WEB2SMS · www.web2sms.gr

SMS for your VirtueMart shop (Joomla)

The **Web2SMS for VirtueMart** plugin sends an SMS to your customer by itself every time the status of their order changes: "we received your order", "your order is on its way". Fewer "where is my parcel?" phone calls, and customers who feel looked after.

Web2SMS for VirtueMart
Version 1.0.0 · Free · English and Greek · Sends to Greece and Cyprus
Download: **www.web2sms.gr/virtuemart?lang=en**

What it does

- **SMS to the customer** for the order statuses you choose, with your own text for each one.
- **SMS to you** for every new order (if you want it).
- **Your credit balance** inside the admin area of your shop.
- **A note in the history of every order** saying what was sent and whether it reached the phone.
- **Test SMS** with one button, to see that everything works.

Before you start

The plugin is **free and open to everyone**: you can download it and try it with no commitment. For it to send SMS, two things are needed:

A **Sign up at web2sms.gr.** If you do not have an account yet, sign up (the Web2SMS site is in Greek). The SMS are sent with the credits of your account; see the prices.

B **Activation by us.** We switch on the use of the plugin for your account. After you sign up, call us on +30 210 95 88 555 or write to fixplace.gr@gmail.com and we activate it.

Your shop needs Joomla 4 or 5 with VirtueMart 4 and PHP 7.4 or newer. The plugin is tested on Joomla 5.4 with VirtueMart 4.6.

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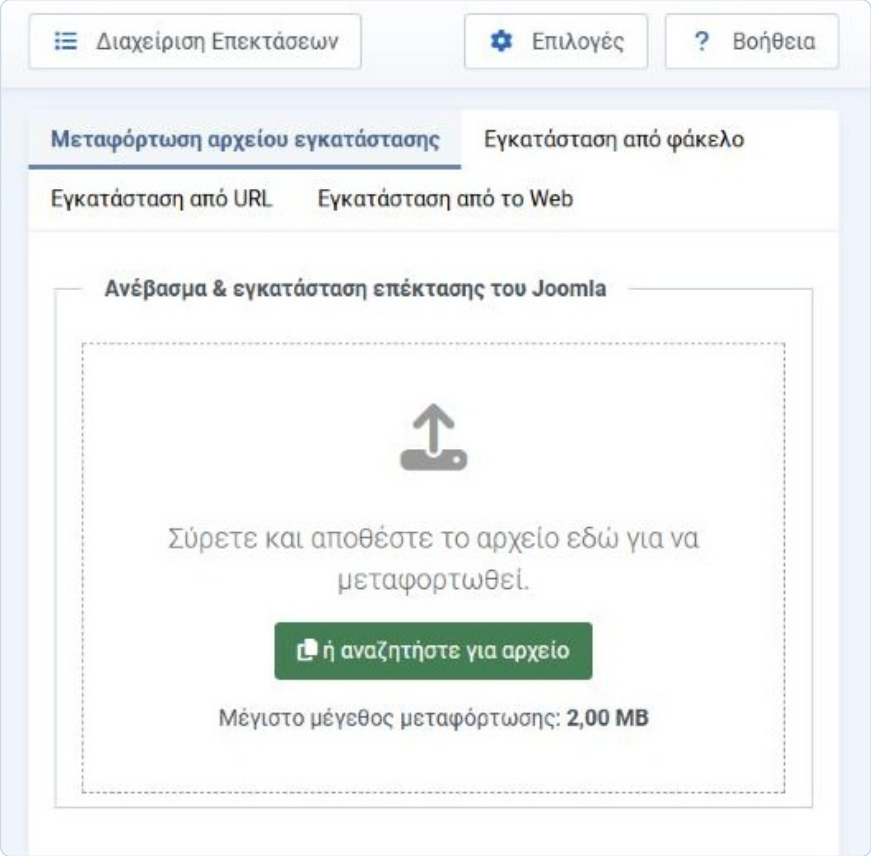
1 Download the plugin

Press the "Download the plugin (zip)" button at the top of this page. A file named `web2sms-virtuemart.zip` is saved on your computer. Do not open it; you will upload it as it is.

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2 Install it in Joomla

1. Log in to the Joomla administrator.
2. In the menu press **System** and then, in the "Install" box, **Extensions**.
3. In the **Upload Package File** tab drag the `web2sms-virtuemart.zip` in, or pick it with the green button.
4. You see a message that the installation was successful. The plugin switches itself on.



The page where you upload the zip file (shown here in Greek).

3 Get your API key from Web2SMS

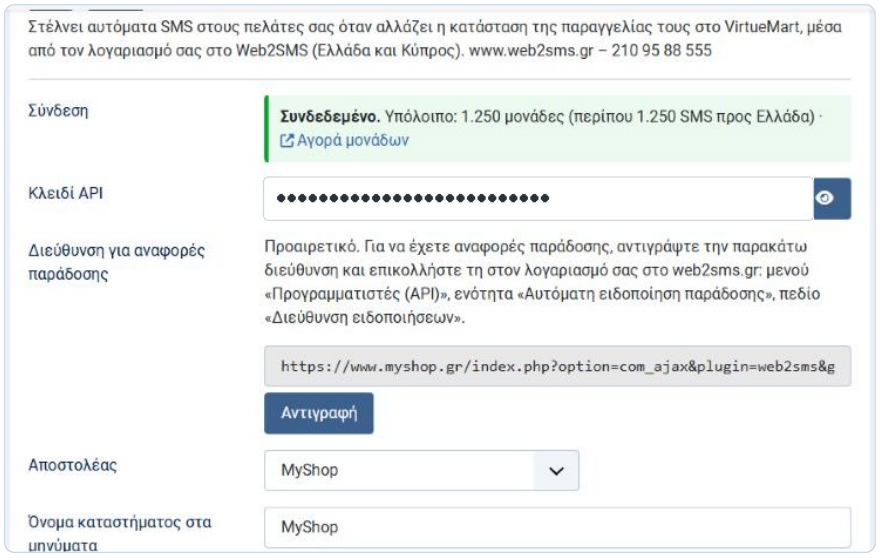
1. Log in to your account at **www.web2sms.gr**.
2. In the menu press **Προγραμματιστές (API)** ("Developers").
3. If you do not have a key yet, press **Δημιουργία κλειδιού** ("Create key").
4. Under "Το κλειδί σας" ("Your key") press **Αντιγραφή** ("Copy").

> You do not see the "Προγραμματιστές (API)" menu? Then we have not activated the plugin for your account yet. Call us on +30 210 95 88 555 or write to fixplace.gr@gmail.com.

> The key works like a password: whoever has it can send SMS with your credits. Do not share it.

4 Connect the shop with your account

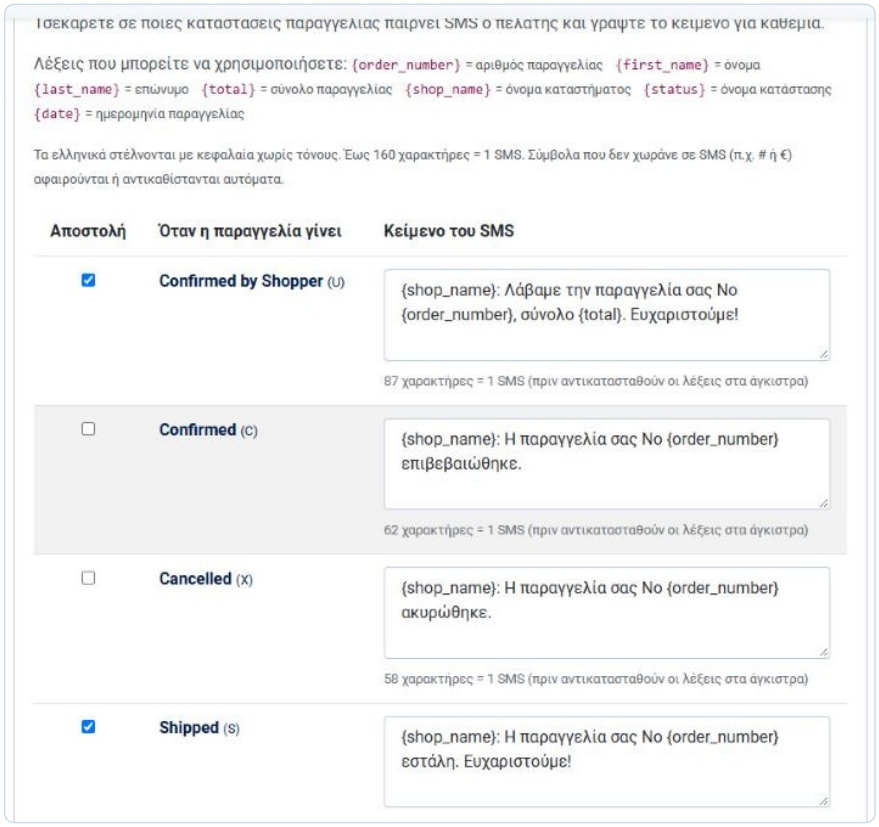
1. In the Joomla administrator press **System** and then **Plugins**. Type "web2sms" in the search box and open **System - Web2SMS for VirtueMart**.
2. Paste the key in the **API key** field and press **Save** at the top left.
3. If everything is right, you see a green **Connected** message and your credit balance.
4. Choose the **Sender** (the name your customer sees as the sender of the SMS) and write a short **shop name**. Press **Save** again.



After saving: "Connected" and your balance (shown here in Greek; the plugin is in English on an English site).

5 Set the messages

Open the **Messages to the customer** tab. Tick the order statuses for which an SMS should go out and write the text of each one. All the statuses of your own VirtueMart are listed. The two most useful ones are ready and switched on: **Confirmed by Shopper** (as soon as the order is placed) and **Shipped** (when you ship it).



One text per status. The counter shows how many SMS it is charged as.

Inside the text you can use the words below. The plugin replaces them with the details of each order:

You write	It becomes
`{order_number}`	The order number
`{first_name}`	The customer's first name
`{last_name}`	The customer's last name
`{total}`	The order total, for example 17.90 EUR
`{shop_name}`	The shop name you wrote in step 4
`{status}`	The name of the status
`{date}`	The order date

Three things about the text

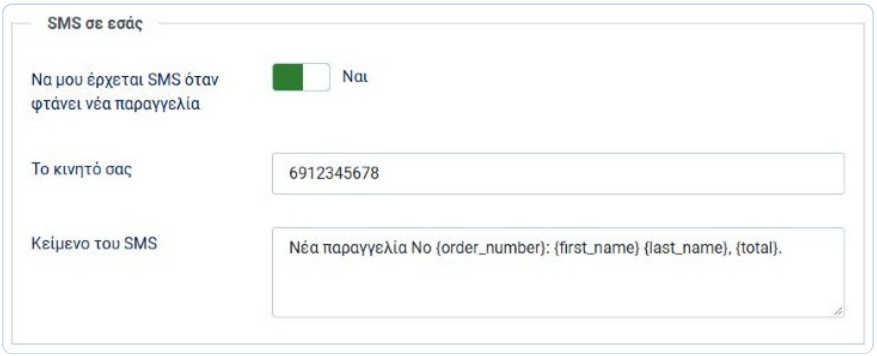
- Greek letters reach the phone as **capitals without accents**. You write normally.
- **Up to 160 characters = 1 SMS.** Unless you switch on "Allow messages over 160 characters", a longer message is cut at 160 so that you are not charged more.
- Symbols an SMS cannot carry (for example # or €) are removed or replaced automatically. The € becomes EUR.

> The SMS goes to the mobile the customer wrote in the order: the "Mobile phone" field is checked first, then "Phone".

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6 If you like: SMS to you and delivery reports

SMS to you for every new order. In the **SMS to you** tab switch it on and write your mobile. For more than one mobile, separate them with commas.



SMS to you for every new order.

Delivery reports. Web2SMS can tell your shop whether each SMS reached the customer's phone. To turn it on:

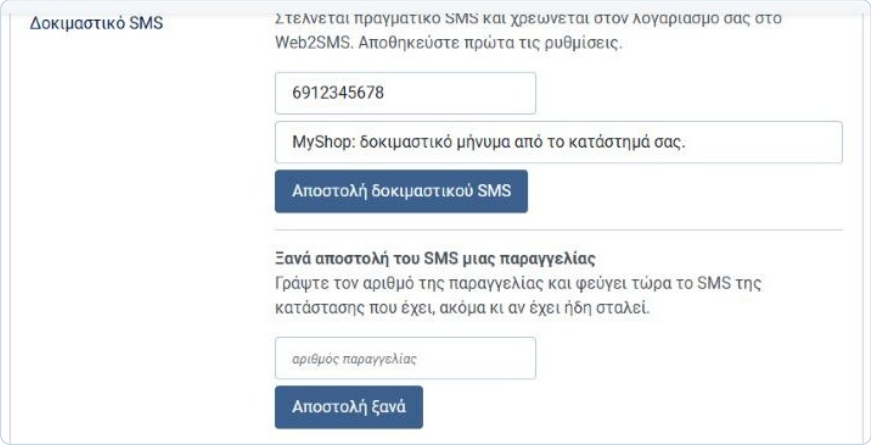
1. On the first tab of the plugin, under the API key, press **Copy** at "Address for delivery reports".
2. At web2sms.gr, in the menu **Προγραμματιστές (API)**, find the section **Αυτόματη ειδοποίηση παράδοσης** ("Automatic delivery notification"), paste the address in the field "Διεύθυνση ειδοποιήσεων" and press **Αποθήκευση** ("Save").

> Each Web2SMS account has one notification address. If you run two shops on the same account, only one of them gets delivery reports.

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7 Run a test

Press **Save** first. Then, in the **Test and latest messages** tab, write your mobile and press "Send test SMS". You receive the message within a few seconds. The test is a real SMS and is charged.



Test SMS and, below it, sending the SMS of an order again.

You are ready. From now on the SMS go out by themselves.

In everyday use

What was sent for each order. Open the order in VirtueMart and look at its history. Every SMS that went out is written there and, if delivery reports are on, whether it reached the phone. These notes are not sent to the customer.

Send an SMS again? In the "Test and latest messages" tab write the order number and press **Send again**. The message of the order's current status is sent.

All together. In the same tab, under "Latest messages", you see the 20 most recent SMS and their result.

Frequent questions

How much does it cost?

The plugin is free and open to everyone to try. You pay only for the SMS you send, from the credits of your account. One SMS of up to 160 characters to a Greek mobile is charged 1 credit. See the prices.

Why do I need to sign up and be activated?

The SMS go out through your account at web2sms.gr, which is why you sign up. We activate each account ourselves, so that we know which shop is sending and can help you get started. A phone call or an e-mail is enough.

Which mobiles can it send to?

Mobiles in Greece and Cyprus. Sending to Cyprus is enabled by us on your account; call us. Landlines and numbers of other countries are skipped and not charged.

How fast does the SMS go out?

Usually within a few seconds, at most a minute or two after the status changes.

Can the customer get the same SMS twice?

No. The same message for the same status of the same order is not sent or charged a second time within 24 hours, even if the order changes status and comes back. If you want to send it again on purpose, you do it from the "Test and latest messages" tab.

A customer did not get an SMS. What do I check?

Open the order and read the Web2SMS note in its history. It says exactly what happened: for example that the customer gave a landline, that your credits ran out, or that the phone was switched off.

What happens if my credits run out?

The SMS stop going out and the reason is written in the history of each order. As soon as you buy credits, they continue normally. You always see your balance on the first tab of the plugin.

How do I remove the plugin?

From System → Manage → Extensions: find "Web2SMS for VirtueMart" and press Uninstall. Its settings are deleted with it. The notes in the history of the orders stay.

Need help?

Web2SMS
Phone +30 210 95 88 555 · Email fixplace.gr@gmail.com · www.web2sms.gr