

# Order Email Notifications (for customers)

On an order creation or status change an email notification might be sent. By default, there is a notification for the new order, which sends out to a customer if emails is specified:

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Order Email Notifications

## Order Email Notifications

+ Create notification

Notify customer when:

Conditions	Email Notification
Order created	<p>Subject</p> <p>Thank you for your order!</p> <p>Body</p> <pre>&lt;div&gt; &lt;h1 class="text-center"&gt;Thank you for your order!&lt;/h1&gt; &lt;p&gt;Your order id is &lt;b&gt;#{{ORDER_ID}}&lt;/b&gt;.&lt;/p&gt; &lt;p class="text-center"&gt; &lt;a href="{{ORDER_URL}}" alt="Order link" target="_blank" class="cta-btn"&gt;     View order &lt;/a&gt; &lt;/p&gt; {{ITEMS_LIST}} &lt;/div&gt;</pre>

Save

## How to customise Email notifications?

When a template is rendered there are available variables:

```
{
  "ORDER_URL": "http://localhost:3000/thank-you/46ce25ce-37e1-4081-a737-420cb7dfe61b",
  "ORDER_ID": 29,
  "ORDER_PUBLIC_ID": "46ce25ce-37e1-4081-a737-420cb7dfe61b",
  "ORDER_SUM": "45.00 $",
  "TRACK_NUM": "",
  "CUSTOMER_FULLNAME": "John Snow",
  "CUSTOMER_FIRSTNAME": "John",
  "CUSTOMER_COMMENT": "Some comment from John",
  "ITEMS_LIST": "<div id=\"order-notification\"><div class=\"view-order-widget\" id=\"s-0\"><table
class=\"table table-bordered table-hover table-striped\"><thead><tr><th class=\"item\"></th><th
class=\"price\">Price</th><th class=\"qty\">Qty</th><th
class=\"total\">Total</th></tr></thead><tbody><tr data-item='3650'><td class=\"item\"><a
href=\"http://localhost:3000/product/chekhol-akkumulyator-odoyo-power-shell-dlya-iphone-6-6s\"
target=\"_blank\" class=\"img\"><img src=\"https://dev-media.boundless-commerce.com/thumb/kirill-office-
mac/i1/images/a1/ae/ace20b14fe947ff13822f97a82ac.jpeg?mode=scale&max-size=100\"></a><div
class=\"desc\"><p><a href=\"http://localhost:3000/product/chekhol-akkumulyator-odoyo-power-shell-dlya-
iphone-6-6s\" target=\"_blank\">Battery Case Odoyo Power+Shell for iPhone 6/6S </a></p></div></td><td
class=\"price\">45.00 $</td><td class=\"qty\">1</td><td class=\"total\">45.00
$</td></tr></tbody><tfoot><tr class=\"items-total info\"><th colspan=\"2\" class=\"title\">Items
total:</th><th class=\"qty text-center\">1</th><th class=\"total\">45.00 $</th></tr><tr class=\"order-total
info\"><th colspan=\"2\" class=\"title\">Total:</th><th class=\"qty text-center\">1</th><th
class=\"total\">45.00 $</th></tr></tfoot></table><p class=\"client-comment\">Some comment from
Ivan</p></div></div>",
  "ITEMS": [
    {
      "reserve_item_id": 553,
      "reserve_id": 122,
      "stock_id": null,
      "qty": 1,
      "created_at": "2023-11-05T11:09:35.587Z",
      "completed_at": null,
      "item_price_id": 597,
      "price_id": 7,
      "basic_price": "45.00",
      "final_price": "45.00",
      "discount_amount": null,
      "discount_percent": null,
      "item_id": 3650,
      "type": "product",
    }
  ]
}
```

```
"track_inventory": true,
"available_qty": 20,
"reserved_qty": 0,
"product_id": 180,
"variant_id": null,
"custom_item_id": null,
"status": "published",
"deleted_at": null,
"lang_id": 1,
"product": {
  "product_id": 180,
  "sku": "2667209",
  "has_variants": false,
  "title": "Battery Case Odoyo Power+Shell for iPhone 6/6S ",
  "url_key": "chekhol-akkumulyator-odoyo-power-shell-dlya-iphone-6-6s",
  "default_category_id": 105,
  "manufacturer_id": 33,
  "tax_status": "taxable",
  "tax_class_id": null,
  "url": "http://localhost:3000/product/chekhol-akkumulyator-odoyo-power-shell-dlya-iphone-6-6s"
},
"variant": {
  "variant_id": null,
  "sku": null,
  "title": null,
  "cases": null,
  "size": null
},
"custom_item": {
  "custom_item_id": null,
  "title": null,
  "price": null
},
"commodity_group": {
  "group_id": 61,
  "type": "material",
  "not_track_inventory": false,
  "vat": "noVat",
  "physical_products": true,
  "title": "Default Product type"
```

```
},
"image": {
  "path": "images/a1/ae/ace20b14fe947ff13822f97a82ac.jpeg",
  "width": 725,
  "height": 725,
  "src": "https://dev-media.boundless-commerce.com/thumb/kirill-office-
mac/i1/images/a1/ae/ace20b14fe947ff13822f97a82ac.jpeg?mode=scale&max-size=100"
},
"prices": [
  {
    "point_id": 1,
    "price_id": 7,
    "alias": "selling_price",
    "currency_id": 4,
    "currency_alias": "usd",
    "value": 45,
    "min": null,
    "max": null,
    "is_auto_generated": true,
    "old": null,
    "old_min": null,
    "old_max": null
  },
  {
    "point_id": 1,
    "price_id": 8,
    "alias": "purchase_price",
    "currency_id": 4,
    "currency_alias": "usd",
    "value": 20,
    "min": null,
    "max": null,
    "is_auto_generated": true,
    "old": null,
    "old_min": null,
    "old_max": null
  }
],
"labels": [],
"total_price": "45.00",
```

```

        "total_price_formatted": "45.00 $",
        "final_price_formatted": "45.00 $"
    }
],
"SITE_URL": "http://localhost:3000"
}

```

Templates are using Mustache syntax.

There is an example for custom Email notification:

```

<p>
☐Dear {{CUSTOMER_FULLNAME}},<br/>
☐Thank you so much for your order!
</p>
<p>You have selected the following items:</p>
<ul>
☐{{#ITEMS}}
☐<li>
☐<div>{{product.sku}} - {{product.title}}</div>
☐<div>
☐<strong>{{qty}} qty</strong>
☐</div>
☐<div>
☐<strong>Price: {{final_price_formatted}}</strong>
☐</div>
☐<div>
☐<strong>Total: {{total_price_formatted}}</strong>
☐</div>
☐</li>
☐{{/ITEMS}}
</ul>
<p>
☐Thank you,<br/>
☐Your Support Team
</p>

```

Revision #1

Created 4 December 2023 17:31:00 by Kirill

Updated 5 December 2023 10:31:08 by Kirill