

What are order comments and how should I use them?

Orders in the admin have an option to add comments, these are displayed towards the bottom of the order page.

The screenshot displays the order admin interface. At the top, a table lists order items with columns: METHOD, REFERENCE, STATUS, and AMOUNT. The first item is 'Cash' with reference 'fe5d127f-2dd6-4b05-8abc-46f6c33680a1' and status 'REFUNDED' for an amount of '£2,032.10'. Below this is a summary table with rows for Subtotal (£2,269.00), Discount (FTC10) (- £226.90), Shipping (FREE), Tax (included) (£340.35), and Total (£2,042.10). To the right, customer details for Richard Bendelow are shown, including billing and IP address. A 'Status History' section indicates the order was created on Wed 17th Nov at 16:25 and was successful. A 'Resend Confirmation Email' button is also present. At the bottom, the 'Additional Attributes' section is expanded, and the 'Comments (0)' section is highlighted with a red box. This section shows 'No comments' and a 'New Comment' form with a text input field, a checkbox labeled 'This comment can be viewed by the customer', and a 'Save' button.

METHOD	REFERENCE	STATUS	AMOUNT
Cash	fe5d127f-2dd6-4b05-8abc-46f6c33680a1	REFUNDED	£2,032.10

	AMOUNT
Subtotal	£2,269.00
Discount (FTC10)	- £226.90
Shipping	FREE
Tax (included)	£340.35
Total	£2,042.10

Additional Attributes

Comments (0)

No comments

New Comment

☐ This comment can be viewed by the customer

Save

Order comments should be used to provide further information – to yourself and anyone else using the admin – regarding the order, customer or anything else that may be relevant.

Order comments are not shown to the customer by default and are for internal use only.

Comments can be shown to the customer by ticking the “This comment can be viewed by the customer” box, this will display the comment to the customer as part of their order when in the storefront account area.

Revision #2

Created 2026-09-02 13:30:13 UTC by Michael Price

Updated 2026-09-02 13:30:14 UTC by Michael Price