








Order Shipped emails

An email notification can be sent to users when their orders have shipped. The standard shipped email template allows customisation to include or exclude a range of information, e.g., whether to show customer delivery comments and instructions and display backordered items separately. The email message text can also be edited.

 Commerce Vision BPD





Order Shipped #100012130

Hi Sarah

Your order has been shipped!

Delivery Address
Affaire
Shop 150
Garden City Shopping Centre
Riseley Street
BOORAGOON WA
6154
Australia

Order Summary

Item	Qty	Price (ex GST)	Unit	Discount	Total (ex GST)
 Gray-Nicolls Test Special Cricket Ball Code: CV122	1	\$20.99	Each	0.00%	\$20.99
 Kookaburra Pro 800 Cricket Helmet Code: CV377	1	\$59.99	Each	0.00%	\$59.99
Subtotal (ex GST)					\$80.98
Freight					No Charge
Plus GST					\$8.10
Total (inc GST)					\$89.08

Administrators can enable Order Shipped notifications by completing these three processes:

1. Update Order Shipped System Settings
2. Update Integrator Settings
3. Customise the Order Shipped Email Template

Step-by-step guides

1. Update the Order Shipped System Settings

1. In the CMS, navigate to **Settings Settings** (/zSettings.aspx).
2. Click **Orders**.
3. Click **Order Conclusion**.
4. Tick **Enable sending an order shipped email**.
5. In **Order Shipped Email Template**, select **Order Shipped Email Template**.
6. To save changes, click **Update**.

General	Integration	Notifications	Serials	Orders	Freight	Messages	Supplier Portal	Advanced Quoting	Advanced	Coupons
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Current Order Display	Restrictions and Charges	Credit Cards	Order Conclusion	Web Discounts
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Order Complete

Disable Entry of Delivery Instructions : ☐

Disable Override of Delivery Address & Instruction : ☐

Disable Override of Order Delivery Date : ☐

Hide Preferred Delivery Date : ☐

Force Entry of Order Reference : ☐

Allow PO Box For Delivery Address : ☐

Allow B2B Users to use Personal Delivery Address : ☐

Include User Details in Delivery Information :

Web-Based User Details Store In :

Number of Address Lines (B2B) :

Postcode Entry :

Enable Customer Password on Order Conclusion : ☐

Allow Rep Transfer : ☐

Default Transfer Start Account :

Default Transfer End Account :

Transfer From Warehouse :

Enable sending an order shipped email : ☒

Order Shipped Email Template :

Orders Page Template : Orders Page Template

Use Templated Checkout : ☒

Checkout Template :

Seperate Charge Lines On Order Conclusion : ☐

Action Of Orders If Adresss Unverified :

Required Delivery Date Lead Time (Days) :

Days to show for Required Delivery Date :

Display Customer Delivery Addresses Only : ☐

Online Payment Totals Display Order :

Submit Punchout Order As Quote : ☐

Enable Custom Oci Output For Attribd Prods & Kits : ☐

2. Update the Integrator Settings

1. Open the Integrator client.
2. Click the **Settings** icon.
3. Select the **Advanced** tab.
4. Enter the ERP (Pronto) status code in the field labelled **Order Shipped Statues** (generally status 80).
5. Click **OK**.

6. Stop, then restart the Integrator. (See [Integrator - Stop and Start](#) for instructions)

Site 'Live' Integration Settings

OK Cancel Apply

Timing ERP Internet Custom Tables Custom Fields **Advanced** Notifications Images Discounts & Special Pricing Documents Timing Items

Serial Number Import

☐ Enable serial number import from file

File Prefix :

Other Settings

Alternate Product Category Field:

Archive Orders From Override Date :

Alternate Sort Code :

Online RECEIVING Fields :

Invalid Condition Codes (default: DIYNT) DIY

Address Validation Field :

Default Country :

File Upload Filename Character Mapping Settings

CSSNET 3.63 # Required for this functionality

☐ Enable Escape Character :

Mappings

Reset Mappings and Escape

System Table Types to Send :

Order Shipped Statuses :

Reviewed Quote Field :

Order Delivery Email Address Set Field :

Order Integration Multiline Query :

Live Call Compression Threshold (bytes)

Get New Orders Timeout: minutes (0 = no timeout)

☒ Check Invoice Reprints ☐ Integrate warranty claims ☐ Send Stock Pricing Iteratively

☐ Check Statement Reprints ☐ Integrate Supplier Invitations ☐ Use Archive Orders From Override Date

☐ Preserve Product Data ☐ Integrate Bonus Stock ☐ Send Customer Conversions

☒ Single StockPrice Query ☐ Integrate Changed Backorders ☐ Use Pronto Trans Pay By Date

☐ Include Bill of Materials Notes ☒ Log Integrator Events On Web ☐ Integrate CSSBank SiteID with Receipts

☒ Show 'Send Custom Programs' Button ☐ Custom Program Before Order Confirm ☐ Disable Send of Picture Notes

☐ Integrate Pronto Custom Periods Always ☐ Custom Program Before Send ☐ Include Suffix When Loading Receipts

☒ Do not Integrate Blank Custom Notes

☐ Integrate Order Comments As Note Lines ☐ Always Send Bill of Materials ☐ Set Financier Address On Orders

☐ Send Reviewed Quotes ☐ Bulk Integrate Custom Notes

☒ Enable Customer Product Mappings ☐ Once-off Web Quote Upload

Live Pricing/Availability

☐ Enable Live Pricing/Availability Listener HTTP Port :

☐ Enable verbose logging

☐ Enable ERP Listener 9801 ERP Polling Interval : mins

Test Pricing (Integrator needs to be running in foreground mode)

Product : Warehouse :

Customer : Quantity :

3. Customise the Order Shipped Email Template

This procedure allows you to configure and edit the shipped email message.

1. In the CMS, navigate to **Content Emails**.
2. Find the **Order Shipped Email** template, and click **Edit**.

Email Templates

Search Results

My Favourites







Orders

Order Shipped Email

Edit

3. Configure, add, or disable widgets as required. (The standard widgets that render this email message are automatically included.) You can refer to each widget's guide for all possible configurations but here is a list of commonly adjusted features:

Include /exclude	Widget	Example
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<ul style="list-style-type: none">• Use r Ord er Co mm ents	Email Order Comments	<div><h3>Order Shipped #100012131</h3><p>Hi Sarah</p><p>Your order has been shipped!</p><div>Delivery Address<p>Affaire Shop 150 Garden City Shopping Centre Riseley Street BOORAGOON WA 6154 Australia</p></div><div>Order Comments<p>Urgently needed.</p></div><div>Delivery Instructions<p>Can leave at reception</p></div><div>Authority To Leave<p>Authority To Leave Reception</p></div><div>Order Summary</div></div>																		
<ul style="list-style-type: none">• Deli ver y Inst ruct ions• Aut hori ty to Lea ve	Email Delivery Instructions	<div><h3>Order Shipped #100012131</h3><p>Hi Sarah</p><p>Your order has been shipped!</p><div>Delivery Address<p>Affaire Shop 150 Garden City Shopping Centre Riseley Street BOORAGOON WA 6154 Australia</p></div><div>Order Comments<p>Urgently needed.</p></div><div>Delivery Instructions<p>Can leave at reception</p></div><div>Authority To Leave<p>Authority To Leave Reception</p></div><div>Order Summary</div></div>																		
<ul style="list-style-type: none">• Sep arat e GS T col umn	Email Order Summary	<div><p>Display GST amount in a separate column.</p><h3>Order Summary</h3><table><tr><th>Item</th><th>Qty</th><th>Price (inc GST)</th><th>Unit</th><th>GST</th><th>Total (inc GST)</th></tr><tr><td> Head TiS2 Tennis Racquet Code: CV117</td><td>1</td><td>\$193.55</td><td>Each</td><td>\$17.60</td><td>\$193.55</td></tr><tr><td> Head TiS6 Tennis Racquet Code: CV116</td><td>1</td><td>\$248.55</td><td>Each</td><td>\$22.60</td><td>\$248.55</td></tr></table></div>	Item	Qty	Price (inc GST)	Unit	GST	Total (inc GST)	 Head TiS2 Tennis Racquet Code: CV117	1	\$193.55	Each	\$17.60	\$193.55	 Head TiS6 Tennis Racquet Code: CV116	1	\$248.55	Each	\$22.60	\$248.55
Item	Qty	Price (inc GST)	Unit	GST	Total (inc GST)															
 Head TiS2 Tennis Racquet Code: CV117	1	\$193.55	Each	\$17.60	\$193.55															
 Head TiS6 Tennis Racquet Code: CV116	1	\$248.55	Each	\$22.60	\$248.55															


- Backordered items separately

[Email Order Summary](#)

For orders that are partially shipped due to backordered items, the email can display backordered items separately.

In this scenario, the Order Summary total will display the total amount of items shipped rather than the whole order line amount.

Order Summary

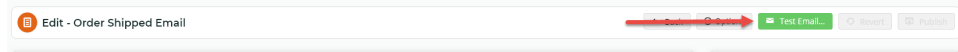
Item	Ordered	Shipped	Back Ordered	Price (ex GST)	Unit	GST	Total (ex GST)
 Gray-Nicolls Test Special Cricket Ball Code: CV122	2	1	1	\$20.99	Each	\$4.20	\$20.99

The Summary Grid for the order will also not be included.

NOTE - This feature is available for versions 4.31+

NOTE - Relevant widgets are listed at the bottom of this page.

4. When you have finished editing the template, you can send yourself a test email. At the top right of the page, click '**Test Email...**'. The sales order number needs to be valid and have the correct status.



Related help

- [CC Order Confirmation emails](#)
- [Email Template List](#)
- [Checkout Messages](#)
- [Custom Email Templates](#)
- [Widget-Based Email Templates](#)
- [Review sent emails](#)
- [Sender Policy Framework \(SPF\) Record](#)
- [Offline Order Emails](#)
- [Notification Email Addresses](#)
- [Integrator Settings - Notifications](#)

Related widgets

- [Email Order Address Widget](#)
- [Email Order Summary Widget](#)
- [Email Delivery Instructions Widget](#)
- [Email Order Comments Widget](#)