

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:

Log in

Log in to your Sparkstone account

User name

Password

Mode

Remember me?

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

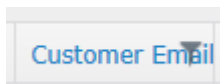
Enter the username and password, then click 'Log In' and the following screen (or similar with a list of customers) will be displayed:

SITE CONFIGURATION													
Repeat Orders													
Customer ID	First Name	Surname	Customer En	Postcode	Order ID	Status	Last Ordered Date	Next Order Date	Frequency	R	Raps	S	ITR
990638128	K	JOBSON	KYHJOBSON	SD22 5QF	33036821	PaymentProcessed	29/06/2015	28/08/2015	M02	6	6	2	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
992073864	David	Theobald	dgt9@btint...	LE7 4WE	33073869	PaymentProcessed	28/07/2015	29/10/2015	M03	6	5	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
32602796	Simone	White	Seb18uk@y...	ST5 9FF	32799962	PaymentProcessed	29/12/2014	30/01/2015	M01	6	6	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
991666680	Michaela	Mattinson	mmattinson...	M46 9HW	32803873	PaymentProcessed	01/01/2015	02/02/2015	M01	6	6	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
991242241	Andrew	Brown	andy.brown...	LN69BW	0	Error: 2000 : The Authorisation was Declined by the bank.	03/10/2014	04/12/2014	M02	6	2	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
32021847	Susan	Gates	gafe_sue@h...	RH12 3BP	33019452	PaymentProcessed	16/06/2015	16/09/2015	M03	12	5	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
991916173	Mark	Heappey	markheappe...	DE55 3NH	0	Error: Valid token not found for repeat order	05/08/2014	05/09/2014	M01	6	1	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>
992098234	Robert	Charnock	robert_char...	AL4 9QD	32903120	PaymentProcessed	18/03/2015	19/05/2015	M02	6	6	1	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>

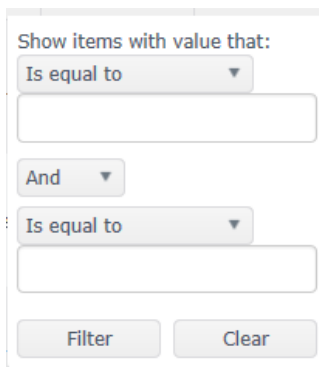
Changing Customer Subscriptions

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:



Show items with value that:
 Is equal to
 And
 Is equal to

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

Customer ID	First Name	Surname	Customer Email	Postcode	Order ID	Status	Last Ordered Date	Next Order Date	Frequency	Reps	Start	End	Actions
990638128	K	JOBSON	KYM.JOBSON@	SO22 5QF	33036821	PaymentProcessed	29/06/2015	28/08/2015	M02	6	6	2	<input type="button" value="Edit"/> <input type="button" value="Cancel Order"/> <input type="button" value="Retry Order"/>

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:

Customer ID	First Name	Surname	Customer Email	Postcode	Order ID	Status	Last Ordered Date	Next Order Date	Frequency	Reps	Start	End	Actions
990638128	K	JOBSON	KYM.JOBSON@	SO22 5QF	33036821	PaymentProcessed	29/06/2015	28/08/2015	Bi-Monthly	6	6	2	<input type="button" value="Update"/> <input type="button" value="Cancel"/>

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'.

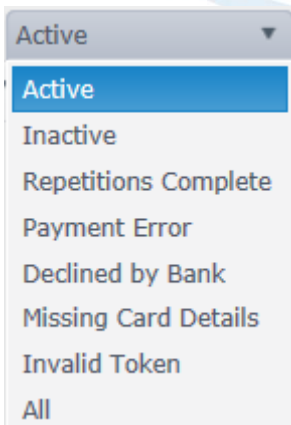
To cancel the order, click 'Cancel order' from this part:

Customer ID	First Name	Surname	Customer Email	Postcode	Order ID	Status	Last Ordered Date	Next Order Date	Frequency	Reps	Reps Sent	Order
990638128	K	JOBSON	KYM.JOBSON...	SO22 5QF	33036821	PaymentProcessed	29/06/2015	28/08/2015	MO2	6	6	2

Edit
Cancel Order
Retry Order

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.