

Etail Systems Tip Sheet

Objective: To send resend an order email, either to the customer or to yourself.

The following tells you how to achieve this;-

You may need to resend an email for a variety of reasons – a full inbox might have caused it to fail sending or it may have gone into someone's spam folder.

You'll need to go to Orders > New Orders & click the magnifying (view) button against the order you wish to resend the email for.

Status	Order No.	Order date	Value	Site	Source	Name	Ship to	Deadline	Actions
1	10088	14/02/13 16:54	£28.50	Etail Demo	COMS: AB	Mr David Herington	LA11 7QN		

You'll then need to scroll to the bottom of the order screen.

FS/0621001	Personalised	Colour: Red, Size:
Delivery	Zone: UK	Method: Weight band
Order total		
Order Actions		
Resend Email Notification (Client) Resend Email Notification (Customer)		

If you need to resend the order email to yourself, please click 'Resend Email Notification (Client)'. If you would like to resend the email to the customer, please click 'Resend Email Notification (Customer)'.

Troubleshooting

- If people are complaining they aren't receiving their order confirmation emails, please get them to check their spam/junk folder
- Check their email address is correct on their order.

If you need any help, please call 0844 482 0908 or email support@etailsystems.com.