CC Order Confirmation emails

Overview

Add additional hidden recipients for the 'Order Confirmation' email, e.g., Customer Service team, to advise that a new order has been placed and successfully integrated.

Most site administrators will already receive an 'Order Placed' email generated when the order has been submitted online. Receiving a copy of the 'Order Confirmation' email is a popular option because the template contains information such as the Debtor Code and ERP Sales Order Number.

The email confirmation copy is enabled at the Role level.

Step-by-step guide

To enable Order Confirmation Email Copies:

1. *Log in as an Administrator.*
2. *Go to **Accounts Role Management** (zRoles.aspx).*
3. *Select the required role via radio button; the **Role Details** tab will load.*
4. *Click **Modify**.*
5. *Enter an email address into the **'CC Order Confirmation Email'** field.*
    - *If multiple email addresses are required, separate them by semicolon (";").*
6. *Click **OK** to save.*

Good To Know

If the 'Role Details' tab does not contain the field you require, it can be added via the 'Field Groups' maintenance function. Please contact Commerce Vision Support for assistance in implementing this field if it is not present.

Related help

- CC Order Confirmation emails
- Email Template List
- Checkout Messages
- Custom Email Templates
- Widget-Based Email Templates

Additional Information

--

Minimum Version Requirements	**.**.**
Prerequisites	--
Self Configurable	Yes

Business Function	Ordering
BPD Only?	Yes
B2B/B2C/Both	Both
Third Party Costs	n/a