



***HOW TO  
Set Up an Order  
Fulfillment  
Configuration***

Revision 1.0



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# HOW TO

## Set Up an Order Fulfillment Configuration

Order Fulfillment allows you to set up modules that will notify you when an order has been placed and confirm to your customer that the order is being processed. Use the following procedure to access the Order Fulfillment Configuration form.



1. Click the triangle next to Store.
2. Click the triangle next to the store name.
3. Click the Order Fulfillment Configuration link and the following form is displayed.

### Order Fulfillment Configuration

**Modules**

| Assigned Module          |                                   |
|--------------------------|-----------------------------------|
| <input type="checkbox"/> | Email Merchant Notification       |
| <input type="checkbox"/> | Customer Order Confirmation Email |

There are two features that can be assigned to the store that are used for order notification.

- Email Merchant Notification      Notifies the merchant that an order has been placed.
- Customer Order Confirmation Email      Notifies the customers that an order has been received and is being processed.

Click the module that you wish to install.

## Email Merchant Notification

The Email Merchant Notification module gives Miva Merchant the ability to email a single address, or list of addresses, with a custom email message about each order that has been successfully entered to the store. This message is for the store owner/administrator to know that the order has been placed.

The screenshot shows the 'Order Fulfillment Configuration' window. At the top, there is a title bar with the text 'Order Fulfillment Configuration' and a small icon. Below the title bar is a navigation bar with three tabs: 'Modules', 'Customer Order Confirmation Email', and 'Email Merchant Notification'. The 'Email Merchant Notification' tab is selected. The main content area contains a form with five numbered red arrows pointing to the following fields:

- 1** → **From:** This field has two radio buttons. The first is labeled 'Customer's Email Address' and is selected. The second is labeled 'Other:' and is followed by an empty text input box.
- 2** → **To:** This field contains the text 'Fred Smith'.
- 3** → **CC:** This field is an empty text input box.
- 4** → **Subject:** This field is an empty text input box.
- 5** → **Header (Precedes Order Information):** This field is a large, empty text area with a scroll bar on the right side.

1. **From**  
The default is the Other. There are a couple of reasons that you may want to choose Other.
  - The order fulfillment company may be at another location and you are acting as a “drop shipping” store. That is you place the order with another company that ships the products.
  - Your hosting provider may have anti-spamming software in place which means that email cannot be forwarded with the host. You will have to use your assigned email address to have email forwarded.
2. **To**  
Enter the message recipient email address or comma separated list of email addresses.
3. **CC (optional)**  
Enter a “courtesy copy” recipient address. For multiple addressees, use a comma separated list of email addresses.
4. **Subject**  
Enter a text only subject for the message here.
5. **Header (Precedes Order Information) (optional)**

Enter text (no HTML) here to be displayed above information about the order in the message body. This text appears just above the actual text of the order generated by Miva Merchant. It is then sent as email by the Fulfillment module. It will usually be something like: "The following order was placed through Miva Merchant.."

Under your specified Header Text, the notification message will contain all information from the order form except the sensitive credit card information.

## Customer Order Confirmation Email

The Customer Order Confirmation Email module gives Miva Merchant the ability to email a single address, or list of addresses, with a custom email message confirming that the customer's order has been successfully placed.

The screenshot shows the 'Order Fulfillment Configuration' window with the 'Customer Order Confirmation Email' module selected. The configuration fields are as follows:

- From:** george@miva.com
- CC:** fred@miva.com, brad@miva.com
- Subject:** (Empty field)
- Header (Precedes Order Information):** (Empty text area)

1. From  
The default is the store owner's email address entered in the store setup.
2. CC (optional)  
Enter a "courtesy copy" recipient address. For multiple CCs, use a comma separated list of email addresses.
3. Subject  
Enter the message subject (No HTML).
4. Header (Precedes Order Information) (optional)  
Enter text here to be inserted above information about the order in the message body.

Under the Header Text, the confirmation message will contain all information from the order form except for sensitive credit card information.