

Store Credit Extension User Guide

By Swarming Technology

This document explains how to install and use the official Store Credit extension on your Magento Store.

Extension Version – 2.0.0 **User Guide Version** – 1.1.0

Magento Editions Compatibility
OpenSource & Commerce - 2.2 - 2.3

Front End Demo: http://store-credit.swarminglabs.com/

Published: April 15th, 2019

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Introduction

Swarming Technology's Store Credit Extension was created to allow merchants to give consumers a Store Credit that can be used as rewards, credits/points, real money or almost any other type of virtual configuration desired. This allows a merchant to brand their Store Credit as their own.

This extension also allows a merchant to give their customers refunds, including partial refunds. Since Store Credit programs can have restrictions and rules, we created an option for the merchant to limit the amount of Store Credit to be used, either per customer or per transaction.

Knowing communication of Store Credit status encourages consumer engagement, we created customizable email notifications that can be scheduled by the merchant based upon behavior. Notifications can be scheduled when Store Credit is added, subtracted, on hold, canceled, earned, spent, refunded or is about to expire.

Furthermore, this extension supports a *customizable* exchange rate, front-end checkout display and account dashboard, allowing the extension to be flexible.

Outstanding Features

For Customers:

- Use Store Credit to pay for purchases
- Easily apply Store Credit during the checkout process, with the ability to use partial credit.
- View transactions, balances and more within the store credit account dashboard
- Receive Email Notifications of Store Credit status

For Merchants:

- Manually Add or Subtract Credit for Customers
- Refund either whole or partial Store Credit to Customers
- View list of customers who have used or are using Store Credit
- Schedule email notifications based upon actions
- Allows customization of Store Credit display in checkout
- Supports multiple currencies
- Allows merchant to set expiration date on credit

Others:

- Supports API and other modules
- Supports multiple currencies
- 100% open source
- Easy to install and configure
- User-friendly interface

Installation

The following steps are required to set up a Swarming Technology extension.

Please ensure to follow each step precisely as missing a step can cause unexpected results and or issues in your Magento installation. If you encounter an issue that causes your installation to fail or you're seeing error messages display, you will need to reinstall the module and start from the first step again.

Installation via Copying Files

- 1. It is recommended to enable the cache at System > Cache Management before installing any extension.
- 2. Open the extension ZIP file you downloaded from the Magento Marketplace and extract it to a directory on your computer using a tool like WinRar, WinZIP or similar.
- Using the files extracted, copy the folder swarming_magento-store-credit-1.1.0 (or swarming_magento-store-credit-1.2.0 for Magento 2.2) into /app/code/Swarming/StoreCredit in the Magento project.
- 4. Using Command Line, Terminal or otherwise use the following commands from the root of Magento project: php bin/magento module:enable Swarming_StoreCredit php bin/magento setup:upgrade

Please make sure to follow the extension specific setup steps now (as applicable) and you're done with installation.

Installation via Composer

- 1. It is recommended to enable the cache at System > Cache Management before installing any extension.
- 2. Download the extension zip archive and save it somewhere outside of your Magento project
- 3. Navigate to your Magento project root
- 4. Run the following composer command: composer config repositories.artifacts artifact </full/path/to/folder/with/extension/archive> the command will add the following code into the composer.json file in repositories node. If the node does not exist, it will be created.

- Run composer command: composer require swarming/magento2-store-credit
- 6. Enable the module and upgrade the database by running the following commands: php bin/magento module:enable Swarming_StoreCredit

Please make sure to follow the extension specific setup steps now (as applicable) and you're done with installation.

Troubleshooting

- Module isn't showing up in the admin panel / does not work as intended: Try manually deleting the contents of the /var/cache/, /var/generation/ and /var/di/ (/generated/ for Magento 2.2) directories. Please remember that these directories are located in the root of your Magento installation.
- Module continues being hidden or inactive from your Magento installation: Double check all files are in their
 correct respective locations per the file structure of the module and the official file structure of Magento. It is
 imperative that you do not forget to upload any single file as this could cause errors and/or unexpected
 behavior that you may be experiencing.
- Module continues to remain inactive after the previous two attempts: Make sure your Magento installation has
 the correct file permissions for each uploaded file. Remember that the files *must* be readable by the web
 server to run properly.
- Receiving errors that 'Class XYZ' could not be found: Reinstall your module, making sure that you have triple checked all the correct files have been uploaded.
- Receiving blank pages,50x errors or "Exception printing is disabled": Enable "developer mode" in Magento in order to see the real error messages that are displaying.

If you continue to receive errors even after attempting all of the following steps please contact Swarming Technology.

How to Use

For Administrators

General Configurations

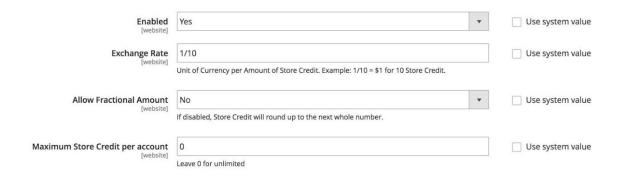
In order to configure your Store Credit extension, login into the Magento administrative panel, and select Stores > Configuration > Swarming > Store Credit.

The administrative panel is divided into several sections. Below is a description of what each configuration does.

General

- **Enabled:** Enables/disables the module from your store.
- Exchange Rate: The unit of currency per amount of Store Credit.
 - Examples: 1/10 = \$1 for 10 credits, 5/100 = \$5 for 100 credits
- **Allow Fractional Amount:** Enables fractional amounts of credits to be used. If disabled, credits will round up to the next whole number and partial refunds will not be available.
- **Maximum Store Credit per Account:** Limits the number of total credits a customer can accumulate on their account. Set to 0 if unlimited.

General



Display

- Customer Checkout Display Name: The label you would like your customers to see when looking for a "Use Store Credit" action.
 - This is displayed on shopping cart and checkout pages.
- **Credit Frontend Name:** The name used for your credit type.
 - o Examples: Points, Credits, Dollars, etc.
- Credit Icon: A formal image that you may upload and use in your store for your custom 'credit.'
- Credit Abbreviation: A short name for your credit.
 - o Examples: PT, CR, USD, etc.

• **Credit Label Format:** The configuration by which 'Store Credit' will display in the Customer's 'My Account' dashboard. While there is no limitation on what can be entered in this field, we recommend a combination of the following: {{icon}} {{name}} {{credits}} and {{currency_amount}}.

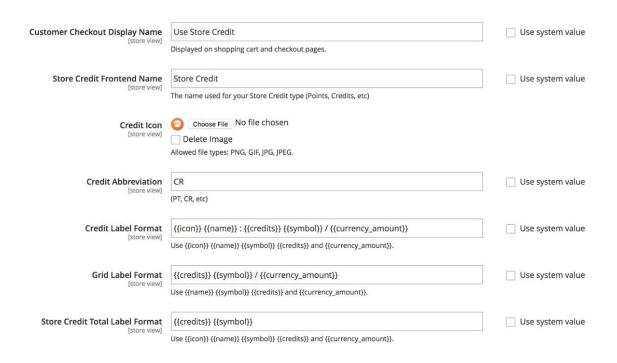
Where as:

icon = Credit Icon
name = Credit Frontend Name
symbol = Credit Abbreviation
credits = Amount of Credits
currency_amount = Amount of Money

Suggested Use: {{icon}} {{name}} : {{credits}} {{symbol}} / {{currency_amount}}

- **Grid Label Format:** Order of the label in a grid for a store administrator to see.
 - Suggested Use: {{credits}} and {{symbol}}.
- **Credit Total Label Format:** On the checkout page, the order in which you would like the customer's credit total to display.
 - Suggested Use: {{credits}} {{symbol}} and {{currency_amount}}.

Display



Refund

- Allow Refund: Enables or disables the ability to refund Store Credit based on purchase.
- **Refund Credits as Currency:** Enables or disables the ability to refund a customer's credit for currency.

• **Note:** This configuration field does not display if "Allow Refund" is disabled.

Refund



Expiration

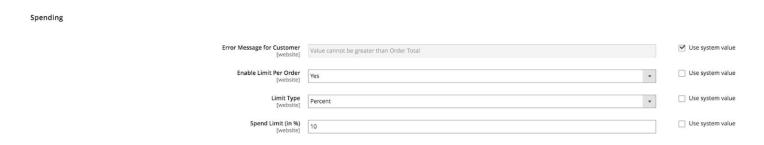
- **Expiration Time In Days:** The number of days credits are valid for before they expire. If there is no expiration date, set the amount to 0.
- **Send Reminder Email (X) Days Before Expiration:** The number of days an email will send before the expiration date.
- **Expiration Email Repeats:** The frequency of expiration email notices. Choose 'once' if you want the expiration reminder email to send only one time. Choose 'Each Day' to send the reminder email every day until Store Credit has expired.
- Expiration Email Template: Sets the Email Template to Use.

Expiration



Spending

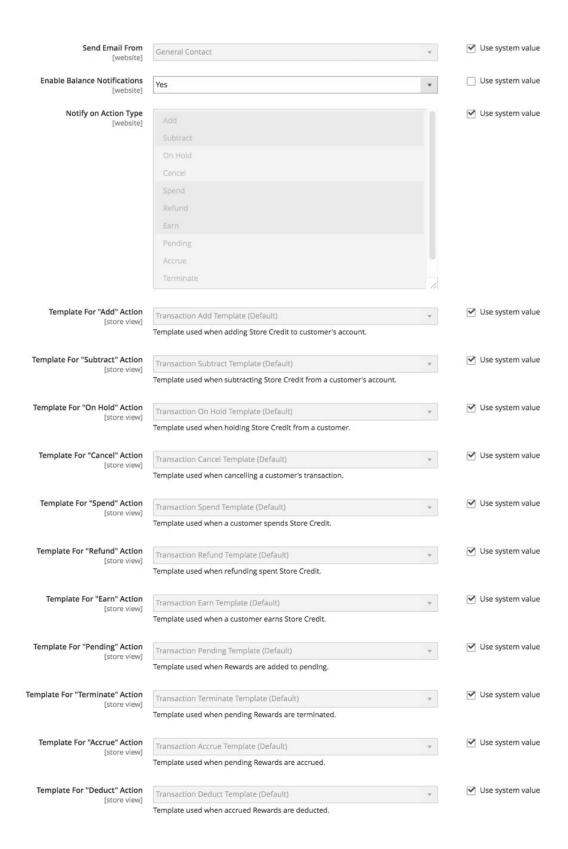
- **Error Message for Customer:** Sets the error message a customer will see if they try to spend more credit than allowed on an order.
- Enable Limit Per Order: Enables or Disables a maximum amount of credits to be used on a single order.
- **Limit Type:** Specifies whether the limit type should be a fixed amount or a percentage of credit.
- **Spend Limit (in %):** Sets the limit of credit amount per order.



Notifications

- **Send Email From:** Select from a dropdown of configurations to send an email from.
 - o General Contact, Sales Rep, Customer Support, Custom 1, Custom 2
- **Enable Balance Notifications:** Enable or disable the ability for this module to contact customers with credit notifications on your stores behalf.
- Notify on Action Type: Sets the actions (Earn, spend, etc) in which a customer is notified of Store Credit.
- **Template For "Add" Action:** Specify an email template used when adding Store Credit to a customer's account.
- **Template For "Subtract" Action:** Specify an email template used when subtracting Credit on a customer's account.
- **Template For "On Hold" Action:** Specify an email template used when holding Credit from a customer.
- **Template For "Cancel" Action:** Specify an email template used when cancelling a customer's transaction.
- **Template For "Earn" Action:** Specify an email template used when a customer earns credit.
- **Template For "Refund" Action:** Specify an email template used when refunding a customer.
- Template For "Pending" Action: Specify an email template used when a customer's credit is pending.
- **Template For "Accrue" Action:** Specify an email template used when a customer accrues credit.
- **Template For "Terminate" Action:** Specify an email template used when terminating credit.
- Template For "Deduct" Action: Specify an email template used when deducting credit.

Notifications



View Store Credit Customers

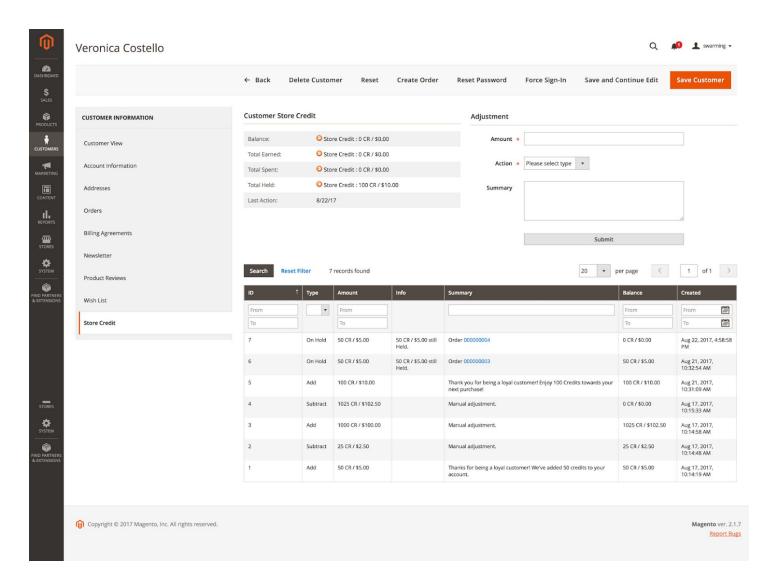
To view a list of all customers who either currently hold or previously held Store Credit, select "Marketing" in the Magento admin panel, then under the label Store Credit, select "Store Credit List." You may also view a history of each individuals' account transactions on the Customer Edit page.

Customer Transaction History

To view your customer's Store Credit transaction history, navigate to Customers in the Magento admin panel. Select Edit under the action tab. At the bottom of the navigation, select "Store Credit".

There are three sections.

- Customer Store Credit Dashboard
- Adjustment Form
- Transaction History Grid with detailed information about their credit with links to related orders/invoices and refunds.



How to Use the Adjustment Form

- 1. Enter the amount of Store Credit to be added or subtracted in the amount field.
- 2. Select the Action (either Add or Subtract).
- 3. Optional: You may add a summary, but it is not required.

This field will display under the customer's Store Credit dashboard.

If left blank, the default message will display as "Manual adjustment."

- 4. Check the suppress email box if desired.
- 5. Submit the form using the "submit" button.

Add or subtract store credit from a Customer

There are two ways to adjust store credit. The first is on the Customer Edit Page utilizing the adjustment form.

Alternatively, you may do the following:

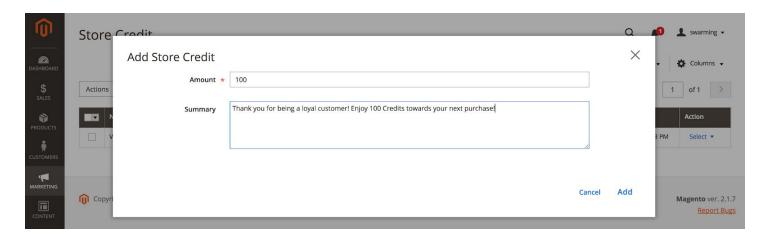
- 6. Navigate to the "Marketing" tab in the Magento admin panel.
- 7. Under the label Store Credit, select "Store Credit List."
- 8. Select the customer you wish to give Store Credit to.
- 9. Under the Actions field, Select "Add" or "Subtract". A pop-up box will display.
- 10. Enter the amount of credit to be added or subtracted in the Amount field.

Optional: You may add a summary, but it is not required.

This field will display under the customer's Store Credit dashboard and in transaction email.

If left blank, the default message will display as "Manual adjustment."

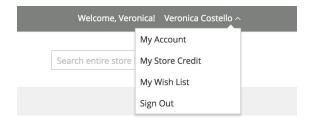
- 11. Check the suppress email box if desired.
- 12. Complete the action by selecting "Add" or "Subtract" in the lower right hand corner of the pop up.

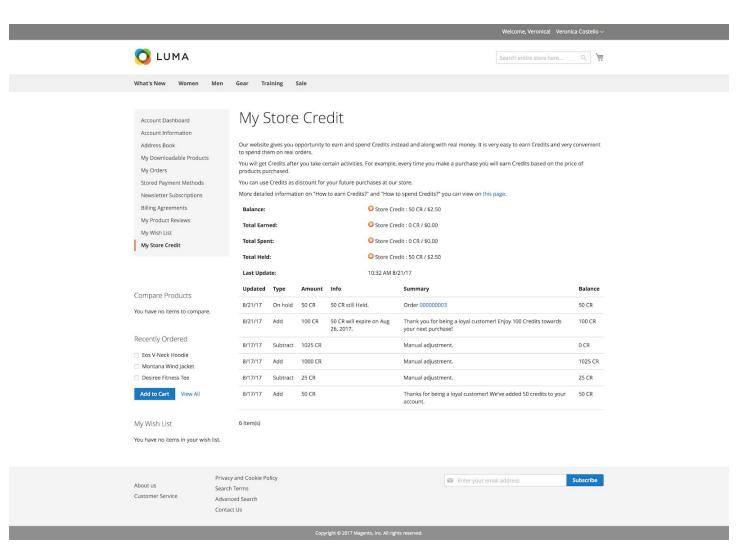


For Customers

Viewing Store Credit

To view your Store Credit, login to your account. Select My 'Store Credit' from the User Account drop down in the top navigation or from the Account Dashboard page's Left Navigation.





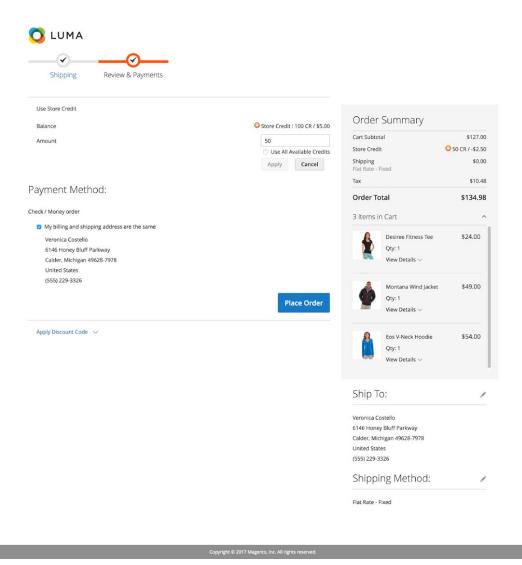
Checkout Display to Use Store Credit

If a customer has Store Credit, the Store Credit component will display above the payment method at checkout. Customers will see their Store Credit balance followed by a field to enter the amount of Store Credit they wish to use on their order.

Underneath the amount field is a checkbox to 'Use All Available'. If checked, this will automatically apply the full amount of Store Credit available to the customer.

Note: If Store Credit is configured with limitations, it will only apply the maximum amount of credit to be used per account or transaction.

To use the store credit, simply enter the amount and select 'Apply.' In the Order Summary, the customer will then see the Store Credit applied towards their purchase.

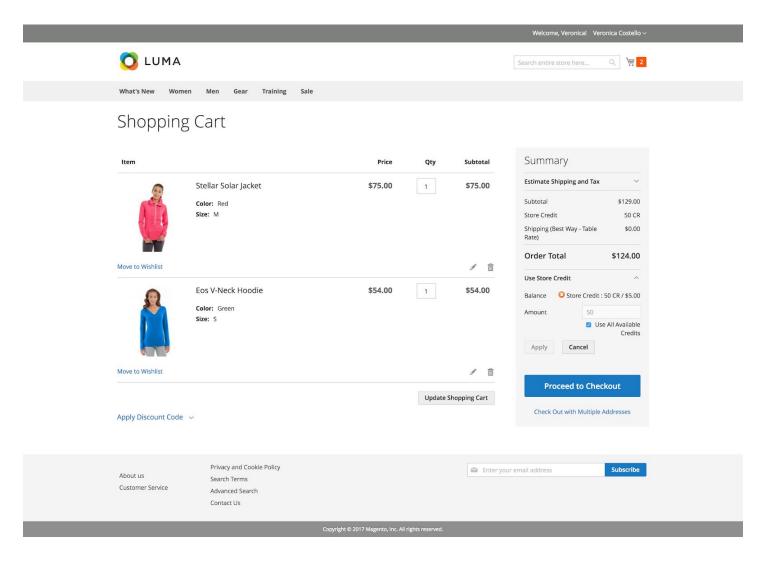


Shopping Cart Page to Use Store Credit

If a customer decides to View and Edit cart, they will be taken to the Shopping Cart page. Underneath the Order Total in Summary, a section prompting the user to Use Store Credit will display.

Customers will see their Store Credit balance followed by a field to enter the amount of Store Credits they wish to use on their order. Underneath the amount field is a checkbox to 'Use All Available'. If checked, this will automatically apply the full amount of credits available to the customer.

To use store credit, simply enter the amount and select 'Apply.' In the Order Summary, the customer will then see the Store Credit applied towards their purchase.



Front End Display

My Store Credit Page (Logged In User)

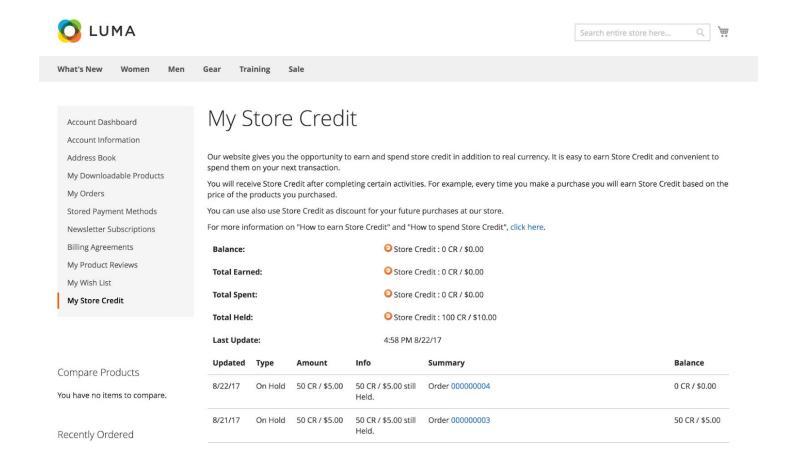
The text on the top of this page is a static block and can be edited, deleted or disabled.

To edit, navigate to "Content" in the Magento admin panel. Select "Blocks".

From the landing page, select "Swarming Credits Info" in the grid.

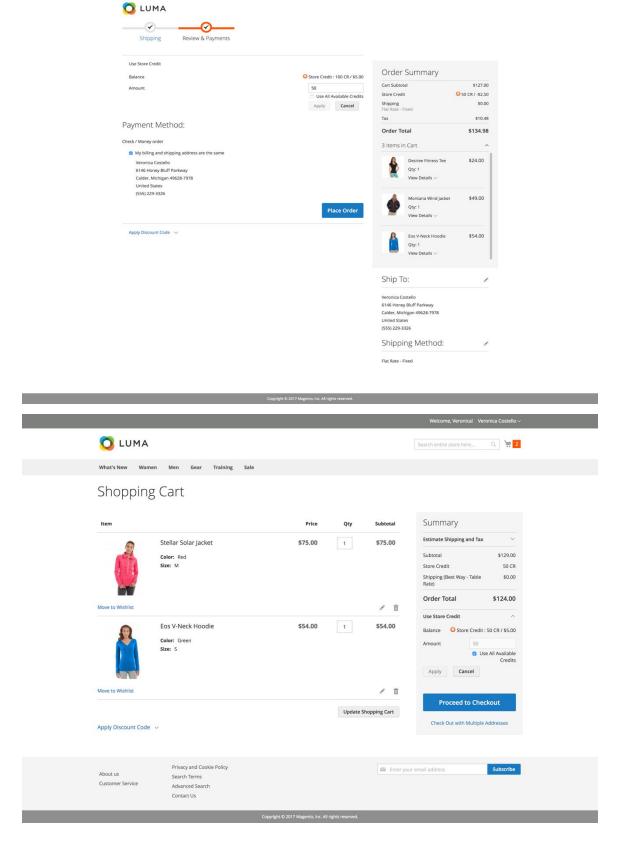
Under the action, you may choose to Edit or Delete the block.

Customize the block with the content you see fit for your Store Credit.



Store Credit Checkout / Shopping Cart Page

If a customer has Store Credit, the Store Credit component will display above the payment method at checkout. If the customer does not have a Store Credit balance, the component will not display.



For Developers

API

If you need to add or modify functionality, use the API in order to avoid conflicts with future releases. API interfaces can be found in the API folder of the extension.

Use \Swarming\StoreCredit\Api\TransactionManagerInterface if you need to get balance, total earn, total spent, total held by customer ID:

Transaction Manager Interface :: get Balance (customer Id);

TransactionManagerInterface::getTotalEarned(customerId);

TransactionManagerInterface::getTotalSpent(customerId);

TransactionManagerInterface::getTotalHeld(customerId);

Add plugin for \Swarming\StoreCredit\Api\QuoteCreditsInterface if you need to change the maximum allowed credits for a particular quote.

\Swarming\StoreCredit\Api\QuoteCreditsInterface::getMaxAllowed(cart);

Use \Swarming\StoreCredit\Api\TransactionCustomerInterface if you are going add or modify transaction for a customer. For example, if you are going to add an Earning Credits feature.

TransactionCustomerInterface::addTransaction(customerId, TransactionInterface \$transaction);

Web API

The extension has web API endpoints which allow to add transaction for a customer and get balance, total earn, total spent, total held by customer ID.

Support

If you need further assistance with the Store Credit extension by Swarming Technology, please contact us at support@swarmingtech.com.