



Email Notifications

B2B Quote Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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Email Notifications

B2B Quote emails keep customers and the sales team informed without moving the negotiation out of Magento. Templates can cover submission, counter-offers, negotiated prices, status changes, expiration, reminders, and new messages.

The screenshot shows the 'Configuration' page in Magento, specifically the 'Email Notifications' section. The left sidebar contains navigation links for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and B2B Quotes. The main content area is titled 'Email Notifications' and includes a 'Save Config' button in the top right corner. Below the title, there is a text input field for 'Select additional business fields that should be copied when duplicating a quote.' The configuration options are as follows:

- Enable Email Notifications** (store view): Yes
- Email Sender** (store view): Sales Representative
- Admin Recipients** (store view): owner@example.com (Note: Comma-separated email addresses)
- Quote Submitted Template** (store view): Quote Submitted (Default)
- Counter Offer Template** (store view): Counter Offer (Default)
- Status Changed Template** (store view): Status Changed (Default)
- Quote Expired Template** (store view): Quote Expired (Default)
- Price Negotiated Template** (store view): Price Negotiated (Default)
- Message Notification Template** (store view): Message Notification (Customer to Admin) (Default)
- Message Notification Template (Admin - Customer)** (store view): Message Notification (Admin to Customer) (Default)
- Send Email Copy Method** (store view): Bcc (Note: Method for sending email copies to additional recipients)
- Expiration Reminder Intervals** (store view): A table with columns 'Time Before Expiry', 'Unit', and 'Action'. It includes an 'Add Reminder' button and a note: 'Send reminder emails before quote expiration. Add multiple intervals as needed.'
- Expiration Reminder Template** (store view): Expiration Reminder (Default)

Configure delivery

Open **Stores** → **Configuration** → **MageB2B** → **B2B Quote** → **Email Notifications**.

Setting	Purpose
Enable Email Notifications	Master switch for extension emails.
Email Sender	Magento sender identity used for messages.
Admin Recipients	Comma-separated internal addresses.
Quote Submitted Template	Notification when a request is submitted.
Counter Offer Template	Notification for a counter-offer.
Status Changed Template	Notification for status transitions.
Quote Expired Template	Notification after expiration.
Price Negotiated Template	Notification when negotiated pricing changes.
Customer Message Template	Message notification sent to the customer or guest.
Admin Message Template	Message notification sent to administrators.

Setting	Purpose
Email Copy Method	Controls how additional recipients receive copies.
Attach Quote PDF	Adds the current quote PDF where supported.
Attach Customer Files	Adds quote attachments where supported.

Select templates created for the correct Magento area and review their store-view content. A template being selectable does not guarantee that every variable or link is suitable for the event.

Guest quote links

For guest quotes, event data includes the guest access URL and token information used by the standard templates. Treat that URL as sensitive: it grants access to the associated quote. Test guest emails in a fresh browser session and never use a real customer's token in screenshots or support notes.

Expiration reminders

Enable expiration reminders and configure one or more reminder intervals. The hourly `b2bquote_send_expiration_reminders` cron job finds eligible quotes and sends the configured reminder template.

Intervals should match how the sales team follows up. Too many reminders can train recipients to ignore them, while a single reminder close to expiry may leave no time to respond.

See [Cron Jobs](#).

Attachments and message size

Attaching a PDF or customer files can make the email considerably larger. Confirm transport limits, file sensitivity, and whether the recipient should receive attachments rather than access them through the authenticated or tokenised quote page.

Test matrix

Before launch, test at least:

- a logged-in customer submission;
- a guest submission and its token link;
- a customer and administrator message in each direction;
- an approved offer and status change;
- a counter-offer or pricing update;
- an expiration reminder and final expiration;

- PDF and customer-file attachments when enabled;
- multiple administrator recipients and the chosen copy method.

Use Magento's configured mail transport or a development mail catcher. Verify subject, sender, recipient, store language, links, totals, and attached files—not only that a message exists.

Troubleshooting

If no message arrives, check the master switch, event-specific template, recipients, Magento mail transport, cron for reminders, and application logs. If only guest links fail, confirm guest quotes remain enabled in the quote's store scope and that the template uses the generated guest URL rather than constructing one manually.

Related pages

- [Guest Quotes](#)
- [Messaging](#)
- [Quote PDFs and Layouts](#)
- [Cron Jobs](#)