

ORDER COMMENTS

USER GUIDE

Version 1.1.0

Welcome to Order Comments Extension for Magento 2 developed by Sparsh.

We have provided this guide to understand better use of the extension. We have tried to explain the basic functionality required by every Magento store.

This extension allows customers to add a special comments/notes/message while placing the order on the checkout page which can be viewed both in admin backend and customer account.

KEY FEATURES:

- Enable or Disable the extension as per your requirement.
- Customers can add order comment during the checkout process.
- Admin can see the order comments on the order view page in the admin panel.
- Customers can view their order comments in the My Orders section.
- Customers will get order comments in an order email as well.
- Easy to install and configure.

Every below steps helps to enable order comments on your site

1. HOW TO ENABLE / DISABLE ORDER COMMENTS EXTENSION FROM ADMIN

Go to [Magento 2 Admin] > Stores > Settings > Configuration > Sparsh Extensions > Order Comments



Choose Yes to enable this extension which will allow customers to enter order comments on checkout page.


Clear cache from System > Tools > Cache Management if required.

2. ORDER COMMENTS ON CHECKOUT PAGE

Add products / items to cart and go to checkout page. You can now see the text area option from where customer can enter any specific comments/message/notes related to that order.

Shipping Review & Payments

Payment Method Order Comment on payment step.

 PayPal Express Checkout [What is PayPal?](#)

Check / Money order

My billing and shipping address are the same

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan 49628-7978
United States
(555) 229-3326

Do you have any comments?

It's my kid's birthday on Friday. I would appreciate it if we can have it delivered before it.

3. ADMIN ORDERS PAGE

Admin can see the comments entered by customer from orders page in backend as shown below.

Payment & Shipping Method	
Payment Information Check / Money order The order was placed using USD.	Shipping & Handling Information Flat Rate - Fixed \$5.00 <div style="border: 1px solid red; padding: 2px; display: inline-block;">Customer comments for Admin on backend orders page.</div>
Order Comments <div style="border: 1px solid red; padding: 2px;">It's my kid's birthday on Friday. I would appreciate it if we can have it delivered before it.</div>	


4. CUSTOMER ACCOUNT - MY ORDERS PAGE

Customer can also see the comments entered on my account orders page as shown below.

Order Information			
<div style="border: 1px solid red; padding: 2px; display: inline-block;">Customer comments in my account order page.</div>			
Shipping Address Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326	Shipping Method Flat Rate - Fixed	Billing Address Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326	Payment Method Check / Money order
Order Comments <div style="border: 1px solid red; padding: 2px;">It's my kid's birthday on Friday. I would appreciate it if we can have it delivered before it.</div>			

5. CUSTOMER – ORDER EMAIL

Customer can also get the comments in order email as shown below.

 LUMA

Veronica Costello,

Thank you for your order from Main Website Store. Once your package ships we will send you a tracking number. You can check the status of your order by [logging into your account](#).

If you have questions about your order, you can email us at support@example.com.

Your Order #000000005

Placed on Oct 15, 2020, 6:16:23 PM

It's my kid's birthday on Friday. I would appreciate it if we can have it delivered before it.

Billing Info	Shipping Info
Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326	Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326

Note: This does not work with “Check Out with Multiple Addresses” option.