Resending order emails



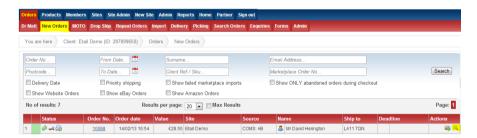
Etail Systems Tip Sheet

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.



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



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.