

JaJuMa

Customer Registration Reminder & Cleanup

08/2021



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1. Introduction

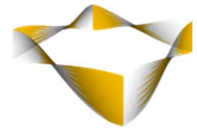
Unconfirmed customer accounts are bloating up the customer account database, but are also an opportunity to increase customer engagement.

[JaJuMa Customer Registration Reminder & Cleanup](#) allows Magento 2 merchants to send reminder emails to customer accounts that are still unconfirmed after some time automatically.

Additionally, with this extension, customer accounts that are still unconfirmed after the reminder email or are spam customer registrations can be deleted automatically after a while.

Want to avoid spam customer registrations in the first place?

Please check our [JaJuMa Honey Spam Anti Spam](#) extension that detects and blocks spam customer registration and other spam in your Magento store reliably.



2. Installation

For installing the extension, follow installation process as with any Magento Extension.

2.1. Extension Installation via composer

For installing the extension via composer, follow installation process as with any Magento Extension from Magento Marketplace.

See: <https://devdocs.magento.com/extensions/install/>

2.2. Manual Extension Installation via FTP

For manual installation by FTP, please follow these steps:

Before Installing

1. We recommend you to duplicate your live store on a staging/test site and try installation on your staging/test site before deploying to your live store
2. Backup Magento files and the store database

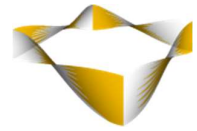
Please Note: It's very important to backup all themes and extensions in Magento before installation, especially when you are working on a live server.

We strongly recommend you to do not skip this step.

Upload the Extension

1. Log into your hosting space via a FTP client (e. g. FileZilla, WinSCP, cuteFtp)
2. Create Folder: <magentoroot>/app/code/Jajuma/ CustomerRegistrationReminder
3. Unzip extension package and upload files into: <magentoroot>/app/code/Jajuma/ CustomerRegistrationReminder
4. Enter and run the following commands at the command line:

```
php bin/magento setup:upgrade  
php bin/magento setup:static-content:deploy
```



3. Extension Scope

[JaJuMa Customer Registration Reminder & Cleanup](#) enables you to send a Customer Registration email to unconfirmed customer accounts and cleanup unconfirmed customer accounts.

Customer Registration Reminder

Send a reminder email to customer accounts

- That are still unconfirmed X days after the registration
- Optionally excluding accounts registered before a certain date
- With a customizable email template
- Automatically by a cron job,
 - at a configurable time,
 - daily, weekly or monthly

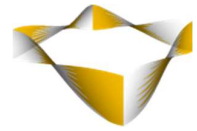
For monitoring reminders being send, reminders send are logged in a log file and a new customer attribute “Reminder Set” is set to “Yes”.

Cleanup Customer Accounts

Delete customer accounts

- That are still unconfirmed X days after the registration
- Automatically by a cron job,
 - at a configurable time,
 - daily, weekly or monthly

Deleted customer accounts are logged in a log file.



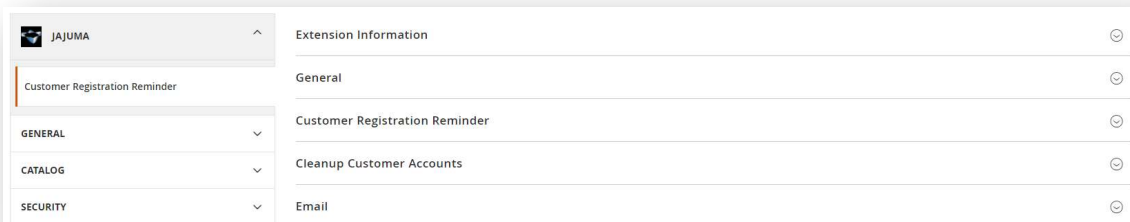
4. Configuration

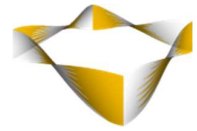
In Magento Backend see

Stores -> Configuration -> Open Tab: JaJuMa -> Select: Customer Registration Reminder

For JaJuMa Customer Registration Reminder & Cleanup configuration with 4 sections:

- General
- Customer Registration Reminder
- Cleanup Customer Accounts
- Email





4.1. General

To enable Customer Registration Reminder & Cleanup, select from Drop Down:

- Yes → Enable Extension
- No → Disable Extension.

A screenshot of a software settings window titled "General". In the center, there is a dropdown menu labeled "Enable" with a small "[store view]" label below it. The dropdown is currently open, showing the selected option "Enable". To the right of the dropdown is a small downward-pointing arrow icon. The window has a light gray border and a close button icon in the top right corner.



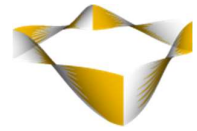
4.2. Customer Registration Reminder

For sending the Customer Registration Reminder, please configure:

- **Send Reminder After (days):**
Registration reminder email will be sent to unconfirmed customer accounts after X days as configured.
- **Ignore Customer Create Before:**
(Optional) Registration reminder email will not be sent to customer accounts registered before this date (input as date format: dd-mm-yyyy. Eg: 23-07-2021)
- **Enable Customer Registration Reminder via Cron:**
 - Enable → Reminder will be sent
 - Disable → Reminder will not be sent
- **Frequency:**
Select the frequency how often the reminder cron should run and send reminder emails (Daily / Weekly / Monthly).
- **Start Time:**
Time at which the cron to send reminder emails should run.

The screenshot shows a configuration window titled "Customer Registration Reminder" with a close button in the top right corner. The form contains the following fields and options:

- Send Reminder After (days):** A text input field containing the value "4". Below it, a small note reads: "Registration reminder email will be sent to unconfirmed customer accounts after X days."
- Ignore Customer Create Before:** A text input field containing the date "23-07-2021". Below it, a note reads: "Date format: dd-mm-yyyy. Eg: 23-07-2021. Registration reminder email will not be sent to customer accounts registered before this date."
- Enable Customer Registration Reminder via Cron:** A dropdown menu set to "Enable". To its right is a checkbox labeled "Use system value", which is currently unchecked.
- Frequency:** A dropdown menu set to "Daily".
- Start Time:** Three dropdown menus for hours, minutes, and seconds, set to "08", "00", and "00" respectively.



4.3. Cleanup Customer Accounts

For deleting unconfirmed customer accounts, please configure:

- **Clean Up After (days):**
Unconfirmed customer accounts registered more than X days ago will be deleted.
- **Enable Customer Account Clean Up via Cron:**
 - Enable → Customer Account Cleanup will be processed
 - Disable → Customer Account Cleanup will not be processed
- **Frequency:**
Select the frequency how often the cleanup to delete unconfirmed customer accounts cron should run (Daily / Weekly / Monthly).
- **Start Time:**
Time at which the cron to cleanup and delete unconfirmed customer accounts should run.

Cleanup Customer Accounts



Clean Up After (days) [store view]
Unconfirmed customer accounts registered more than X days ago will be deleted.

Enable Customer Account Clean Up via Cron [store view] Use system value

Frequency [store view]

Start Time [store view]



4.4. Email

Please select the email template to be used for customer registration reminder emails in Drop-Down **Confirmation Reminder Email Template**.

(As sender address, the same will be used as for default Customer Registration Confirmation email)

Email ⌵

Confirmation Reminder Email Template [store view] Use system value

Email template chosen based on theme fallback when "Default" option is selected.

5. Customer Grid

The extension is adding a new Customer Account Attribute for tracking to which customer accounts reminder emails have been sent.

In Customer Grid view, you can add this attribute as column and use it as a grid filter:

Customers
🔍 📢 👤 jajuma

Add New Customer

Filters
👁 Default View
⚙ Columns
📄 Export

ID from:

Customer Since from:

Date of Birth from:

Group:

Country:

Web Site:

Gender:

Name:

State/Province:

Email:

Tax VAT Number:

Phone:

Reminder Sent:

No

Yes

Cancel Apply Filters

Actions 20 per page 1 of 1

<input checked="" type="checkbox"/>	ID	Name	Email	Group	Phone	ZIP	Country	State/Province	Customer Since	Web Site	Confirmed email	Account Created in	Date of Birth	Tax VAT Number	Gender	Action	Reminder Sent
<input checked="" type="checkbox"/>	1	Veronica Costello	ron_cost@example.com	General	(555) 229-3326	49628-7978	United States	Michigan	May 25, 2021 8:35:57 PM	Main Website	Confirmation Required	Default Store View	Dec 15, 1973		Female	Edit	Yes



6. Command Line Interface (CLI)

The extension includes a CLI for testing and running the reminder and cleanup manually if needed:

To manually trigger send reminder email run the following command on your CLI:

```
bin/magento jajuma:customer-registration-reminder:reminder
```

To manually trigger clean up unconfirmed account run the following command on your CLI:

```
bin/magento jajuma:customer-registration-reminder:cleanup
```

7. Logs

Following logs are created by the extension:

- `[magento_root]/var/log/customer-reminder.log`
→ Log for all customer accounts that received the reminder email
- `[magento_root]/var/log/customer-cleanup.log`
→ Log for all customer accounts deleted by cleanup cron



8. Support

Please feel free to contact JaJuMa support team via support@jajuma.de.

In case any additional information is required. We'd be more than happy to assist in setting up the extension.