

Predefined Admin Order Comments Extension for Magento2 by Mavenbird

Predefined Admin Order Comments Extension User Guide



Predefined admin Order Comments

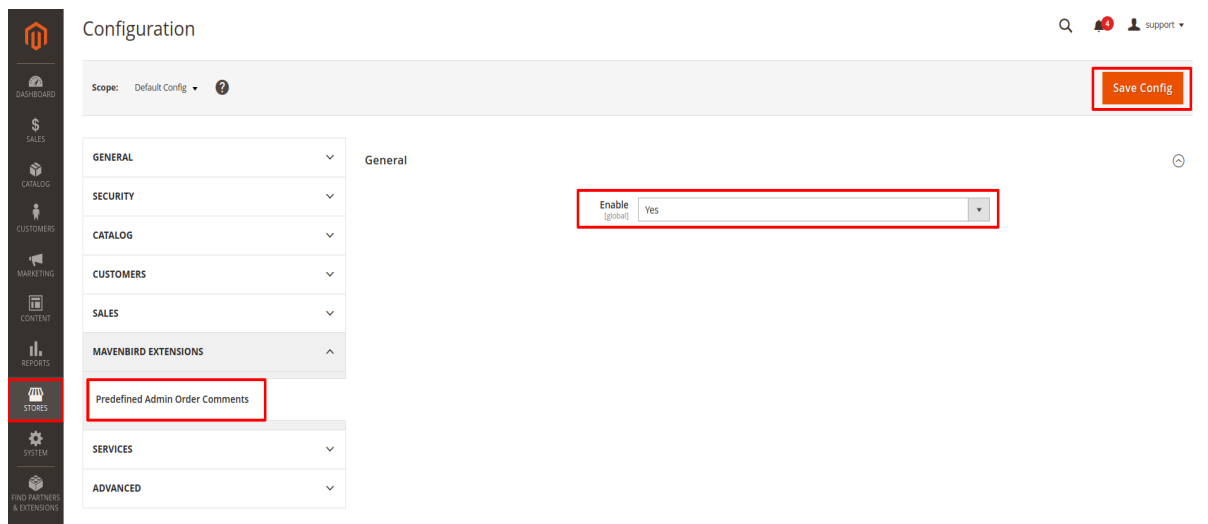
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Introduction

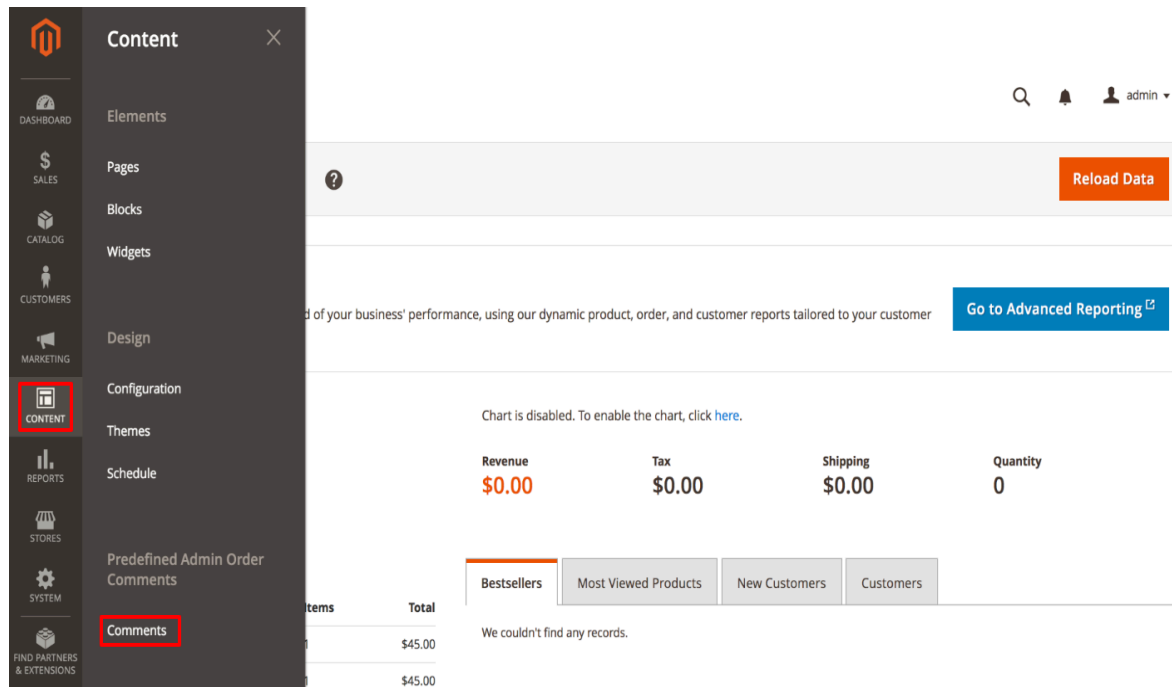
- The PredefinedAdminOrderComments module is a powerful tool designed to streamline and enhance order management within your administrative workflows. By providing a set of predefined comments, this module enables administrators to communicate quickly and consistently with customers or team members regarding order statuses, updates, and special instructions.

Configuration



- **Navigate to Configuration:**
Go to your store's backend and select **Stores** from the main menu, then choose **Configuration** from the dropdown.
- **Locate the Module Settings:**
In the configuration menu, find and click on the **PredefinedAdminOrderComments** section to access the module's settings.
- **Enable the Module:** Check the box or toggle the switch to enable the **PredefinedAdminOrderComments** module.
- **Save Configuration:** Click the **Save Config** button to apply your changes and activate the module.

Module Comment Path



- **Go to Content Section:**
In the main menu, select **Content** to expand the available options.
- **Select Comments:**
Click on **Comments** to open the Comment module where you can manage and view comments.

For Managing Order Comments use this module .

Add New Comment

The screenshot shows the 'New Comment' form in the Magento2 admin interface. The form is titled 'New Comment' and has a sidebar on the left with navigation links: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The form fields are:

- Title ***: A text input field containing 'Thank you for your order again'.
- Content ***: A text area containing 'Thank you for your order again. We will get back to you as soon as we have an update.'
- Store View ***: A dropdown menu with options: 'All Store Views', 'Main Website', 'Main Website Store', and 'Default Store View'.
- Order Statuses ***: A dropdown menu with options: 'Suspected Fraud', 'On Hold', 'Payment Review', 'PayPal Canceled Reversal', 'PayPal Reversed', and 'Pending'.
- Enabled**: A toggle switch set to 'Yes'.

At the top right of the form, there are buttons for 'Back', 'Reset', 'Save and Continue Edit', and a red 'Save' button.

Click Add New Comment:

- Click on the **Add Comment** button to start creating a new comment.

Fill Out Comment Details:

- **Title**: Enter a descriptive title for the comment in the **Title** field.
- **Content**: Provide the full text of the comment in the **Content** field.
- **Store View**: Select the relevant store view(s) where this comment should be applicable.
- **Order Statuses**: Choose the order statuses to which this comment will apply.
- **Enabled/Disabled**: Set the comment to **Enabled** if you want it to be active immediately or **Disabled** if you want to save it for future use.

Review Your Inputs:

- Double-check all the details you've entered to ensure accuracy and completeness.

Save the Comment:

- Click the **Save Comment** button to add the new comment to the system.

Manage Comments

Manage Comments

Search by keyword

Filters Default View Columns

Actions 1 records found 20 per page 1 of 1

Comment ID	Title	Content	Store View	Order Status	Status	Action
3	Thank you for your order again	Thank you for your order again. We will get back to you as soon as we have an update.	All Store Views	Pending	Enabled	Select

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- **Comment List:**

The Comment module displays a list of all existing comments, allowing you to select and edit specific comments from the list.

- **Click Select Button:**

Click the Select button next to the comment you want to edit.

- **Edit Comment Details:**

Update the **Title**, **Content**, **Store View**, **Order Statuses**, and **Enabled/Disabled** status as needed.

- **Save Changes:**

Click the **Save Comment** button to apply your edits.

Comment Order Notes

#000000003

← Back Cancel Send Email Hold Invoice Ship Reorder Edit

Order Total

Notes for this Order

Status: Pending

Predefined Admin Comment: Thank you for your order again

Comment: Thank you for your order again. We will get back to you as soon as we have an update.

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Order Totals

Subtotal	\$32.00
Shipping & Handling	\$0.00
Tax	\$2.64
Grand Total	\$34.64
Total Paid	\$0.00
Total Refunded	\$0.00
Total Due	\$34.64

Choose Sales->Order:

- Navigate to **Sales** and select **Orders** from the main menu to view the list of orders.

Click on View:

- Locate the order you want to work with and click the **View** button to open the order details.

Comment Order Notes:

- Scroll to the **Order Notes** section where you can see the status dropdown (e.g., Pending, Closed, Complete) and existing comments.


Custom Comment:

- Choose the appropriate status from the dropdown.
- As per Dropdown that loads Related Comment Contents .

Submit the Comment:

- Click the **Submit Comment** button to add the comment to the order and save your changes.

Order Comment History



DASHBOARD

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

#000000003

[← Back](#) [Cancel](#) [Send Email](#) [Hold](#) [Invoice](#) [Ship](#) [Reorder](#) [Edit](#)

Order Total

Status

Pending

Predefined Admin Comment

Please select a comment

Comment

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Order Totals

Subtotal	\$32.00
Shipping & Handling	\$0.00
Tax	\$2.64
Grand Total	\$34.64
Total Paid	\$0.00
Total Refunded	\$0.00
Total Due	\$34.64

Feb 1, 2019 3:28:27 PM | Pending | Customer **Not Notified**

Thank you for your order again. We will get back to you as soon as we have an update.

Review Submitted Comments:

- The Comment History section will list all comments associated with the order, including the newly submitted one.

Check Comment Details:

- Review the details in the **Comment** such as the content, status, and date of each comment, Time also that all Details are Shown.

Thank you!

Do you need Extension Support?
Do you have any suggestions? Please contact us,
<https://www.mavenbird.com/contact>