

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:

BOUNDLESS commerce

Upgrade your plan

Create a new order

Home

Orders

Catalog

Inventory

Customers

Discounts

Product Feeds

Settings

My account

Locale

Catalog filter sets

SEO templates

Email settings

Shipping methods

Payment methods

Tax settings

Checkout settings

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><div> <h1 class="text-center">Thank you for your order!</h1> <p>Your order id is #{{ORDER_ID}}.</p> <p class="text-center"> View order </p> {{ITEMS_LIST}} </div></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 Odooyo 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>

```

