

Sending Customer Notes in Website Orders

You can send customers notes/updates regarding their order within the E-commerce system on an Order details page.

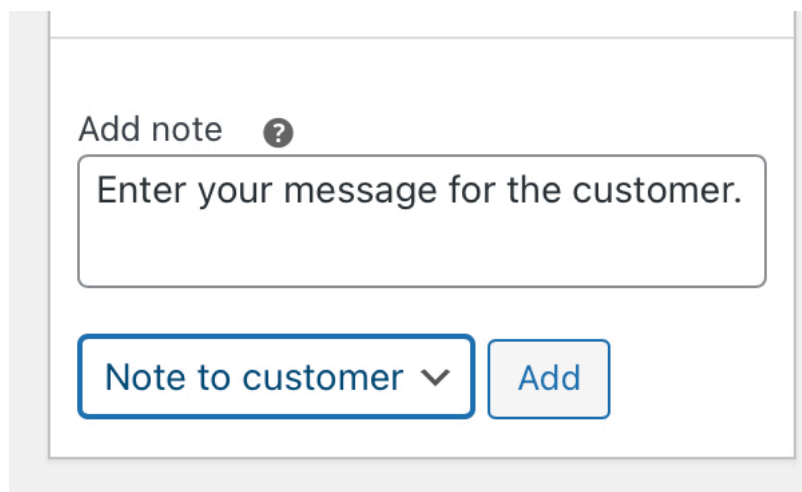
This allows you to automatically send updates via email as well as tracking anything you have sent the customer within the order details.

You can also create 'private' notes which show in the order details page but are not sent to the customer.

Creating a Note

Open the order details page for the order you wish to add a note.

On the right hand side of the page under the “Order notes” heading you will see a box titled “Add note” and a dropdown.

A screenshot of a web form titled "Add note" with a help icon. It features a text input field with the placeholder "Enter your message for the customer." Below the field is a dropdown menu currently set to "Note to customer" and an "Add" button.

Add note ?

Enter your message for the customer.

Note to customer ▾ Add

Customer note

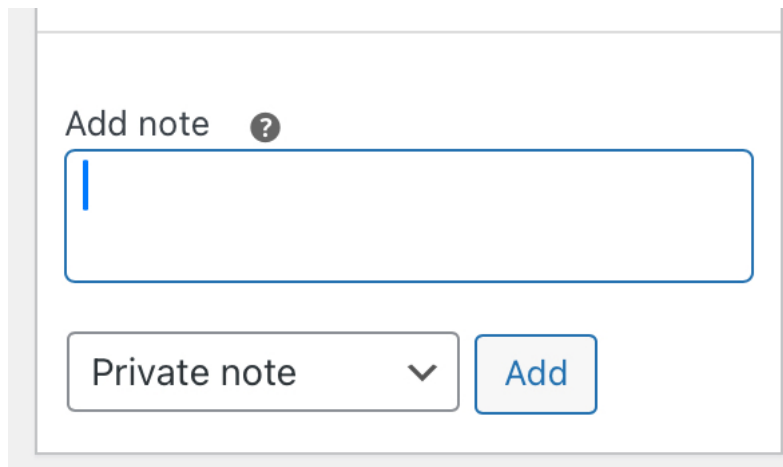
For a message to be sent to the customer change the dropdown to “Note to customer” and enter the text you wish to use in the text box.

Then select the ‘Add’ button which will add the note to the

page and send an email to the customer with the text you added.

Private note

If you wish to add a note just for the order details and not to be sent to the customer you just need to set the dropdown to “Private note” and then type your note and select the ‘Add’ button.



The screenshot shows a form titled "Add note" with a help icon (question mark). Below the title is a large text input field with a blue border and a blue cursor. At the bottom of the form, there is a dropdown menu currently set to "Private note" with a downward arrow, and a blue "Add" button to its right.

Notes

The messages you enter are shown in the “Order notes” section along with the Order status and Payment status Updates for the order.

Order notes

This is a private note that only appears here in the order details.

added on 23rd April 2023 at 3:05 pm by Carl Grint [Delete note](#)

This is an example note sent to the customer

added on 23rd April 2023 at 3:05 pm by Carl Grint [Delete note](#)

Order status changed from Completed to Order Sent to Supplier.

23rd April 2023 at 2:48 pm by Carl Grint [Delete note](#)

Order status changed from Processing to Completed.

23rd April 2023 at 2:46 pm [Delete note](#)

Order status changed from Pending payment to Processing.

23rd April 2023 at 2:45 pm [Delete note](#)

Square Charge Approved: Visa ending in 1111 (expires 11/31) (Transaction ID xkGWpZfzmGWBI5TDe2LGWnKn7oYZ Y)

23rd April 2023 at 2:45 pm [Delete note](#)

Add note ?

Private note

Add

Customer Note Email

The customer receives an email with the text you entered after you add a 'Customer note'.

Below is an example of the email a customer will receive.

