL YOUR MAG**

- Manage static con
- Set start and end d
- Display blocks for
- Fully customizable

**V-BLOCKS**

V-Blocks

FEATURED PRODUCTS

A small message box will be display at the bottom-right of page.

VENDOR PROFILE

**LuLu Shop**

VNECOMS TEST STORE

Tel:123123123  
Address:test  
Country:Vietnam  
City:test  
State/Province:Hanoi  
Post Code:10000  
☑ vendor01  
★★★★ (1 Reviews)

- Electronics
- Books & Music
- Furniture
- Apparel

**NEW MESSAGE** Close

Recipient \* ✖ vendor01

Subject \* ✖  
This is the subject of the message

**B I U** [List Icons] [Link Icon] [Image Icon]

This is content of the message which customer want to send to vendor

Path: \_\_\_\_\_

**SEND MESSAGE**

Only logged in customer can send message to vendor.

Customer can see all reply messages from vendor from customer dashboard.

MY ACCOUNT

- ACCOUNT DASHBOARD
- ACCOUNT INFORMATION
- ADDRESS BOOK
- MY ORDERS
- BILLING AGREEMENTS
- RECURRING PROFILES
- MY PRODUCT REVIEWS
- MY WISHLIST
- MY APPLICATIONS
- NEWSLETTER
- SUBSCRIPTIONS
- MY DOWNLOADABLE PRODUCTS
- MESSAGE

INBOX

Inbox(1) Outbox Trash Delete ▾ **SUBMIT**

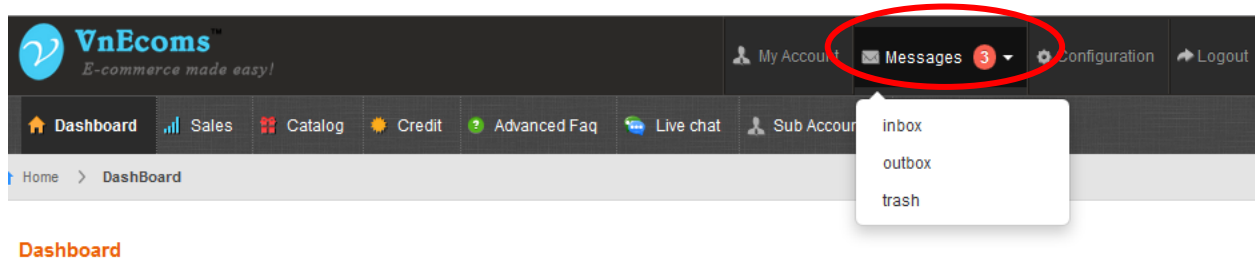
1 Item(s) SHOW: 10 ▾

<input type="checkbox"/>	RECEIVED AT	FROM	SUBJECT	
<input type="checkbox"/>	Aug 18, 2014 07:11:35 AM	vendor03	Re:This is the title	<a href="#">VIEW</a>   <a href="#">DELETE</a>

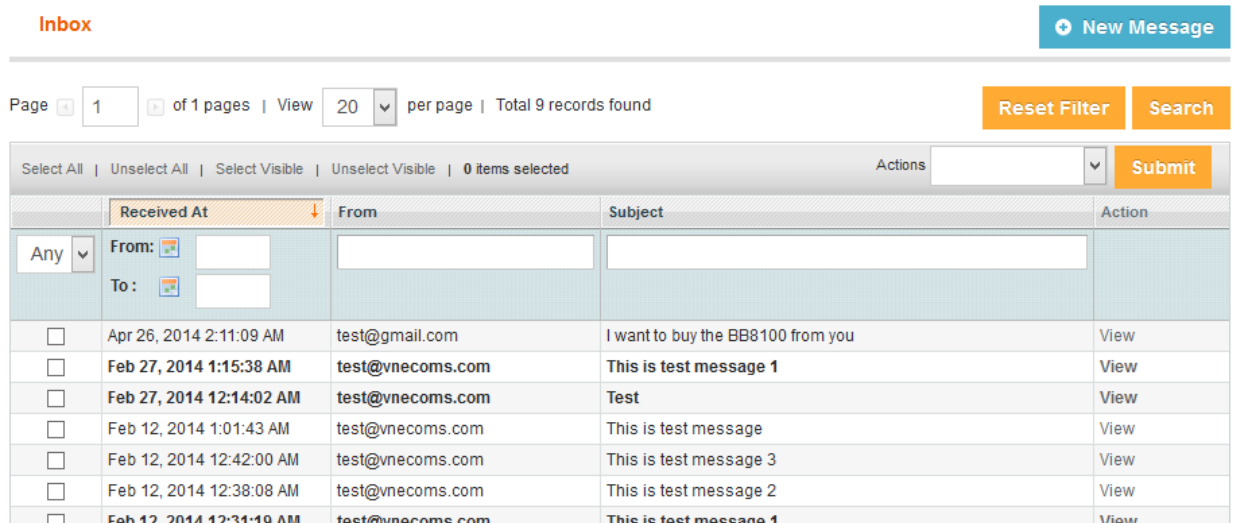
#### IV. Vendor Manages Messages.

From vendor cpanel vendor can manage all messages which are sent from all customers.

After login to vendor cpanel vendor can see how many unread message from header top of the panel.



Vendor go to Message -> Inbox to see all messages which are sent from customer.



Click to a message to view and reply to that message.

I want to buy the BB8100 from you

◀ Back

◀ Mark As Unread

🗑 Delete

Message information

test@gmail.com

Apr 26, 2014 02:09:11 AM

Hi there,  
I want to buy the bb8100 from you. is there any promotion now?

👁 Show / Hide Editor

**B** *I* U     | Styles | Paragraph

Or vendor can click to New Message button to send message to a customer.


**New Message** ← Back





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Message information

Recipient\*

Subject\*

 Show / Hide Editor

**B** *I* U ABC |     | Styles Paragraph

Vendor can also view Ourbox (all message which is sent from current vendor), Trash (all messages which are deleted).



**V. Support.**

If you need support or have questions directly related to Marketplace extension, please use our Online Message Form to contact our support team or send us an email at: [support@vnecoms.com](mailto:support@vnecoms.com).

Best Regards,  
**VnEcoms Team**