

# Order Messages

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Making sure your customers are aware of important information about their order is important to their overall experience with your store. Some of that information might be applicable to all orders, which could be a bit repetitive to add to each order manually. You can save some time and streamline this process but adding default messages to your Orders. This can also help you ensure all of your customers have clear and uniform communication for the most important aspects of their order. The text you add will be appended to email content your customers receive, and receipt documents you print or email as well.

To get started setting these up, navigate to Market, select settings, and then choose the Messages tab.

The screenshot shows the Farmbrite dashboard interface. At the top, there is a search bar and a 'Quick Add' button. The left sidebar contains navigation menus for Schedule, Tasks, Livestock, Plantings, Resources, Accounting, Market, Contacts, Farm Map, Climate, and Reports. The main content area features several widgets: a '6 Inventory Alerts' banner, a '7 Overdue Tasks' banner, an '8 Recent Orders' banner, and a '1 Upcoming Appointment' banner. Below these is a weather widget for Golden, CO, displaying a 'FREEZE WARNING' from NWS Denver CO. The weather widget shows a current temperature of 32°F and a forecast for the next 6 hours (8AM to 1PM) with temperatures ranging from 32°F to 42°F. At the bottom, there are sections for 'TOP UPCOMING TASKS' (including 'Check for insects and disease') and 'RECENT ORDERS'.

**You'll have four messages that you can configure on this page.** They are used at different times for different communications; each is outlined below with a visual example of where you can expect to see the text.

- **Online Shop Announcement** - You can add a message to be displayed as a banner at the top of your online shop. This might be used to convey additional information about orders, expectations, upcoming sales, etc.



- **Order Confirmation Message** - This text is appended to the top of the automated email that is sent to your customers after they submit an order in your Online Store.

farmbrite

Search...

Quick Add

Schedule

Tasks

Livestock

Plantings

Resources

Accounting

Market

Dashboard

Products

Orders

Settings

Contacts

Farm Map

Climate

Reports

Settings

Online Sales

Messages

Look & Feel

Contact Details

Pickup Locations

### Customer Messages

Order Confirmation Email

Thank you so much for your order! We appreciate your business! Please reach out to us with any questions at (303) 555-5555.

Default Invoice/Receipt Email Message

Thank you so much for your order! Your invoice is shown below. Please reach out to us with any questions at (303) 555-5555.

Default Message To Customer

Questions? Call us at (303) 555-5555 or email us at orders@copperdalecanyonfarms.com

Cancel Save

- **Default Invoice/Receipt Confirmation Message** - This text is added to the email content when you select to email a receipt or invoice to a customer. It is preloaded into the message text, and you can add to or remove from it each time you send the email. This is a great starting message, and you can always customize it on an individual basis for each order.

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Default Message To Customer ⓘ  
Questions? Call us at (303) 555-5555 or email us at orders@copperdalecanyonfarms.com

Cancel Save

- **Default Message to Customer** - This text is appended to the invoice and receipts documents if you print them, and also included in the emailed content when sending them to your customer. This text is prepopulated into the Customer Message field on all orders, and you can edit the order (shown below) to edit and update it if needed.

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Cancel Save

Let us know if you have any questions on any of these messages, or ideas for additional ones.