

## Does the customer receive shipping notifications?

Yes, Printrove sends shipping notifications to customers to keep them informed about the status of their orders.

## When does the Customer receive tracking notifications?

By Default, the customer receives Email and SMS **tracking notifications** on three events.

- When the order is **Dispatched**.
- When the order is **Out for Delivery**.
- When the order has been **Delivered**.

## What is the content of the notification?

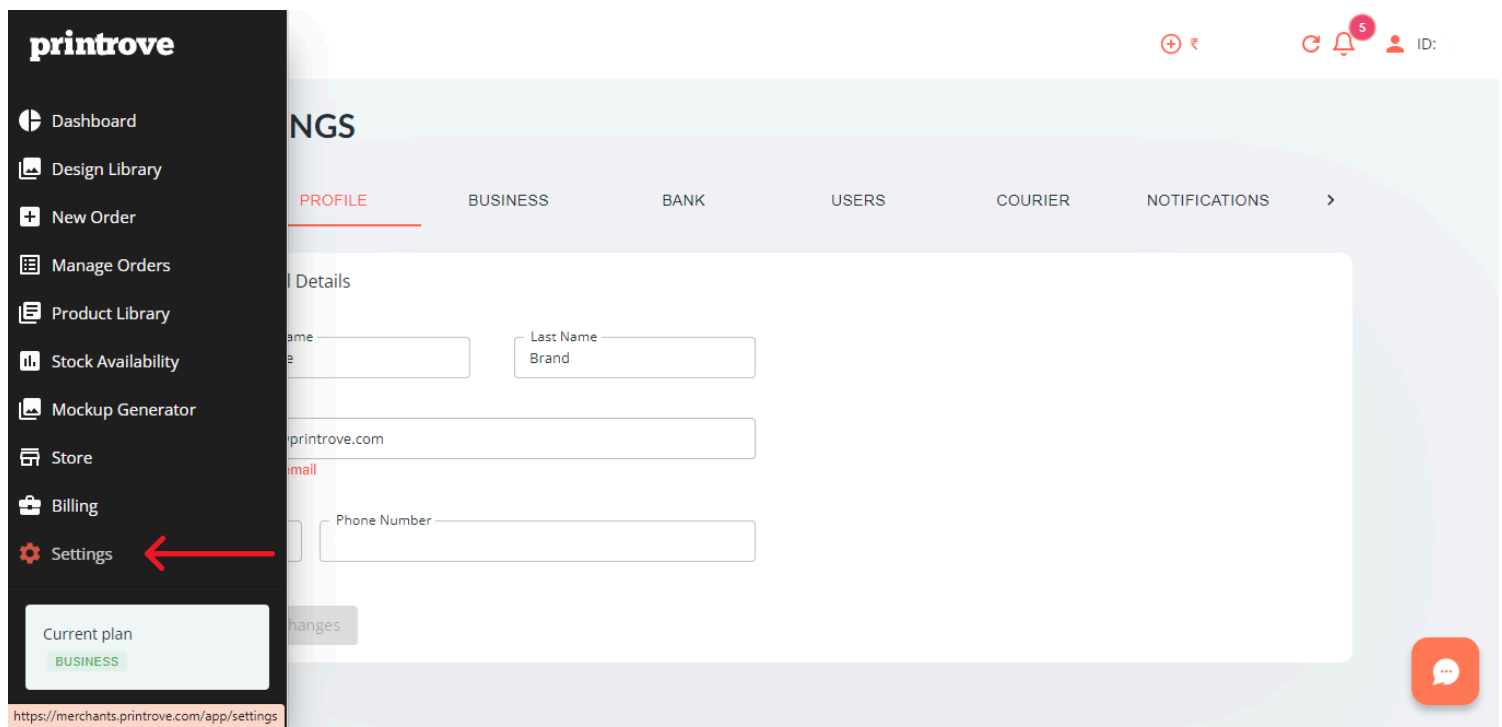
The content of the notification includes the **customer's name**, the **reference order ID**, your **brand name**, **order status** and a **button** to track the order leading to the tracking page.

❗ The content of the notifications cannot be customised.

## How to enable or disable the notifications on Printrove?

Enable or disable notifications from your [Merchant Panel](#) in 4 quick steps. They are as follows.

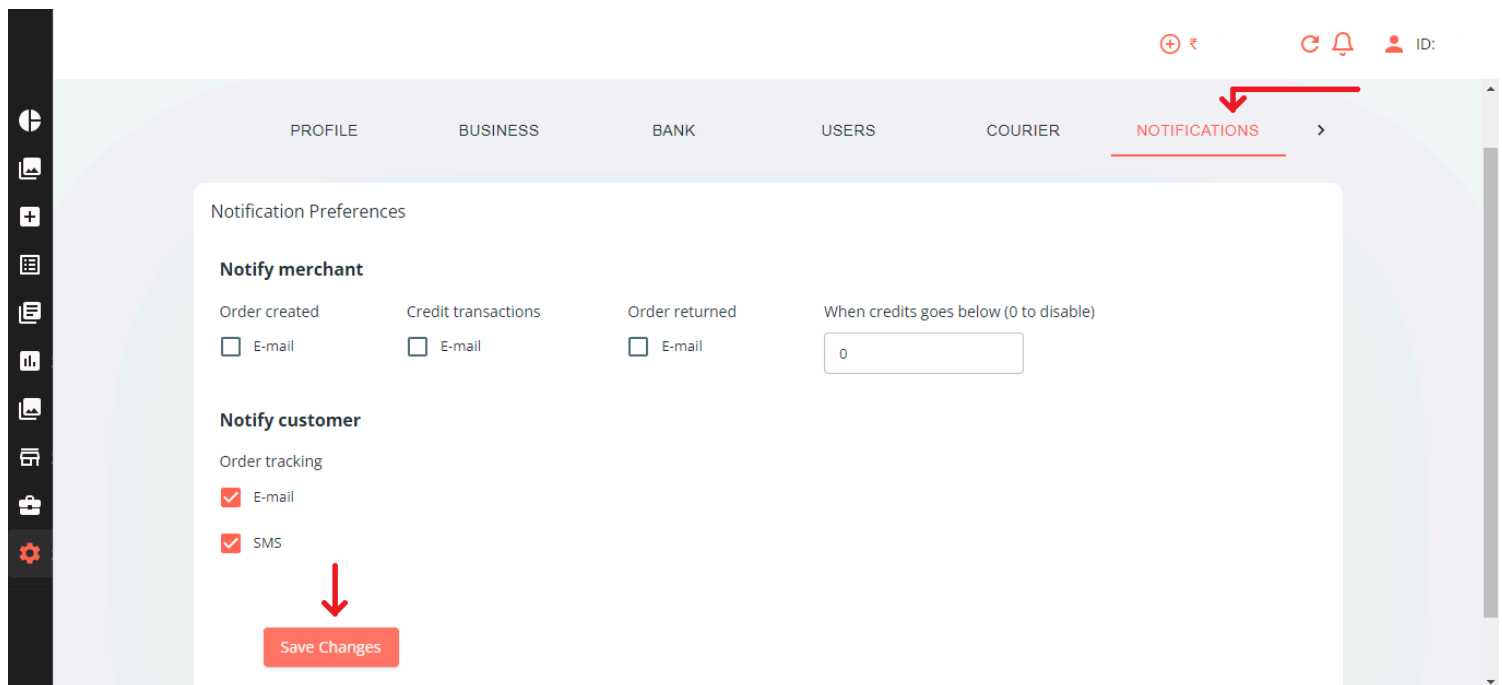
**Step 1:** Head over to Settings on the [Merchant Panel](#).



**Step 2:** Click on **Notifications**.

**Step 3:** Under **Notify Customer**, click on the checkboxes for Email and/ or SMS to enable or disable the notifications.

**Step 4:** Click on **Save Changes**.



Done! Quick, wasn't it?

💡 You can place a [sample order](#) to check for the notifications.

