

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.**

Store View: Default Config ? Save Config

GENERAL General

ITORIS EXTENSIONS

General Settings

Price Match

CATALOG

CUSTOMERS

SALES

SERVICES

ADVANCED

Extension Enabled [store view] Yes

Send Email to Admin [store view] Yes

Admin's Email Address [store view]

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]

All Customer Groups

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**.

The screenshot shows the 'Price Match' configuration for the 'Endeavor Daytrip Backpack' product. The sidebar on the left has the 'PRODUCTS' menu item highlighted with a red box. The main content area has a header with 'Endeavor Daytrip Backpack', a 'Back' button, and 'Add Attribute' and 'Save' buttons. Below the header, the 'Price Match' settings are displayed. The 'Show the Price Match link' is set to 'Yes'. The 'Allowed Customer Groups' dropdown is open, showing a list of customer groups: 'All Customer Groups', 'NOT LOGGED IN', 'General', 'Wholesale', 'Retailer', 'VIP', and 'Use System' (which is checked and highlighted with a red box). The 'Link Text' is 'Found a better price? Let us know and we'll match it.' and the 'Use System' checkbox is checked. The 'Comment in Popup' is '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.' and the 'Use System' checkbox is checked.

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.

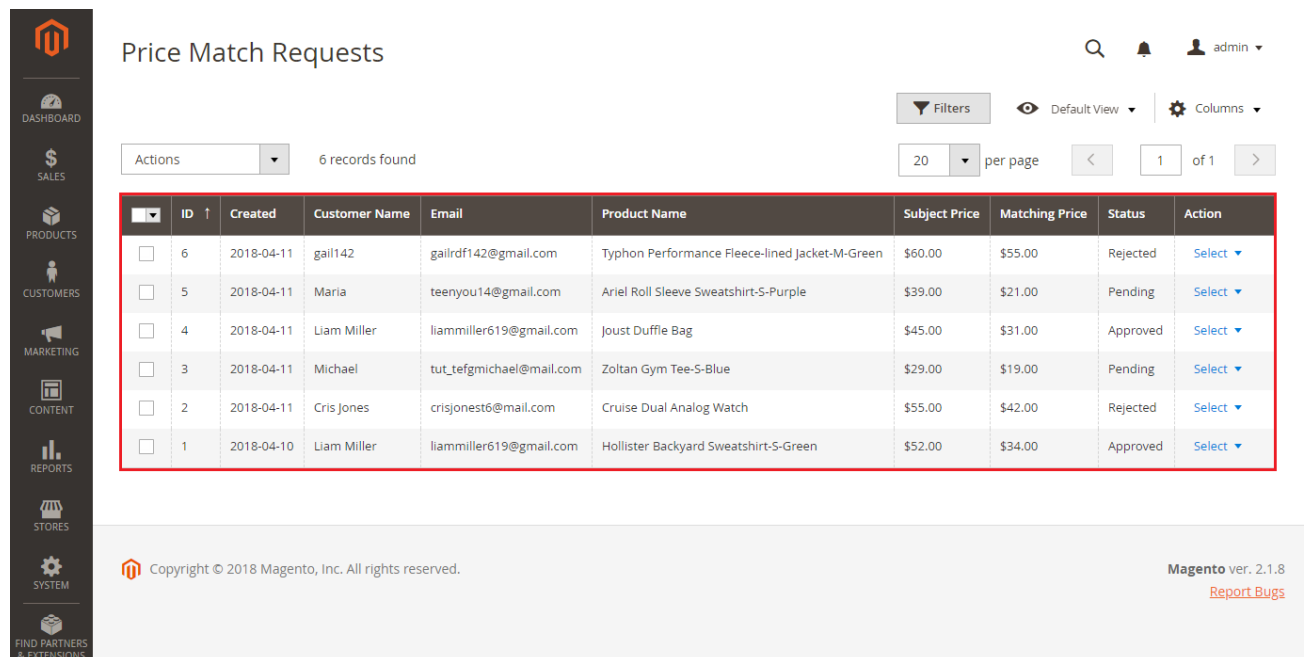
Allowed Customer Groups – allows to select customer groups the price match link will be available for.

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

Actions 6 records found

Filters Default View Columns

20 per page 1 of 1

<input type="checkbox"/>	ID ↑	Created	Customer Name	Email	Product Name	Subject Price	Matching Price	Status	Action
<input type="checkbox"/>	6	2018-04-11	gail142	gailrdf142@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:

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:

Price Match Request

Subject Price: \$45.00

Matching Price: \$31.00

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

☐ Lower the product price to \$31.00

☒ Send a one-time coupon for the price difference of \$14.00

☐ Reject request

Apply Changes

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

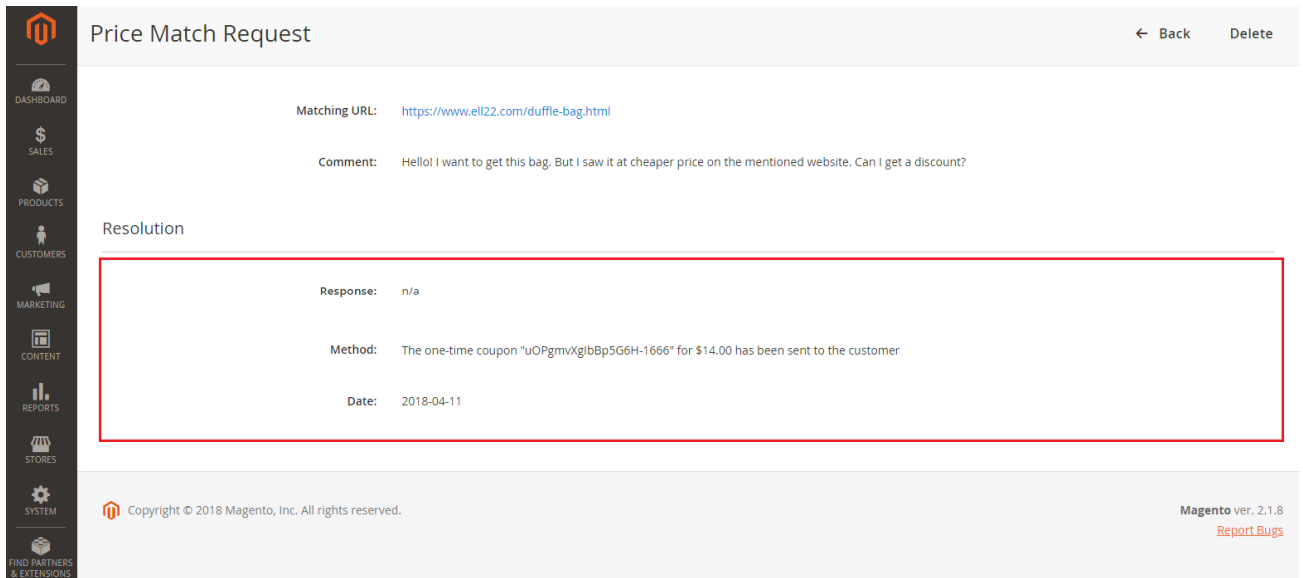
Method – provides the following methods:

- **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.



The screenshot shows the 'Price Match Request' page in the Itoris admin interface. On the left is a sidebar with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area has a header 'Price Match Request' with 'Back' and 'Delete' buttons. Below this, the 'Matching URL' is 'https://www.ell22.com/duffle-bag.html' and the 'Comment' is '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 is highlighted with a red border and contains the following details:

Response:	n/a
Method:	The one-time coupon "uOPgmvXgIb8p5G6H-1666" for \$14.00 has been sent to the customer
Date:	2018-04-11

At the bottom of the page, there is a copyright notice 'Copyright © 2018 Magento, Inc. All rights reserved.' and a 'Report Bugs' link. The Magento version '2.1.8' is also displayed.



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 ▾

Compare Products (1 item)

What's NewWomenMenGearTrainingSale

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
  

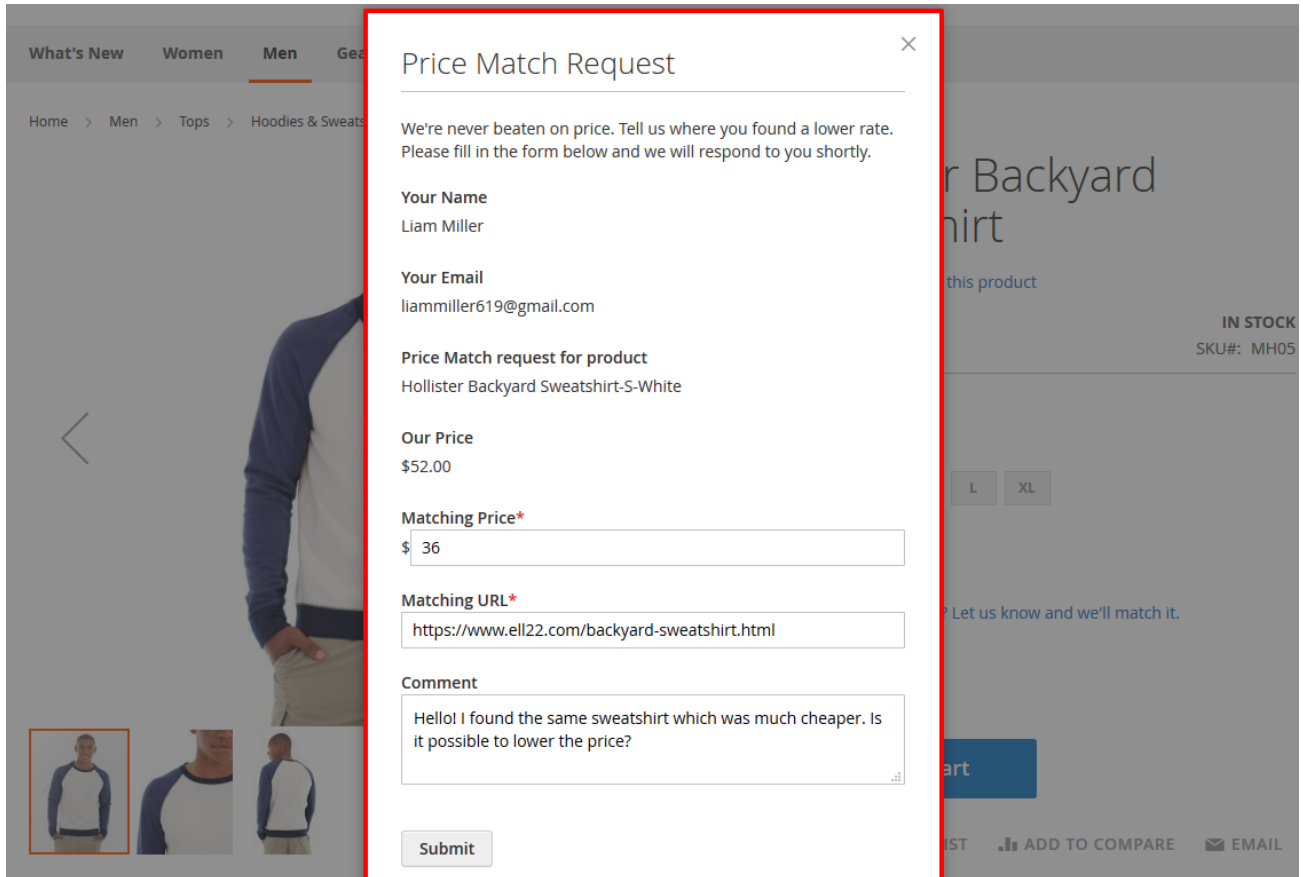
Found a better price? Let us know and we'll match it.

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**".



The screenshot shows a 'Price Match Request' popup overlaid on a product page. The popup has a title bar with a close button. The main text reads: '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.' The form fields are: 'Your Name' (filled with 'Liam Miller'), 'Your Email' (filled with 'liammiller619@gmail.com'), 'Price Match request for product' (filled with 'Hollister Backyard Sweatshirt-S-White'), 'Our Price' (displayed as '\$52.00'), 'Matching Price*' (input field with '\$ 36'), 'Matching URL*' (input field with 'https://www.ell22.com/backyard-sweatshirt.html'), and 'Comment' (text area with 'Hello! I found the same sweatshirt which was much cheaper. Is it possible to lower the price?'). A 'Submit' button is at the bottom. The background shows a product page for a 'Backyard' sweatshirt with a 'Let us know and we'll match it.' link.

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.

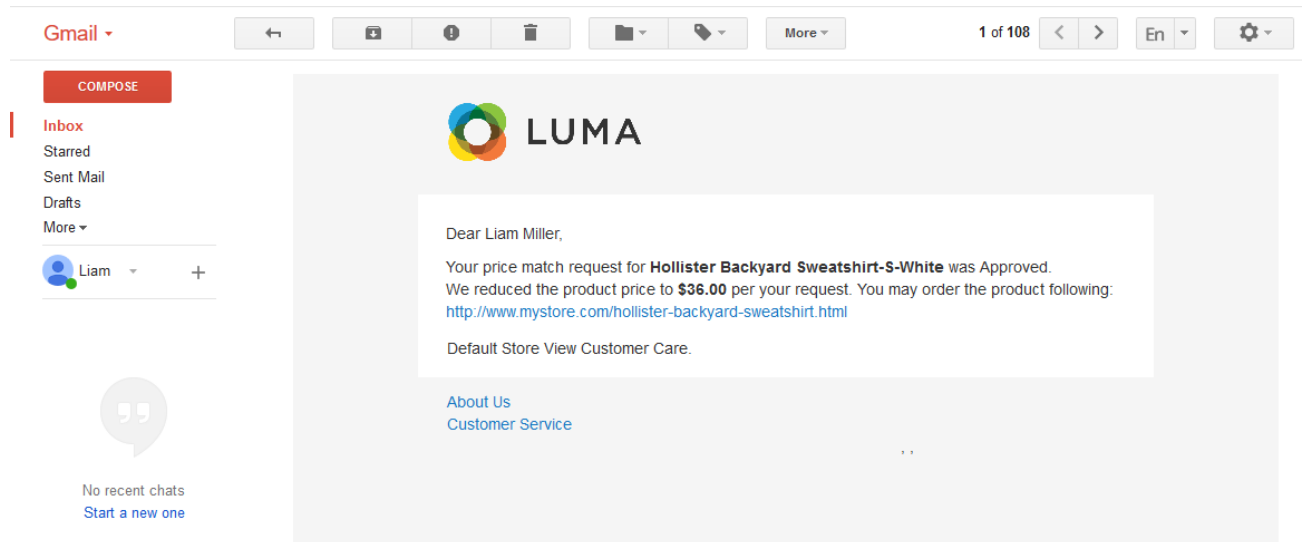
The "**Submit**" button allows to submit the form and send the data to the admin.

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.

