

amasty

For more details see how the [Order Status](#) extension works.

Guide for Order Status for Magento 2

Provide the ultimate order processing transparency with the additional order statuses. Create, manage and apply customer order statuses and quickly notify customers about changes.

- Create and modify order statuses
- Add order statuses to order states
- Sort order by their custom statuses on the grid
- Notify customers on order status changes
- Set individual email templates per order status and store view

Extension Configuration

To configure the module, please, go to **Stores → Configuration → Amasty Extensions → Order Status** and expand the **General Settings** section.

General Settings

Hide order state

If set to `No`, custom order status will be shown as `State: Custom Status`

Hide order state — enable this option to hide order state completely or disable to display the order state as 'State: Custom Status'.

Creating Custom Order Statuses

To create a new order status, please, go to **Sales → Order Statuses**.

Manage Custom Order Statuses

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Add New Custom Order Status

Search [Reset Filter](#) 3 records found 20 per page 1 of 1

Status Name	Enabled	E-mail Notification	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Money Order	Yes	Enabled	Edit
Processing Payment Received	Yes	Enabled	Edit
Processing Packaged	Yes	Disabled	Edit

On the grid you can get information on the existing custom order statuses and modify them. To create a new status hit the **Add New Custom Order Status** button.

Then, on the **Status Information** tab you will see the following options:

Status Information

Status Name *

Order States To Apply Status To

- Canceled
- Closed
- Complete
- Holded
- Payment Review
- New
- Pending Payment**
- Processing

Enabled

Status Name — fill in the custom status title;

Order States to Apply Status To — choose the default Magento 2 order states to which the custom status will be applied;

Enabled — enable or disable the status.

Next, please switch to **Email Notifications** tab:

Edit Order Status

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← Back Delete Reset Save and Continue Edit **Save**

ORDER STATUS INFORMATION

Status Information

E-mail Notifications ✎

Enable Notifications

Always Notify Customer By E-mail

If set to 'Yes', customer always gets e-mail notification when order status is set to the current one

Store View E-mail Template

"Default Store View" Store Template

"French Store View" Store Template

"German Store View" Store Template

Always Notify Customer by Email — enable this option to automatically notify customers when the order status changes to the current one.

In the **Store View Email Template** you can assign a specific email template to the corresponding store view.

See how to configure new email templates in this [section](#) of the guide.

Assigning Statuses to Orders

Please, go to **Sales → Orders** and select the order where you want to change the status.

Orders

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Create New Order

Search by keyword



Filters

Default View ▾

Columns ▾

Export ▾

Select Items ▾

3 records found

20 per page

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ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
000000003	Main Website Main Website Store Default Store View	Jun 6, 2016 12:25:22 PM	Peter Black	Peter Black	\$39.00	\$39.00	Processing Packaged	View
000000002	Main Website Main Website Store Default Store View	Nov 18, 2015 7:38:36 AM	Veronica Costello	Veronica Costello	\$37.00	\$37.00	Complete	View
000000001	Main Website Main Website Store Default Store View	Nov 18, 2015 7:38:35 AM	Veronica Costello	Veronica Costello	\$34.00	\$34.00	Processing	View

You can modify the status in the **Order Total** section. Choose the appropriate status from the dropdown menu. When the new status is selected, hit the **Submit Comment** button to apply it.

Order Total

Notes for this Order

Status

Processing Packaged ▾

Comment

Notify Customer by Email

Visible on Storefront

Submit Comment

Order Totals

Subtotal	\$34.00
Shipping & Handling	\$5.00
Grand Total	\$39.00
Total Paid	\$0.00
Total Refunded	\$0.00
Total Due	\$39.00

Before applying the new status, you can flag the **Notify Customer by Email** checkbox if the automatic notification was disabled but you want to send it.

Notify Customer by Email

Visible on Storefront

Submit Comment

The new custom order status will be displayed on the order grid and in the customer's account.

Managing Email Templates

To create a custom email template, please, go to **Marketing → Email Templates** and click the **Add New Template** button.

In the **Load Default Template** box choose the template you want to modify and hit the **Load Template** button.

Template Information

Template Name *

Template Subject *

Insert Variable...

Template Content *

```

{{template config_path="design/email/header_template"}}
<table>
  <tr class="email-intro">
    <td>
      <p class="greeting">{{trans "%name," name=$billing.getName()}}
    </p>
    <p>
      {{trans
        "Your order #%%increment_id has been updated with a status of
        <strong>%order_status</strong>."
        increment_id=$order.increment_id
        order_status=$order.getStatusLabel()
        |raw}}
    </p>
    <p>
      {{trans 'If you have questions about your order, you can email us
      at <a href="mailto:%store_email">%store_email</a>'
      store_email=$store_email |raw)}}{{depend store_phone}} {{trans 'or call us
  
```

When done, you can modify the **Template Name**, **Template Subject**, and **Template Content** fields.

New and modified templates can be assigned to the specific order statuses ([see how to](#)).

The extension is compatible with **Customer Attributes for Magento 2** and **Order Attributes for Magento 2**.

You can include customer and order attributes in your business email templates by inserting the special variable in your messages. For example:

If order attribute is profession, for instance, insert the following in your letter:

```
{{var order.getProfession()}}
```

or

```
{{var order.getData('profession')}}
```

If order attribute is comment, for instance, insert the following in your letter:

```
{{var order.getComment()}}
```

or

```
{{var order.getData('comment')}}}
```

Find out how to install the Order Status extension via [Composer](#).

From:

<https://stg.amasty.net/docs/> - **Amasty Extensions FAQ**

Permanent link:

https://stg.amasty.net/docs/doku.php?id=magento_2:order_status



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