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.

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**.

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 Statuses** (generally status 80).
5. Click **OK**.

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

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**.*

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

• User Order Comments	*Email Order Comments*	**Order Shipped #100012131** **Hi Sarah** Your order has been shipped! **Delivery Address** Affaire Shop 150 Garden City Shopping Centre Riseley Street BOORAGOON WA 6154 Australia **Order Comments** Urgently needed. **Delivery Instructions** Can leave at reception **Authority To Leave** Authority To Leave Reception **Order Summary**
• Delivery Instructions • Authority to Leave	*Email Delivery Instructions*	**Order Shipped #100012131** **Hi Sarah** Your order has been shipped! **Delivery Address** Affaire Shop 150 Garden City Shopping Centre Riseley Street BOORAGOON WA 6154 Australia **Order Comments** Urgently needed. **Delivery Instructions** Can leave at reception **Authority To Leave** Authority To Leave Reception **Order Summary**
• Separate GST column	*Email Order Summary*	Display GST amount in a separate column. **Order Summary**

Order Summary

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

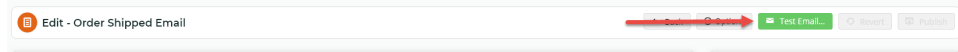|		
• *Bac kor der ed ite ms sep arat ely*	*Email Order Summary*	For orders that are partially shipped due to backordered items, the email can display backordered items separately. In this scenario, the Order Summary total will display the total amount of items shipped rather than the whole order line amount. **Order Summary** The Summary Grid for the order will also not be included. **NOTE -** This feature is available for versions 4.31+

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

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.

Edit - Order Shipped Email   Test Email...   Revert   Publish

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