

The Voodoo SMS Order Notification app will allow you to send SMS to your customers when their order status has changed.

For example, when a customer's order has shipped, they will receive an SMS informing them.

Please follow the steps below on how to set up the app:

Prerequisites:

First, you must have a registered [Voodoo SMS account](#) and generate an [API key](#)

Step 1:

- Under **Basic Configuration**, enter the API key you generated in the Voodoo SMS portal
- When you save the config, the API status will be updated with the amount of credits you have attached to your account.

The screenshot shows the 'Configuration' page in a Magento 2 admin panel. The left sidebar contains a menu with categories: GENERAL, CATALOG, SECURITY, CUSTOMERS, SALES, ENGAGEMENT CLOUD, VOODOO SMS, and SERVICES/ADVANCED. Under 'VOODOO SMS', 'Basic Configuration' is selected. The main content area is titled 'Basic Configuration' with the subtitle 'Setting API Account'. It features a status indicator 'Api Status (sync)' showing 'Not connected with VoodooSMS'. Below this is a text input field labeled 'Enter API Key (store view)' with a placeholder 'Enter your VoodooSMS API Key'. A 'Save Config' button is located in the top right corner of the configuration area.

Step 2:

Click on **Order Notifications** and you'll be presented with the options to set up the templates.

Each template is categorized — i.e. ***When a New Order is Placed***

- Select **Yes** from **Enable Customer Notification**
- Enter a Sender ID in the next field — this is how the sender of the SMS will appear to your customers (max. 11 alphanumeric characters)

- Enter the message you want to send to the user informing them of their order status. Placeholders are available to make the messages more personalized. You can see which placeholders are available by hovering over the '?' icon.
- Click **Save Config** to finish editing

Configuration 🔍 📱 👤 rameez

Store View: Default Config ⓘ Save Config

<ul style="list-style-type: none"> GENERAL ▾ CATALOG ▾ SECURITY ▾ CUSTOMERS ▾ SALES ▾ ENGAGEMENT CLOUD ▾ VOODOO SMS ▴ Basic Configuration <li style="border-left: 2px solid #f06292;">Order Notifications Admin Configuration SERVICES ▾ ADVANCED ▾ 	<div style="border-bottom: 1px solid #ccc; padding-bottom: 10px;"> <p>When a New Order is Placed ⓘ</p> <p>Enable Customer Notification <small>(store view)</small> Yes ▾</p> <p><small>This option will send SMS when an Order is Placed</small></p> <p>Enter the Sender ID <small>(store view)</small> OrderPlaced ⓘ</p> <p><small>'Company' e.g. 'My Store' (max. 11 alphanumeric characters. This is who the SMS will appear from when received)</small></p> <p>Enter the Message <small>(store view)</small> This is example message when new order place with order id is {order_id} ⓘ</p> <p><small>Your Message Content, (Max 918 characters. Text over 160 characters may incur multiple credit charges)</small></p> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 10px;"> <p>When Order is On-Hold ⓘ</p> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 10px;"> <p>When Order is Unhold ⓘ</p> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 10px;"> <p>When Order is Cancelled ⓘ</p> </div> <div style="padding-bottom: 10px;"> <p>When Order is Invoiced ⓘ</p> </div>
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Step 3:

This step is **optional** and is only required if you wish to also receive the same notifications as the customer would get.

- Select **Yes** from **Enable Admin Notification**
- Enter the mobile number you want the notifications to go to
- You can configure a separate message for each type of notification.
- Enter the message with the information that you desire. Placeholders are available. You can see which placeholders are available by hovering over the '?' icon.
- Click **Save Config** to finish

Store View: Default Config ⓘ

Save Config

GENERAL	▼
CATALOG	▼
SECURITY	▼
CUSTOMERS	▼
SALES	▼
ENGAGEMENT CLOUD	▼
VOODOO SMS	▲
Basic Configuration	
Order Notifications	
Admin Configuration	
SERVICES	▼
ADVANCED	▼

Admin Configuration



Enable Admin Notifications (store view) Yes

This option will send SMS to the admin when an Order is Placed

Admin Mobile (store view)

Admin Mobile(s). Enter as many numbers as you like here, comma separated if multiple e.g. 0770090000,0770090001

Enter the Message for New Order (store view) ⓘ

Your Message Content. (Max 918 characters. Text over 160 characters may incur multiple credit charges)

Enter the Message for Order Hold (store view) ⓘ

Your Message Content. (Max 918 characters. Text over 160 characters may incur multiple credit charges)

Enter the Message for Order Unhold (store view) ⓘ

Your Message Content. (Max 918 characters. Text over 160 characters may incur multiple credit charges)

Enter the Message for Order Cancelled (store view) ⓘ

Your Message Content. (Max 918 characters. Text over 160 characters may incur multiple credit charges)