



# **Predefined Admin Order Comments for Magento 2**

User/Installation Guide  
Version 2.4.7

## 1. Overview

The Predefined Admin Order Comments extension for Magento 2 gives the ability to Magento admin users to create predefined admin order comments depending on different order statuses. Admin users do not have to create every time a new comment message, but they can easily select the comment message from a drop down while adding an order comment. It reduces the time to draft a comment message every time. Create and manage easily comment messages and assign them against order statuses.

## 2. Key Features

- Create predefined admin order comments depending on different order statuses
- Select a predefined comment from the dropdown while adding an order comment
- Create and manage easily comment messages and assign them against order statuses and stores
- Reduce the time to draft a comment message every time

## 3. Other Features

- Developed by a Magento Certified Developer
- Meets Magento standard development practices
- Single License is valid for 1 live Magento installation and unlimited test Magento installations
- Simple installation
- 100% open source

## 4. Compatibility

Magento Community Edition 2.4

## 5. Download the Extension

- [Sign in](#) to your account
- Navigate to menu **My Account** → **My Downloads**
- Find the extension and click to download it
- Extract the downloaded ZIP file in a temporary directory

## 6. Backup your web directory and store database

Before installing the extension, backup your web directory and store database. All our extensions are tested on clean Magento installations. We can not guarantee of compatibility with third party extensions or customized Magento installations. We recommend to install any extension you obtain from us on a testing Magento installation first and then on a live Magento installation in case of incompatibility with third party extensions.

## 7. Installing the Extension using an archive and FTP

- Upload the extracted folders and files of the extension to base (root) Magento directory. Do not replace the whole folders, but merge them. If you have downloaded the extension from Magento Marketplace, then create the following folder path **app/code/MageVision/PredefinedAdminOrderComments** and upload there the extracted folders and files.
- Connect via SSH to your Magento server as, or switch to, the Magento file system owner and run the following commands from the (root) Magento directory:
  - `cd path_to_the_magento_root_directory`
  - `php bin/magento maintenance:enable`
  - `php bin/magento module:enable MageVision_PredefinedAdminOrderComments --clear-static-content`
  - `php bin/magento setup:upgrade`
  - `php bin/magento setup:di:compile`
  - `php bin/magento setup:static-content:deploy`
  - `php bin/magento maintenance:disable`
- Log out from Magento admin and log in again

## 8. Installing the Extension via composer (Magento Marketplace)

- Connect via SSH to your Magento server as, or switch to, the Magento file system owner and run the following commands from the (root) Magento directory:
  - `cd path_to_the_magento_root_directory`
  - `php bin/magento maintenance:enable`
  - `composer require magevision/module-predefined-admin-order-comments`
  - `php bin/magento module:enable MageVision_PredefinedAdminOrderComments --clear-static-content`
  - `php bin/magento setup:upgrade`
  - `php bin/magento setup:di:compile`
  - `php bin/magento setup:static-content:deploy`
  - `php bin/magento maintenance:disable`

## 9. How to Use

Navigate to Magento Admin under **Stores** → **Configuration** → **MageVision Extensions** → **Predefined Admin Order Comments** to enable the extension.

Navigate to Magento Admin under **Content** → **Predefined Admin Order Comments** → **Comments** to create, view and manage the comments. By creating a comment you can define a title, the content, comment's status and assign it to a store and an order's status.

After creating some comments, navigate to Magento admin **Sales** → **Orders** and select an order. Above the default comment area it will be displayed a drop down field with the titles of all predefined admin order comments you have created for the current order's status. Select one and you will see the below comment area to get populated with the comment's content.

Screenshot:

Predefined Admin Order Comments configuration

**Stores** → **Configuration** → **MageVision Extensions** → **Predefined Admin Order Comments**

The screenshot shows the Magento Admin configuration interface. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main header area includes the title 'Configuration', search, notification, and user icons (admin). Below the header, there's a 'Store View' dropdown set to 'Default Config' and a 'Save Config' button. A central banner for the 'Predefined Admin Order Comments Extension v2.3.0 by MageVision' provides a description and contact information. The 'General' section is expanded, showing an 'Enable' dropdown menu set to 'Yes'.

Screenshot:  
Predefined Admin Order Comments grid  
**Content** → **Predefined Admin Order Comments** → **Comments**

**Manage Comments** admin

[Add Comment](#)

[Filters](#) [Default View](#) [Columns](#)

Actions 1 records found 20 per page 1 of 1

<input type="checkbox"/>	Comment ID ↑	Title	Content	Store View	Order Status	Status	Action
<input type="checkbox"/>	3	Thank you for your order again	Thank you for your order again. We will get back to you as soon as we have an update.	All Store Views	Pending	Enabled	<a href="#">Select</a>

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Screenshot:  
Predefined Admin Order Comments new

**New Comment** ← Back Reset Save and Continue Edit Save

**Title \***

**Content \***

**Store View \***


- All Store Views
- Main Website**
- Main Website Store**
- Default Store View

**Order Statuses \***

- Suspected Fraud
- On Hold
- Payment Review
- PayPal Canceled Reversal
- PayPal Reversed
- Pending**

**Enabled**  Yes

Screenshot:  
Predefined Admin Order Comments order view

 #000000003 ← Back Cancel Send Email Hold Invoice Ship Reorder Edit

**Order Total**

**Notes for this Order**

Status: Pending

Predefined Admin Comment: Please select a comment

Comment:

Notify Customer by Email

Visible on Storefront

**Submit Comment**

**Order Totals**

Subtotal	\$32.00
Shipping & Handling	\$0.00
Tax	\$2.64
<b>Grand Total</b>	<b>\$34.64</b>
<b>Total Paid</b>	<b>\$0.00</b>
<b>Total Refunded</b>	<b>\$0.00</b>
<b>Total Due</b>	<b>\$34.64</b>

DASHBOARD

SALES

CATALOG

CUSTOMERS

MARKETING


CONTENT

REPORTS

STORES

SYSTEM

Screenshot:  
Predefined Admin Order Comments order view

 #000000003 ← Back Cancel Send Email Hold Invoice Ship Reorder Edit

**Order Total**

**Notes for this Order**

Status: Pending

Predefined Admin Comment: Thank you for your order again

Comment: Thank you for your order again. We will get back to you as soon as we have an update.

Notify Customer by Email

Visible on Storefront

**Submit Comment**

**Order Totals**

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DASHBOARD

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STORES











SYSTEM

Screenshot:  
 Predefined Admin Order Comments order view



# #000000003

← Back Cancel Send Email Hold Invoice Ship Reorder Edit

 DASHBOARD  
 SALES  
 CATALOG  
 CUSTOMERS  
 MARKETING  
 CONTENT  
 REPORTS  
 STORES  
 SYSTEM  
 FIND PARTNERS & EXTENSIONS

### Order Total

**Status**

Pending
▼

**Predefined Admin Comment**

Please select a comment
▼

**Comment**

Notify Customer by Email  
 Visible on Storefront

**Submit Comment**

**Order Totals**

Subtotal	\$32.00
Shipping & Handling	\$0.00
Tax	\$2.64
<b>Grand Total</b>	<b>\$34.64</b>
<b>Total Paid</b>	<b>\$0.00</b>
<b>Total Refunded</b>	<b>\$0.00</b>
<b>Total Due</b>	<b>\$34.64</b>

Feb 1, 2019 3:28:27 PM | Pending | Customer **Not Notified**  
 Thank you for your order again. We will get back to you as soon as we have an update.

## 10. Support

If you need support or have any questions directly related to a MageVision extension, please contact us at [support@magevision.com](mailto:support@magevision.com)

Best regards,  
The MageVision Team