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.

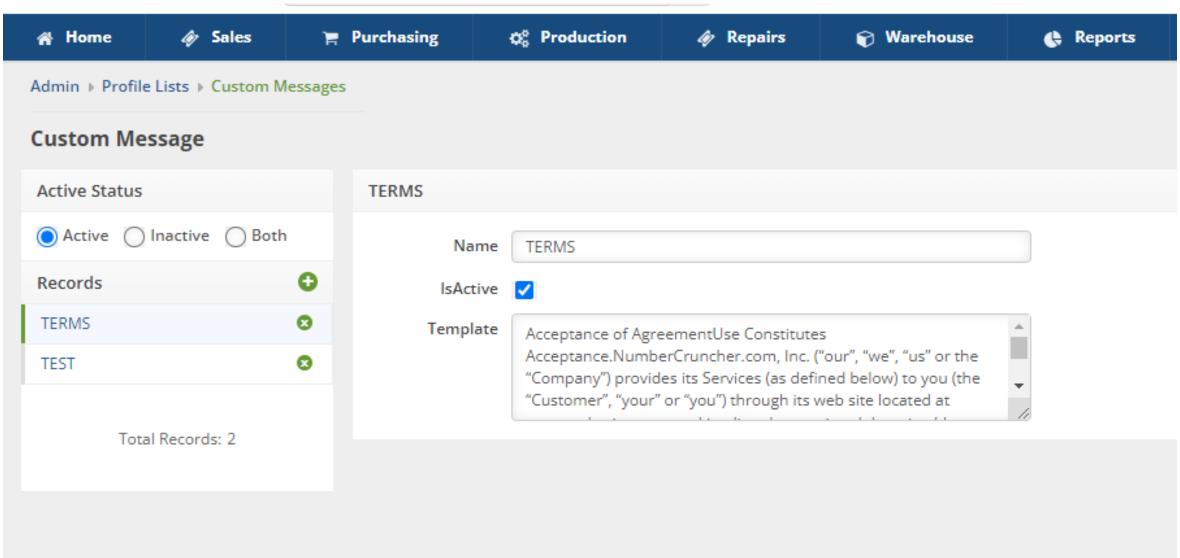
New (3/14/25): Custom Messages can now be used in all large text fields. Including Activities, Item Descriptions and more!

[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.



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.