

Attaching a Note to an Order

You can add an internal note to any individual order. This note will not be visible to the customer.

You may want to use this feature to add reminders or information for others within your organization to view before fulfilling an order.

For example, if you have a telephone conversation with a customer, this would be a good place to note the context of your conversation, and particularly any information you shared with the customer regarding the order that does not appear on the order screen.

Adding notes to orders can help you provide better customer service.

ORDER #1001

ATTACH A NOTE EMAIL BUYER PRINT Open

INDRAJIT CHOWDHURY
support@powerstores.com
099219 45488

SHIPPING ADDRESS
Indrajit Chowdhury,
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS
test

PAYMENT METHOD
CASH ON DELIVERY

PAYMENT RECEIVED
YOU HAVE BEEN PAID FOR THIS ORDER.

SHIPPING METHOD
FREE

FULFILL ORDER
YOU NEED TO SHIP 2 ITEMS.

RESEND ORDER CONFIRMATION EMAIL

ORDER NOTE
Customer requested to ship the order before the 10th of July

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker) Brand: Brand Name Status: Pending	Rs.300.00	4	Rs.1,200.00

To Attach a Note to an Order:

1. Login to your Workspace
2. Click on **Orders** from the left menu.
3. Click the Order ID of the order to which you want to attach a note.

DASHBOARD WEBSITE PRODUCTS COLLECTIONS **ORDERS** CUSTOMERS MARKETING THEMES SERVICES

ORDERS

EXPORT ABANDONED CARTS EXPORT ORDERS

ORDER	DATE	PLACED BY	ORDER STATUS	PAYMENT STATUS	SHIPPING STATUS	TOTAL
#1004	27 Jun 15:43	cory york	Open	Authorized	Not Shipped	312.00 INR
#1003	27 Jun 15:43	sara cabral	Open	Authorized	Not Shipped	832.00 INR
#1002	27 Jun 15:41	Indrajit Chowdhury	Open	Paid	Not Shipped	1404.00 INR
#1001	24 Jun 15:24	Indrajit Chowdhury	Open	Paid	Not Shipped	2090.00 INR

4. Click **Attach a note**.

ORDER #1001

ATTACH A NOTE EMAIL BUYER PRINT Open

INDRAJIT CHOWDHURY
support@powerstores.com
099219 45488

SHIPPING ADDRESS
Indrajit Chowdhury,
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS
test

PAYMENT METHOD
CASH ON DELIVERY

PAYMENT RECEIVED
YOU HAVE BEEN PAID FOR THIS ORDER.

SHIPPING METHOD
FREE

FULFILL ORDER
YOU NEED TO SHIP 2 ITEMS.

RESEND ORDER CONFIRMATION EMAIL

PRODUCT	PRICE	QUANTITY	TOTAL
Almond Rocker (Almond Rocker) Brand: Brand Name Status: Pending	Rs.300.00	4	Rs.1,200.00
Orange Roobios Cinnamon (Orange Roobios Cinnamon) Brand: Brand Name Status: Pending	Rs.400.00	2	Rs.800.00

5. Write the note in the box that appears, and click **Save**.

ORDER #1004

ATTACH A NOTE EMAIL BUYER PRINT Closed

CORY YORK
support@powerstores.com
099219 45488

SHIPPING ADDRESS
cory york,
123 Main Street
Panaji,
Goa, 403001
India
Phone: 099219 45488

SPECIAL INSTRUCTIONS
test

BILLING ADDRESS
123 Main Street

PAYMENT METHOD
BANK TRANSFER

PAYMENT RECEIVED
YOU HAVE BEEN PAID FOR THIS ORDER.

SHIPPING METHOD
STANDARD

ORDER FULFILLED
YOU HAVE SHIPPED ALL ITEMS IN THIS ORDER.

RESEND ORDER CONFIRMATION EMAIL

Enter your note

Use plain text to format your note.

SAVE or Cancel

PRODUCT	PRICE	QUANTITY	TOTAL
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These notes are for internal use only and will not be visible to your customers.

Related articles

- [Placing a Test Order](#)
- [Viewing and Processing Orders](#)
- [Sending an Email regarding an Order](#)
- [Attaching a Note to an Order](#)
- [Printing an Order](#)