

# Price Match Extension for Magento2

## User Guide

version 1.0



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## 1. Introduction

The document is a User Guide for extension **Price Match** created for Magento2 websites. It describes the extension functionality and provides some tips for a quick start.

The extension official page – <https://www.itoris.com/magento-2-price-match.html>

The purpose of the Price Match extension for Magento 2 is to allow customers and guests to send the price match requests if they have found cheaper prices for the same product at external websites. Users can contact admin via a form available on each product page by entering the requested price and website. Admin can reject the request, update the product price or send a one-time discount coupon to the user.

The extension also allows to send the email to admin and customers, specify the email senders, customize the templates, change the text and comments in the popup making it different for separate store views as well.

## 2. Installation

### 2.1. System Requirements

The extension requires Magento 2.x

### 2.2. Installation

The extension is provided as a .zip archive with the source code and the installation instructions.

Unpack the source code into **/app/code/Itoris/Itoris\_PriceMatch/** folder on your server. And run the following commands in the SSH console:

```
php bin/magento module:enable --clear-static-content Itoris_PriceMatch
```

```
php bin/magento setup:upgrade
```

Then log into Magento backend and flush cache in **System -> Cache Management -> Flush Magento Cache**

If you experience any issues with the extension installation please contact us here - <https://www.itoris.com/contact-us.html>

### 2.3. License

The extension has full open source code. One license/purchase can be used on a single production Magento2 website and its development instances. The extension can be customized for the license owner needs. Redistribution of the extension or its parts is not allowed. Please read more details here - <https://www.itoris.com/magento-extensions-license.html>

## 3. How to Use

### 3.1. Settings

#### 3.1.1 General Settings

The general settings are configured generally or per store view following: **STORES > Settings > Configuration > ITORIS EXTENSIONS > Price Match.**

The screenshot displays the ITORIS admin interface. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores (highlighted in red), System, and Find Partners & Extensions. The main content area is titled 'General' and shows settings for the 'Price Match' extension. The 'Price Match' option is highlighted in red in the left-hand menu. The settings include:

- Extension Enabled** (store view): Yes
- Send Email to Admin** (store view): Yes
- Admin's Email Address** (store view): [Empty text field]
- Admin's Email Template** (store view): Price Match to Admin (Default)
- Email to Customer Sender** (store view): Owner
- Email to Customer Template** (store view): Price Match to Customer (Default)
- Allowed Customer Groups** (store view): A list with 'All Customer Groups' selected, and other options: NOT LOGGED IN, General, Wholesale, Retailer, VIP.
- Link Text** (store view): Found a better price? Let us know and we'll match it.
- Comment in Popup** (store view): We're never beaten on price. Tell us where you found a lower rate. Please fill in the form below and we will respond to you shortly.

**Extension Enabled** – enables or disables the extension.

**Send Email to Admin** – allows to send the email to admin.

**Admin's Email Address** – allows to enter the admin's email address.

**Admin's Email Template** – allows to choose the admin's email template from the list. The "Price Match to Customer" email template is chosen by default.

**Email to Customer Sender** – allows to specify the customer sender from the list.

**Email to Customer Template** – allows to choose the customer template from the list. The "Price Match to Customer" email template is chosen by default.

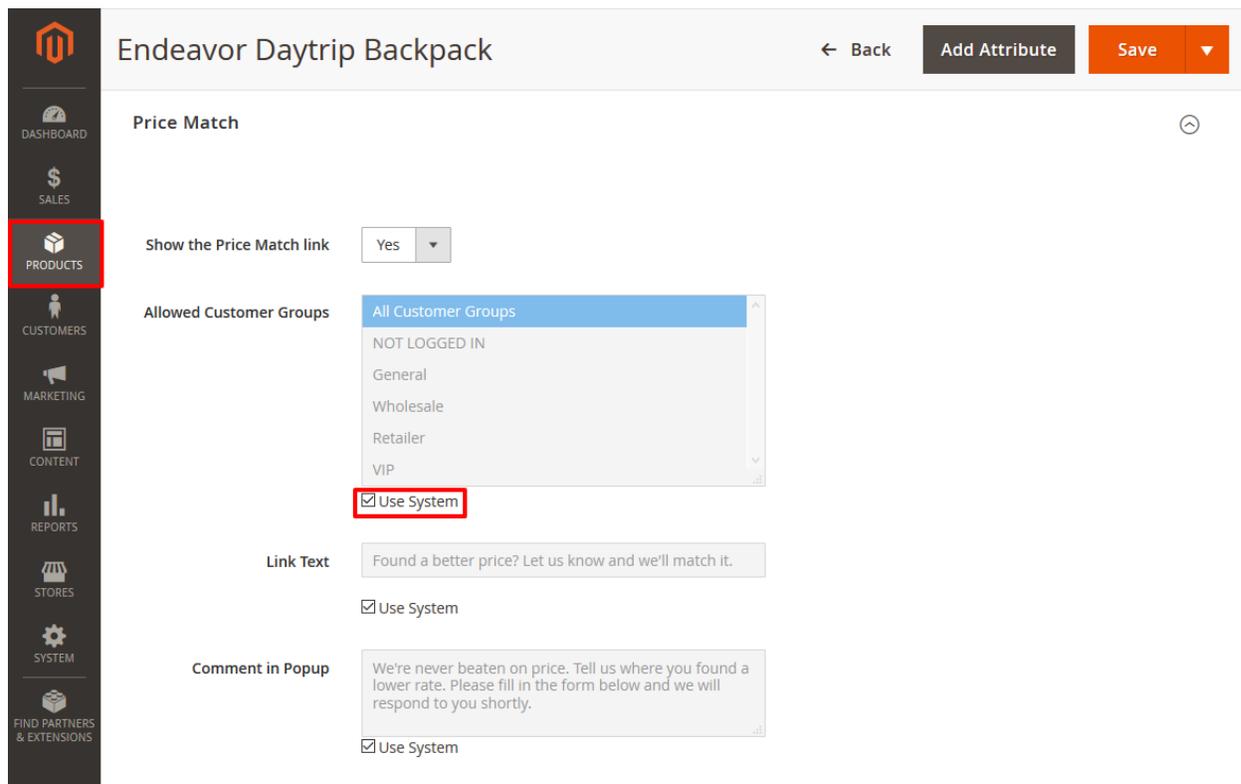
**Allowed Customer Groups** – allows to select customer groups the price match request will be available for.

**Link Text** – allows to enter a custom link text. The text "Found a better price? Let us know and we'll match it" is available by default.

**Comment in Popup** – allows to enter comments in the popup. The text "We're never beaten on price. Tell us where you found a lower rate. Please fill in the form below and we will respond to you shortly." is available by default.

### 3.1.2 Price Match Request per Product

The price match request settings can be configured per product respectively. Choose **PRODUCT > Catalog > {some product} > Price Match**.



**Show the Price Match link** – shows or hides the price match link on the product page.

The following settings are inherited by the general settings. To change the setting, clear the "Use System" checkbox below each setting.

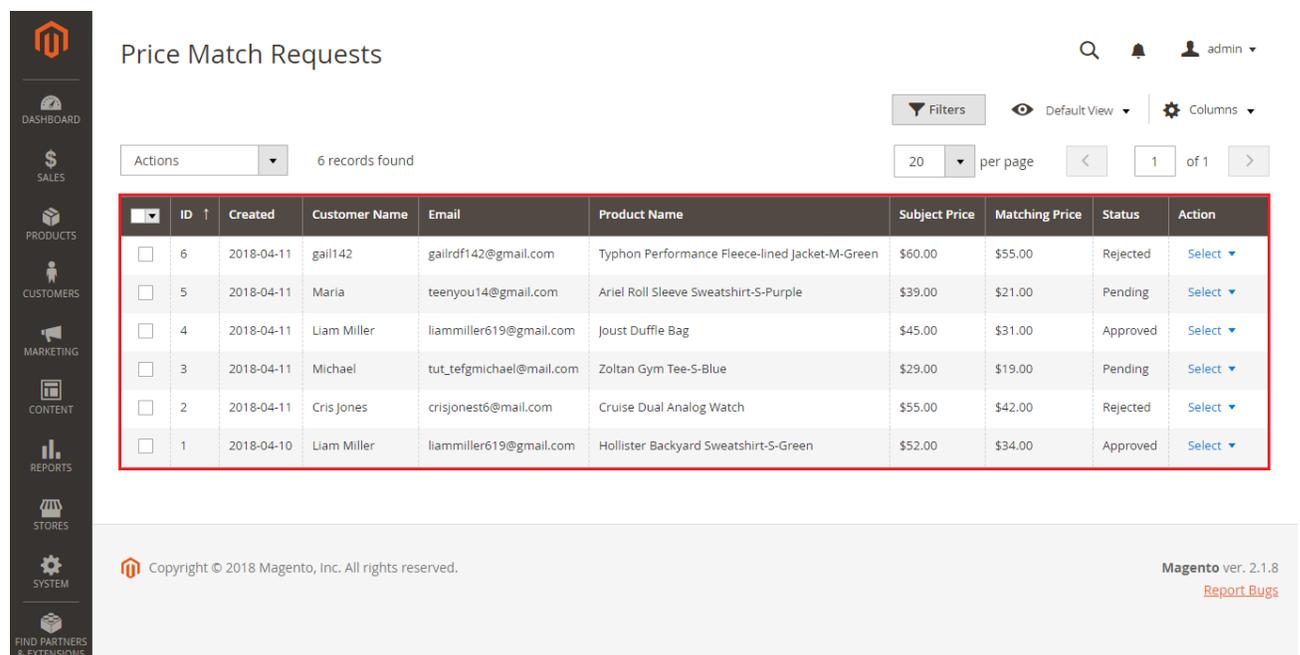
**Allowed Customer Groups** – allows to select customer groups the price match link will be available for.

**Link Text** – allows to enter a custom link text here. The text "Found a better price? Let us know and we'll match it" is available by default.

**Comment in Popup** – allows to enter comments in the popup. The text "We're never beaten on price. Tell us where you found a lower rate. Please fill in the form below and we will respond to you shortly." is available by default.

### 3.2 Price Match Requests Grid in Backend

All Price Match Requests are stored in the separate section following **Sales > Operations > Price Match Requests**.



Price Match Requests

6 records found

<input type="checkbox"/>	ID ↑	Created	Customer Name	Email	Product Name	Subject Price	Matching Price	Status	Action
<input type="checkbox"/>	6	2018-04-11	gail142	gairdf142@gmail.com	Typhon Performance Fleece-lined Jacket-M-Green	\$60.00	\$55.00	Rejected	Select ▼
<input type="checkbox"/>	5	2018-04-11	Maria	teenyou14@gmail.com	Ariel Roll Sleeve Sweatshirt-S-Purple	\$39.00	\$21.00	Pending	Select ▼
<input type="checkbox"/>	4	2018-04-11	Liam Miller	liammiller619@gmail.com	Joust Duffie Bag	\$45.00	\$31.00	Approved	Select ▼
<input type="checkbox"/>	3	2018-04-11	Michael	tut_tefgmichael@mail.com	Zoltan Gym Tee-S-Blue	\$29.00	\$19.00	Pending	Select ▼
<input type="checkbox"/>	2	2018-04-11	Cris Jones	crisjonest6@mail.com	Cruise Dual Analog Watch	\$55.00	\$42.00	Rejected	Select ▼
<input type="checkbox"/>	1	2018-04-10	Liam Miller	liammiller619@gmail.com	Hollister Backyard Sweatshirt-S-Green	\$52.00	\$34.00	Approved	Select ▼

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[Report Bugs](#)

The list contains all price match requests which can be filtered and sorted.

The following columns are available:

**ID** - the price match request ID.

**Created** – specifies the date of the request creation.

**Customer Name** – displays the name of customer or guest.

**Email** – displays the email of customer or guest.

**Product Name** – displays the product name the request was made for.

**Subject Price** – shows the price the customer submitted the request for.

**Matching Price** – displays the requested price.

**Status** – shows one of the following statuses: Pending (set by default), Rejected, Approved.

**Action** – allows to apply one of the following actions:

- **Edit** – opens the request for editing.
- **Reject** – denies the price match request. You can reject the request with the Pending status only.
- **Remove** – deletes the chosen requests from the list.

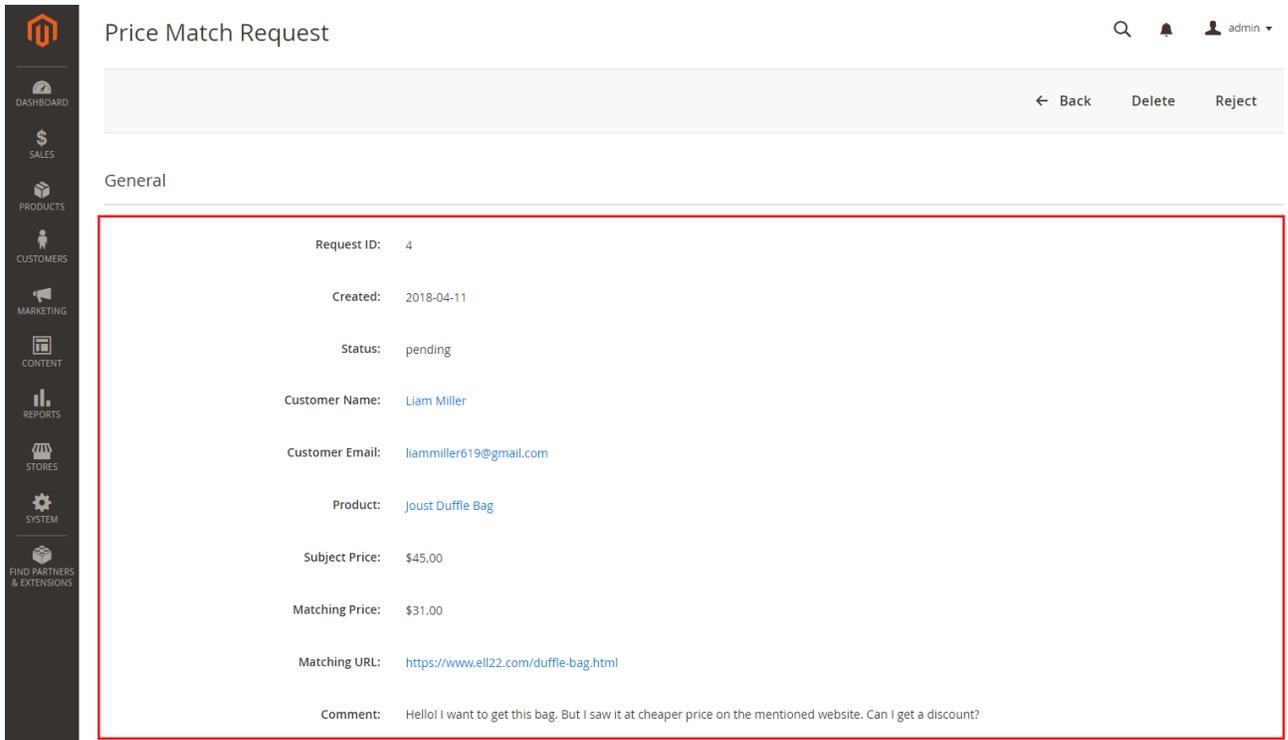
You can also apply the following mass actions to several requests at once:

**Reject** – rejects multiple requests with the pending statuses at once.

**Remove** – removes multiple requests at once.

### 3.2.1 Edit Price Match Request

To edit the chosen request, click the edit link in the "**Action**" column. The form with the following fields will appear:



The screenshot shows a web application interface for editing a price match request. The page title is "Price Match Request" and the user is logged in as "admin". The interface includes a sidebar with navigation options: DASHBOARD, SALES, PRODUCTS, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled "General" and contains the following information:

Request ID:	4
Created:	2018-04-11
Status:	pending
Customer Name:	<a href="#">Liam Miller</a>
Customer Email:	<a href="mailto:liammiller619@gmail.com">liammiller619@gmail.com</a>
Product:	<a href="#">Joust Duffle Bag</a>
Subject Price:	\$45.00
Matching Price:	\$31.00
Matching URL:	<a href="https://www.ell22.com/duffle-bag.html">https://www.ell22.com/duffle-bag.html</a>
Comment:	Hello! I want to get this bag. But I saw it at cheaper price on the mentioned website. Can I get a discount?

**Request ID** – displays the request ID.

**Created** – shows the date when the request was created.

**Status** – displays the request status.

**Customer Name** – displays the guest name or the link to the customer's profile if submitted by the customer.

**Customer Email** – displays the customer or guest email.

**Product** – shows the product link.

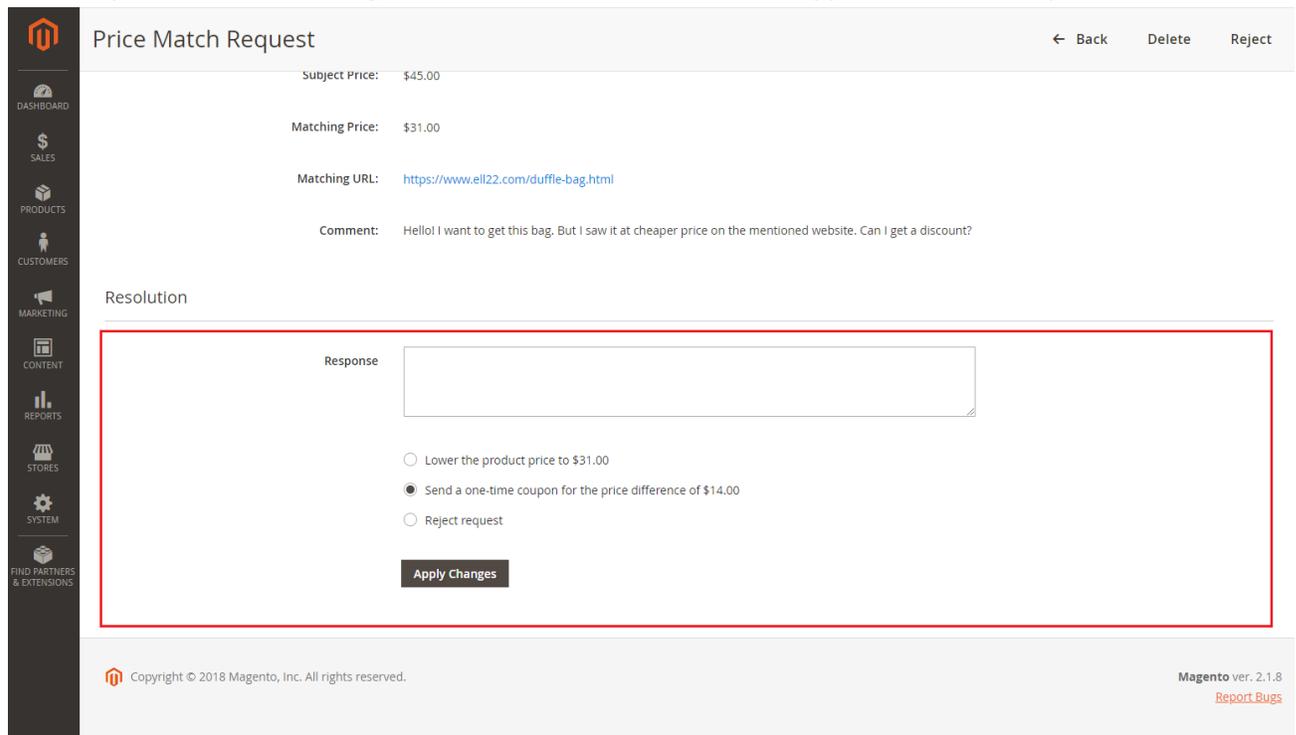
**Subject Price** – displays the original product price.

**Matching Price** – shows the requested price.

**Matching URL** – displays the link to the matching URL.

**Comment** – displays the customer or guest's comment.

If the request has the **"Pending"** status the block **"Resolution"** will appear below the request's details:



The screenshot shows the 'Price Match Request' interface in a Magento admin panel. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Price Match Request' and includes a header with 'Back', 'Delete', and 'Reject' buttons. Below the header, the request details are displayed: Subject Price: \$45.00, Matching Price: \$31.00, Matching URL: <https://www.ell22.com/duffle-bag.html>, and Comment: 'Hello! I want to get this bag. But I saw it at cheaper price on the mentioned website. Can I get a discount?'. The 'Resolution' section contains a 'Response' text area, three radio button options: 'Lower the product price to \$31.00', 'Send a one-time coupon for the price difference of \$14.00' (which is selected), and 'Reject request'. An 'Apply Changes' button is located below the options. At the bottom of the page, there is a footer with 'Copyright © 2018 Magento, Inc. All rights reserved.' and 'Magento ver. 2.1.8 Report Bugs'.

**Response** – allows to add the admin's comments to the request.

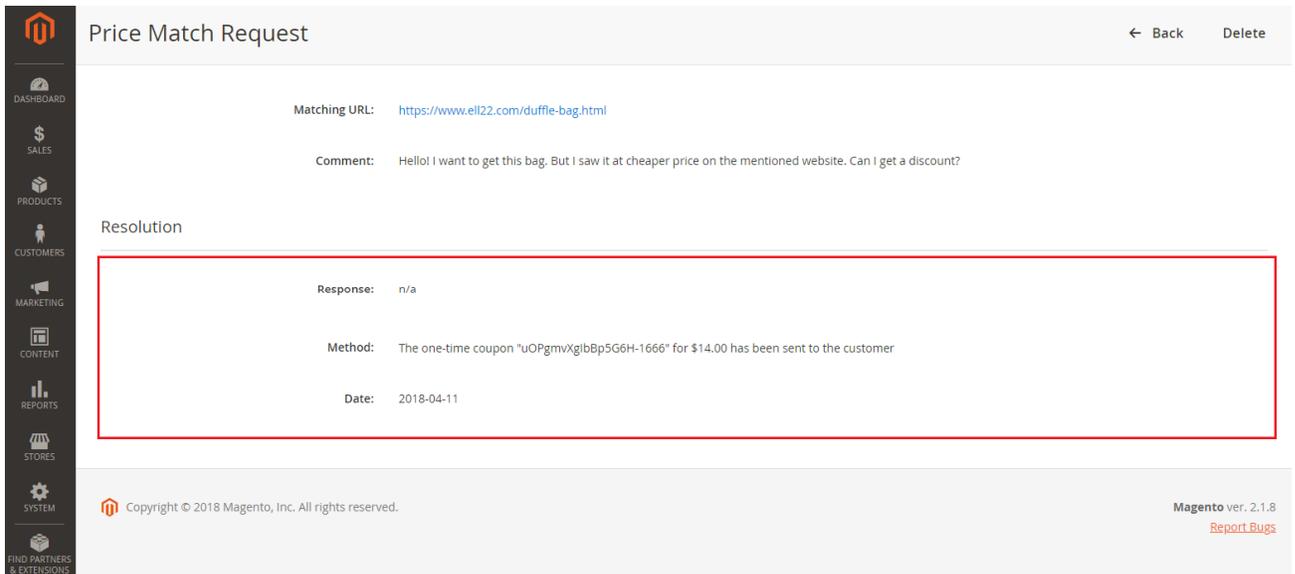
**Method** – provides the following methods:

- **Lower the product price to {requested\_price}** – the product price is lowered to the requested price and the email notification is sent to the customer.
- **Send a one-time coupon for the price difference of {difference}** – a one-time coupon is generated and sent to the customer by email.
- **Reject request** – rejects the price match request and applies the **"Reject"** status.

Click button **"Apply Changes"** to save the changes.

If the request has the "**Rejected**" and "**Resolved**" status the "Resolution" section will appear with the following options:

- **Response** – displays the admin response which will be sent to the customer by email.
- **Method** – displays the method.
- **Date** – shows the resolution date.



Price Match Request ← Back Delete

Matching URL: <https://www.ell22.com/duffle-bag.html>

Comment: Hello! I want to get this bag. But I saw it at cheaper price on the mentioned website. Can I get a discount?

Resolution

**Response:** n/a

**Method:** The one-time coupon "uOPgmvXglb8p5G6H-1666" for \$14.00 has been sent to the customer

**Date:** 2018-04-11

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The following buttons are available:

- Back** – goes to the list with all price match requests.
- Reject** – rejects the request with the "Pending" status only.
- Delete** – removes the price match request.

### 3.3 Price Match Request on Frontend

The extension allows to enable the price match request for simple products. If products are in-stock the link is available above the product price or below the attributes:

Welcome, Liam! Liam Miller ▾ Default Store View ▾

LUMA Compare Products (1 item) Search entire store here...

What's New Women **Men** Gear Training Sale

Home > Men > Tops > Hoodies & Sweatshirts > Hollister Backyard Sweatshirt

## Hollister Backyard Sweatshirt

Be the first to review this product

**\$36.00** **IN STOCK**  
SKU#: MH05

Size S

XS  S  M  L  XL

Color White

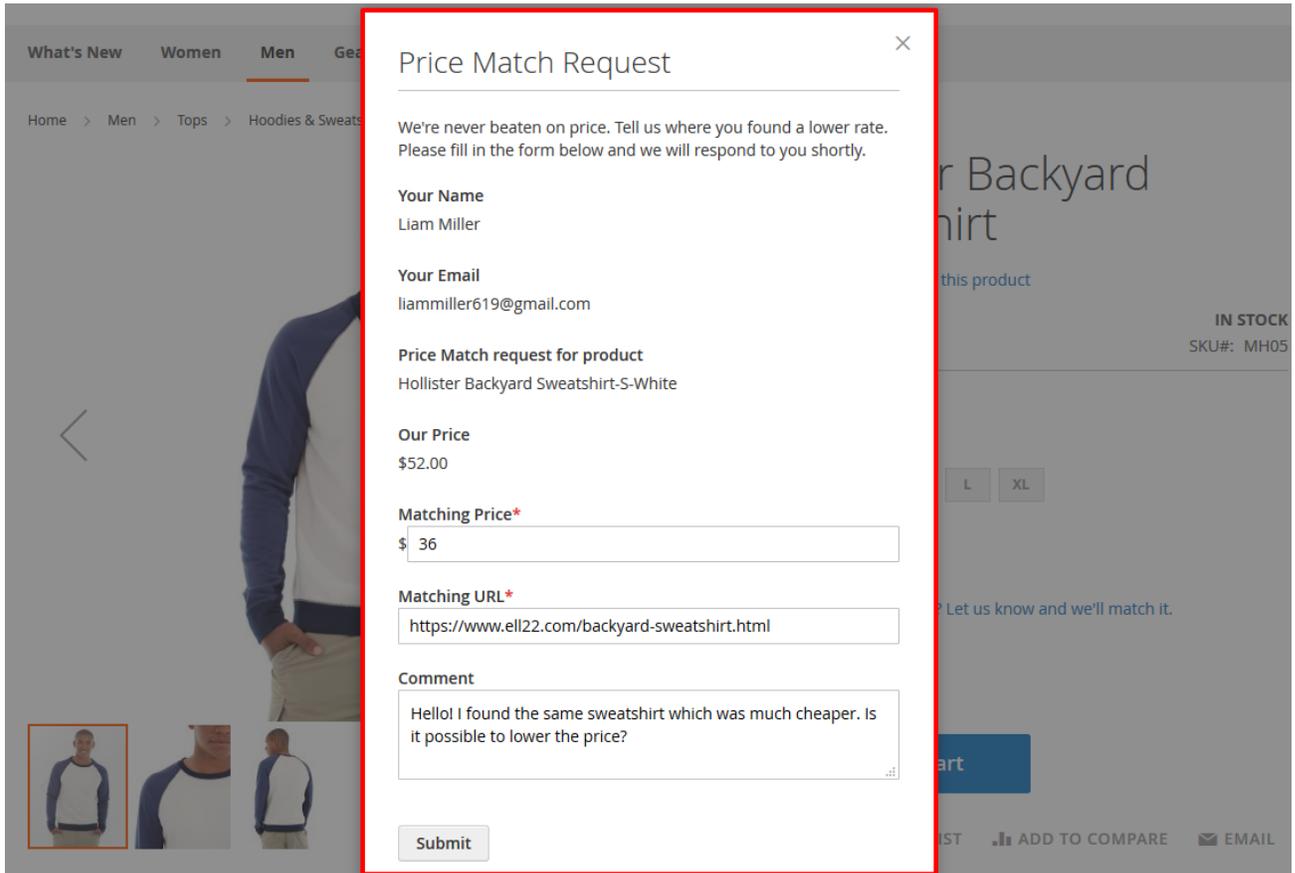
Found a better price? Let us know and we'll match it.

Qty

Add to Cart

### 3.3.1 Price Match Request Popup

The request form becomes available after you click the link "**Found a better price? Let us know and we'll match it**".



**Price Match Request**

We're never beaten on price. Tell us where you found a lower rate. Please fill in the form below and we will respond to you shortly.

**Your Name**  
Liam Miller

**Your Email**  
liammiller619@gmail.com

**Price Match request for product**  
Hollister Backyard Sweatshirt-S-White

**Our Price**  
\$52.00

**Matching Price\***  
\$ 36

**Matching URL\***  
<https://www.ell22.com/backyard-sweatshirt.html>

**Comment**  
Hello! I found the same sweatshirt which was much cheaper. Is it possible to lower the price?

**Submit**

**Your Name** – allows to enter the guest name or fills in the field if the customer is logged in.

**Your Email** – allows to enter the guest email or fills in the field with the customer's email.

**Price Match request for product** – shows the product name the price match request is applied to.

**Our Price** – displays the original price.

**Matching Price** – allows to enter the requested price.

**Matching URL** – allows to enter the URL where the requested price was shown.

**Comment** – allows to enter the customer's comments.

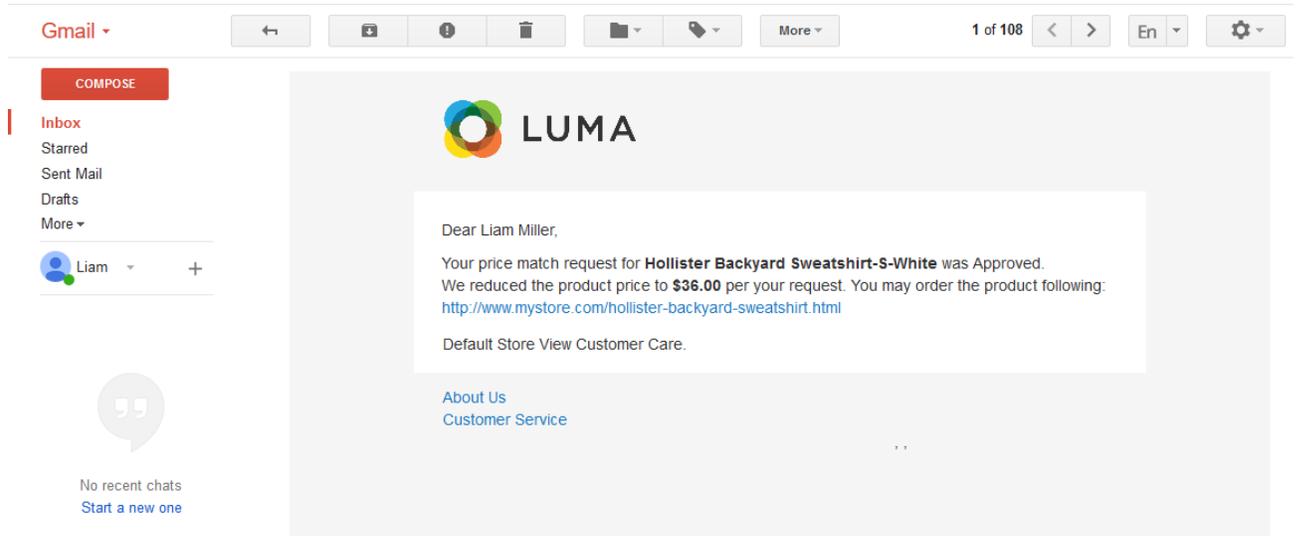
The "**Submit**" button allows to submit the form and send the data to the admin.

Once submitted the page will reload and message "**Thank you for submitting your Price Match request! We will respond to you as soon as possible.**" will appear.

## 3.4 Price Match Request in Email

### 3.4.1 Reduce to the Requested Price

Once the request has been approved using the reducing price method, the user will get the email notifying about the reduced price and product's link.



### 3.4.2 Send a one-time coupon

Once the request has been approved via the sending coupon method, the user will get the email including the coupon code with the discount.

