

# Custom Messages

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## Overview

You now have the ability to create a Shortcut to a longer custom message within Order Time. These act as snippets and can be used for internal notes or Custom Messages for your customers.

**New (3/14/25): Custom Messages can now be used in all large text fields. Including Activities, Item Descriptions and more!**

[View on YouTube](#)

## Adding a Custom Message

To access your Custom Messages click on the Gear icon in the upper right corner of the screen. Under the General section, click on **Profile Lists**. On the Profile Lists, under the **Sales** section click on **Custom Messages**.

- Enter a *Name* for your Custom Message. (Limited to 10 characters)
- Select if the Custom Message is *Active* and then enter the Custom Message's *Template*. The template is what will be shown each time you select that specific Custom Message.
- Click on **Save** when done.

The screenshot shows the 'Custom Messages' interface. At the top, there is a navigation bar with icons for Home, Sales, Purchasing, Production, Repairs, Warehouse, and Reports. Below this, the breadcrumb path is 'Admin > Profile Lists > Custom Messages'. The main content area is titled 'Custom Message' and is split into two panels. The left panel, 'Active Status', has radio buttons for 'Active' (selected), 'Inactive', and 'Both'. Below this is a 'Records' table with two entries: 'TERMS' and 'TEST', each with a green plus icon. At the bottom of this panel, it says 'Total Records: 2'. The right panel, 'TERMS', has a 'Name' field containing 'TERMS', an 'IsActive' checkbox that is checked, and a 'Template' text area containing the text: 'Acceptance of AgreementUse Constitutes Acceptance.NumberCruncher.com, Inc. ("our", "we", "us" or the "Company") provides its Services (as defined below) to you (the "Customer", "your" or "you") through its web site located at'.

## Utilizing the Custom Messages

To use the Custom Messages you will click into a memo type field from the Memo and Instructions tab of a transaction.

Then on your Keyboard press: **Alt + G**

This will bring up a pop up box to the right side of the field you are in that contains a dropdown menu. There you will select the Name of the custom message you want to appear.

The screenshot displays a software interface with a top navigation bar containing tabs: Items, Details, Memo & Instructions (active), Custom, Payments, Ship Docs, Dependency, Dependency Item, Attachments, Open Activities, and Activity History. Below the navigation bar, the 'Memo' section is active, showing a text area with a legal disclaimer. The disclaimer text reads: "Acceptance of Agreement Use Constitutes Acceptance. NumberCruncher.com, Inc. ("our", "we", "us" or the "Company") provides its Services (as defined below) to you (the "Customer", "your" or "you") through its web site located at www.ordertime.com and its directly associated domains (the "Site"), subject to this Terms of Use agreement (the "Agreement"). By accepting this Agreement or by accessing or using the Services, you acknowledge that you have read, understood, and agree to be bound by this Agreement. If you are entering into this Agreement on behalf of a company or other legal entity, you represent that you have the authority to bind such entity and its affiliates to this Agreement. You further agree that users using the Service or Site under your account will be also be bound by this". To the right of the text area, a dropdown menu is open, showing the word "TERMS" with a downward arrow and the word "Cancel" next to it. This dropdown menu is highlighted with a red rectangular box. Below the text area, there is a "Shipping Instructions" section with an "Edit" button.