



# Order Messages

## Order Messages



When you have to send a message to your customers using the PrestaShop interface (from the order page), you can choose to save this message in order to send it out again to other customers with similar questions, comments, or concerns.

To do this, go to the "Order Messages" page under the "Orders" menu. One default message is already saved: "Delay".

ID	Name	Message	
1	Delay	Hi, Unfortunately, an item on your order is currently out of stock. This may cause a slight delay in delivery. Please accept our apologies and rest assured that we are working hard to rectify this. Best regards,	 Edit 

## Creating a new message

To add other message, click on the "Add New" button. You can also edit the default message.

ORDER MESSAGES	
* Name	<input type="text" value="Delay"/> <span>en ▼</span>
* Message	<div><input type="text" value="Hi,"/> Unfortunately, an item on your order is currently out of stock. This may cause a slight delay in delivery. Please accept our apologies and rest assured that we are working hard to rectify this. Best regards,</div> <span>en ▼</span>
 Cancel	 Save

The form goes to the essentials:

- **Name.** Give your message a descriptive name so that you can easily find it again later.
- **Message.** Write out the content that you wish to send to your customers.

Once done, click on "Save".

You can create as many messages as needed.

## Sending a message to a customer

Once you pre-written messages are all set, you can send them by going directly into a customer's order:

1. Select the pre-written message.
2. Edit it if needed, in order to tailor it to the order or the customer.
3. Enable the "Display to customer?" option.
4. Click "Send message".

✉ MESSAGES 0

Choose a standard message  [Configure predefined messages](#)

Display to customer?  YES  NO

Message

Hi,  
Unfortunately, an item on your order is currently out of stock. This may cause a slight delay in delivery.  
Please accept our apologies and rest assured that we are working hard to rectify this.  
Best regards,

[Show all messages](#)

Your customer will receive the message on the email address associated with this account. To follow-up on the conversion, go to "Customer Service" page, in the "Customers" menu.