Using CMS for updating customer subscriptions

Customer Services

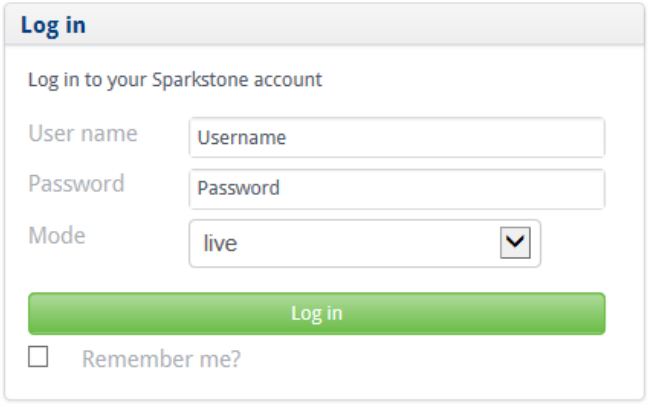
Sparkstone Technology Ltd

Logging into the CMS

Firstly, copy and paste the following link into an internet browser:

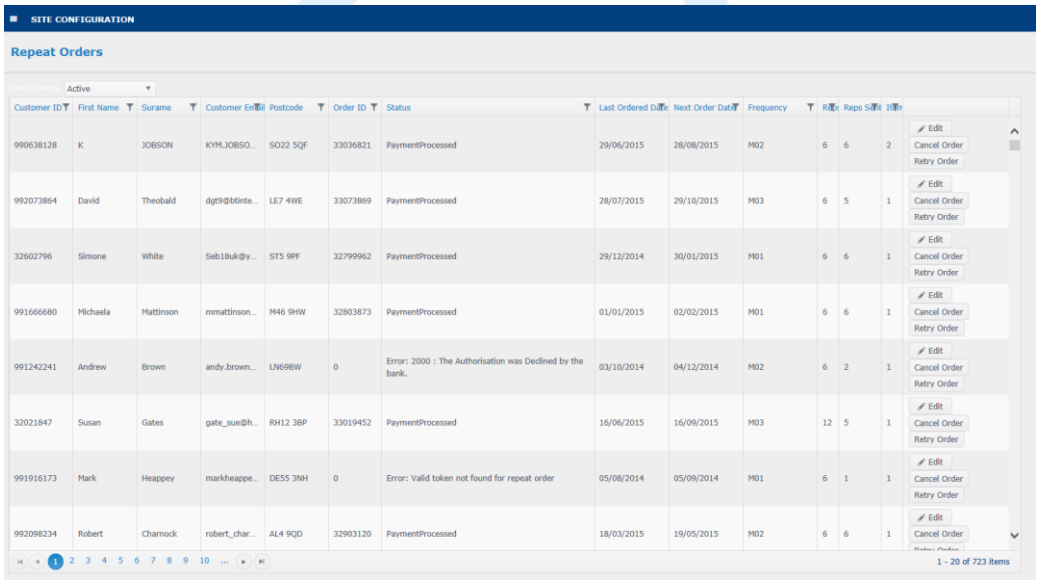
http://cms-titmuss.sparkstone.co.uk/RepeatOrder

The following window will be displayed:



Sign in with the login that you have access to. Nabz or Stuart will have the details for this.

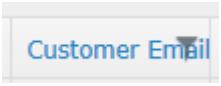
Enter the username and password, then click 'Log In' and the following screen (or similar with a list of customers) will be displayed:



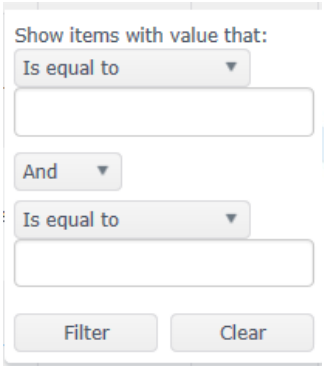
Changing Customer Subscriptions

From this window, it is possible to search for a specific customer to see the status and dates of their subscription.

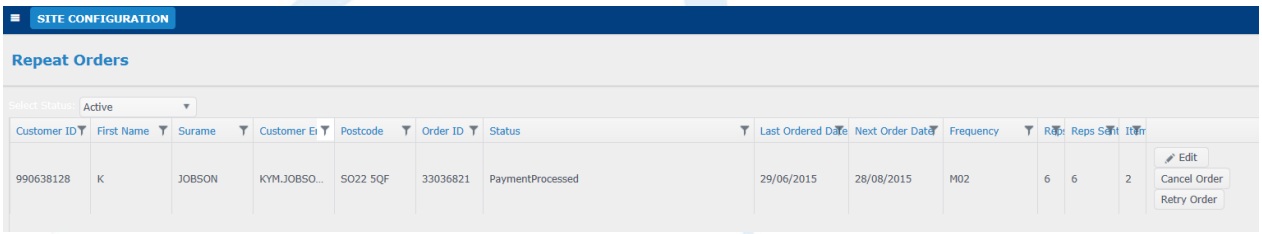
To do this, click on the filter icon next to the email address:



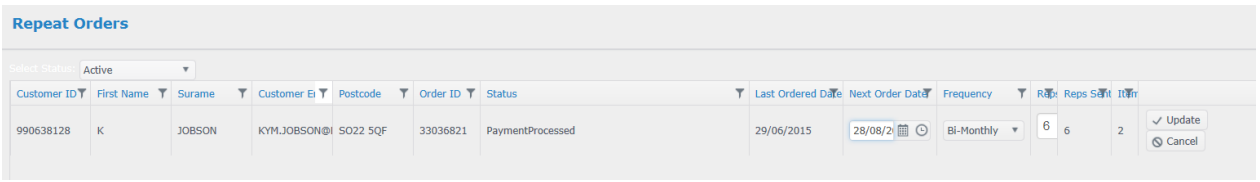
The following window will be presented:



Type in the email address in the 'Is equal to' box and press 'filter' and the specific customer will be shown:

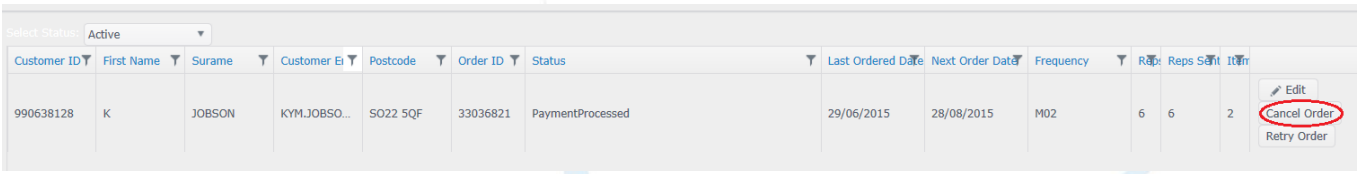


From this section, it is possible to edit the order by clicking on 'Edit' in the far right hand side. Once this is selected, the details change on the right hand side:



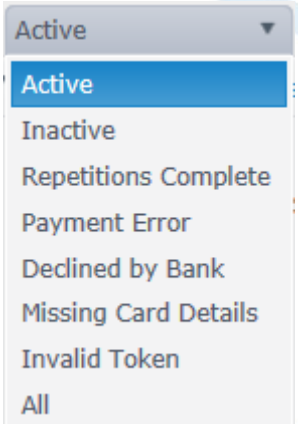
The next order date can be changed from here either by typing it in or by clicking on the calendar. The frequency of the order can also be changed as well as the number of repetitions. When you are happy, click 'Update' on the right hand side and the changes will be saved down.
If at any point, you need to cancel the changes, click 'cancel'.

To cancel the order, click 'Cancel order' from this part:



When cancel order is pressed, the subscription will disappear from the screen.

As well as showing active subscriptions, the drop down can be changed to show subscriptions with different statuses:



To select all of the customers where the transaction has been declined by the bank, for instance, select this from the drop down list.

Additionally, if there are any customers subscriptions that haven't been processed, please refer to the 'Status' column as there could be a reason for it here. It is also possible to filter the status in a similar way to filtering the email addresses.

If you have any queries with the features in the CMS please let Sparkstone Customer Services know on 01489 795 000. Alternatively, email support@sparkstone.co.uk.