

# Product Reviews Documentation

Module Version: 1.000  
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## Requirements

Miva Merchant: **9.0006 or higher**

Store User Interface: **Miva Merchant CSSUI**

## Installation

1. Log into your Miva Merchant Admin
2. Navigate to **Modules**
3. Click the **+** icon to add a Module
4. Click **Upload** and upload **tgreviews.mvc**
5. Press the **+ Add** button
6. Navigate to **System Extension Settings**
7. Click on the **Add/Remove Modules** tab
8. Look for **Product Reviews** and click **Install**
9. The **Product Reviews** module is now installed!

## Setting up the tgreviews Item

*By default this should be created. If you do not see the item **tgreviews** in your items list, follow the following steps:*

1. Navigate to **User Interface**
2. Click on the **Items** tab
3. Click the **+** icon to add an item
4. Set the code to **tgreviews**
5. Set the module to **tgreviews**
6. Click the **+ Add** button
7. Go to the tab called **Pages**
8. Assign the item to the **PROD** page template

## Product Review Settings

There are **3 Tabs** under **Reviews: Settings**

### General Settings

#### **Field Settings**

You can choose what fields are required, and which ones are optional.

#### **Review Settings**

You can set the default Reviews Per Page, Default Sorting, and you have the option to Auto Approve Reviews.

#### **reCAPTCHA**

You can enable reCAPTCHA, but you must enter a valid Public Key, and Private Key. Once these are entered, they will not show up in the admin interface anymore. The only time Public/Private Key will update is if you the field is not empty.

### Email Notifications

*All Email Notifications allow you to set the subject, as well as the from, cc and bcc. You can change the to email for the Merchant notification email.*

#### **Mail After Notification Email**

This email will send a follow up email to your customers based on their order. The "To" email is the customer's billing email.

You can choose to base this off the Order Date, or Shipment Date. The whole order must be set to Shipped for the email to trigger if you choose Shipment Date. If there were multiple shipments, it will grab the first shipment it can find and select that as it's shipment date.

When this Notification is enabled, all orders (moving forward) will be put in a queue automatically to trigger emails. A scheduled task must be created and enabled for the emails to be triggered.

If the order is returned, cancelled, or has been deleted, it will remove it from the queue and will not trigger the email.

If the customer (billing email) has already reviewed a product they purchased, it will exclude it from the email. The review does not need to be approved for this portion. If no products are available to review, no email will be sent.

### **Merchant Notification Email**

This email will trigger anytime a review is created on the front-end (i.e. reviews that are imported, or created in the admin will not trigger an email).

### **Customer Notification Email**

This email will trigger when the review a customer has submitted has been approved. If the **Auto Approve Reviews** setting is enabled, it will still trigger the email to the customer. This is an option a customer needs to opt into.

### **Templates & Items**

By default, two templates will have default code. There is inline CSS that can be moved to a file if needed. By default, these templates assume they are being used on the Product page and will reference certain variables that would be accessible on the product page.

The form for the template can be called in using the following:

```
<mvt:item name="tgreviews" param="Form_Template()" />
```

The Reviews template can be called in using the following:

```
<mvt:item name="tgreviews" param="Reviews_Template( l.settings:product:id )" />
```

If you do not pass through a product id (i.e. setting it to 0 or NULL), it will load all approved reviews for the store.

There is a list of other functions you can call with the **tgreviews** item that may be useful in other areas of the site.

## Setting up the Mail After Email Scheduled Task

1. Navigate to **Store Settings**
2. Click the **Scheduled Tasks** tab
3. Click the **+** icon to add a scheduled task
4. Add a description to the new Task
  - a. Example: **Trigger Mail After Emails for Reviews**
5. Select the operation as **Product Reviews: Trigger 'Mail After' Emails for Reviews**
6. Set up your schedule
  - a. Recommended: **Every: 3 Hour(s)**

## Product Reviews Module in the Admin

### Adding Additional Fields

1. Navigate to **Reviews: Additional Fields**
2. Click the + sign to add a new additional Field

The **code** will be referenced in the form. If you wish to style, or show this field differently, you can edit the code in the **Form Template**.

The **Name** will show up as the prompt, and in the admin.

*These fields are left as optional, and currently do not have settings to make them required.*

### Viewing/ Adding Product Reviews in the Admin

To see a list of reviews, you can navigate to **System Extension Settings** and click on the **Reviews: Product Reviews** tab. This will show you all the reviews. If you have Additional fields, you may see that data, but advanced search, and sorting is disabled for these.

If you wish to see reviews for a specific product, you can use the **Advanced Search** to look up that product code, or you can navigate to the product in the admin via the **Catalog**. There will be a tab called **Product Reviews** which will display the reviews for that specific product. If you add a review here, it will automatically assume you want to use that product for the review.

There is a column called **Store Reply**, this is for the store to enter a reply about the review. Please note, this will show up on the front-end, unless you remove it from the code. This can be useful if a customer writes a nasty review, but they never actually purchased something from your store.

Any columns that begin with **Field:** are additional Fields that have been configured.

## Technical Details & Set-up

To add reviews to your product page, you will need to do the following:

1. Navigate to **User Interface**
2. Click on **Items**
3. Search for **tgreviews** and open the edit tab for that item.
4. Click on the **Pages** tab
5. Assign the item to the pages you would like to utilize the module.
  - a. If you want to assign the item to the product page, assign the item to **PROD.**

Once you have assigned the item to the pages you would like, you can add the following code for the form and the reviews:

Form Template

***Do not add this inside of another form!***

```
<mvt:item name="tgreviews" param="Form_Template()" />
```

Reviews Template (review listing)

```
<mvt:item name="tgreviews" param="Reviews_Template( l.settings:product:id )" />
```

If you would like to show the average product rating of a product, and number of reviews, you can use the following code:

```
<mvt:item name="tgreviews" param="Product_Rating( l.settings:product:id,  
l.settings:product:product_rating )" />  
<mvt:item name="tgreviews" param="Product_Review_Count( l.settings:product:id,  
l.settings:tgr:review_count )" />  
<mvt:if expr="l.settings:tgr:review_count GT 0">  
    Rated &mvt:product:product_rating;/5 out of &mvt:tgr:review_count review<mvt:if  
expr="l.settings:tgr:review_count GT 1">s</mvt:if>  
<mvt:else>  
    Not Yet Rated!  
</mvt:if>
```

## Importing/ Exporting Review Data

### Exporting

To export the Review Data, navigate to **Data Management**. There will be an export labeled **Product Reviews**. Click this to export the product reviews to a CSV. You will have the option name the export file, as well as the option to email the file to a specified email address. By default this will be auto-filled with the store's email.

### Importing

To import previous Review Data, you will need to set up the Product Review import.

1. Navigate to **Data Management**
2. Click on the **Import Settings** Tab
3. Click the **+** icon to add a new import
4. For the description of the import, label it whatever you'd like.
  - a. Recommendation: **Product Reviews Import**
5. Select the import module named **Product Reviews**
6. Click **Add**
7. Click the **Import/Export** tab
8. You will now see a new Import label for the product reviews import.

The import will check certain fields, to see if a similar review exists. This is to help prevent duplicates. The following fields are checked:

- Product Code
- Title
- Summary
- Email

If all four of these fields match a review that is already in the system, it will skip the import of the review.



## Uninstalling the Product Review Module

To uninstall the module, you will need to make sure that the **tgreviews item** and any **Scheduled Tasks** that are using the **Product Reviews** scheduled tasks are fully removed.

If you set up a **Product Review** import, you will need to delete all imports that correspond to the module.

Once these are both removed, navigate to **System Extension Settings**, and click on the **Add/Remove Modules** tab.

Find **Product Reviews** and click the **Remove** button.

The module will remove all the Email Templates once uninstalled, and remove all **Product Review** data.