AXIOPRAX FIXES · D9 · SUPPORT

Repeat customer setup checklist

Tag repeat customers automatically and thank them without writing emails by hand.

- ☐ **Create a Flow workflow on Order created**
  Shopify Flow app > Create workflow
- ☐ **Condition: customer number of orders is 2 or more**
  Flow condition on the order's customer
- ☐ **Add customer tags: repeat-customer**
  Flow true path
- ☐ **Add order tags: repeat-order**
  Flow true path, so it shows in Orders
- ☐ **Turn on Thank customers after they purchase**
  Apps > Messaging > Automations > Create automation
- ☐ **Send a test email to yourself, then Turn on automation**
  Edit emails > Send test
- ☐ **Save the segment customer_tags CONTAINS 'repeat-customer'**
  Customers > Segments

Test it with two orders

- Order 1 as a new email: no tag should appear.
- Order 2 with the same email: customer and order are both tagged.
- If order 2 is not tagged, add a short Wait before the condition.
- Check you are not sending two thank-you emails from two tools.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/tag-thank-repeat-customers-shopify