

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.

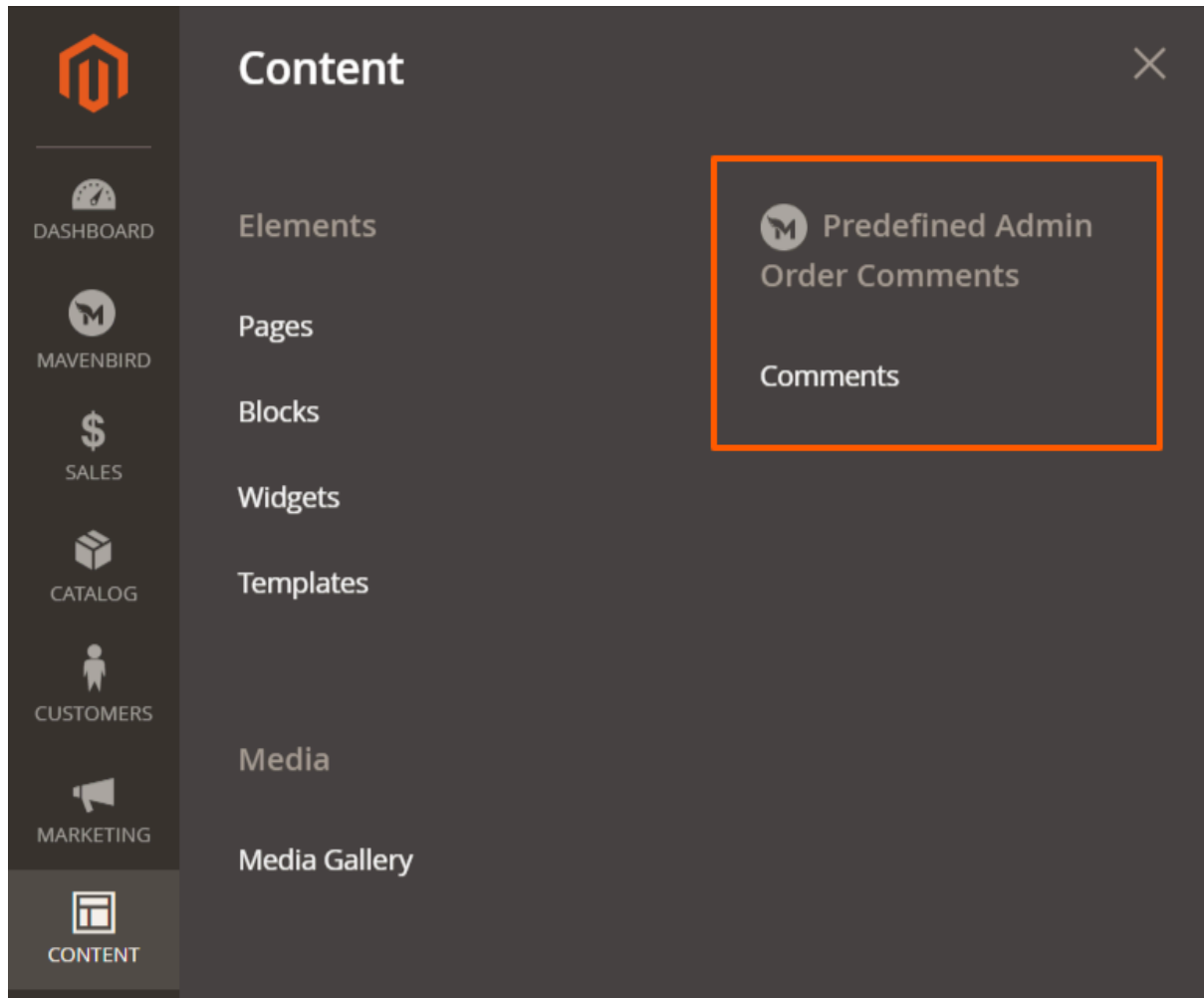
Configuration

General

Enable Extension [global]

- **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 Extension:** 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

[← Back](#) [Delete](#) [Reset](#) [Save and Continue Edit](#) [Save](#)

Comment Information

Enabled ☐ No

Title *

Content *

Store View *

All Store ViewsMain WebsiteMain Website StoreDefault Store View

Order Statuses *

Suspected FraudOn HoldPayment ReviewPayPal Canceled ReversalPayPal ReversedPending

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

🔍   support ▾

Add Comment

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
<input type="checkbox"/>	1	Nice!!	Nice!!	Main Website Main Website Store Default Store View	Pending	Disabled	Select ▾

- **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

#000000008 ← Back Delete Login as Customer Cancel Send Email Hold Invoice Ship Reorder **Edit**

Order Total

Notes for this Order

Status

Pending ▼

Predefined Admin Comment

Please select a comment ▼

Nice!!

☐ Notify Customer by Email

☐ Visible on Storefront

Submit Comment

Order Totals

Subtotal	\$100.00
Shipping & Handling	\$5.00
Tax	\$8.25
Grand Total	\$113.25
Total Paid	\$0.00
Total Refunded	\$0.00
Total Due	\$113.25

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

#000000008 ← Back Delete Login as Customer 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

Oct 2, 2024 2:14:14 PM Pending Customer **Notified**
Nicell

Order Totals

Subtotal	\$100.00
Shipping & Handling	\$5.00
Tax	\$8.25
Grand Total	\$113.25
Total Paid	\$0.00
Total Refunded	\$0.00
Total Due	\$113.25

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>