

# Auto Email Customers on Shipping

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## Overview:

Order Time allows you to set up Alerts which can be used to automatically email a customer an email template, PDF template and/or CSV template.

## Solution:

To have emails automatically sent to customers when a Ship Docs status is changed to the status of Shipped first make sure that the **Email templates** have been crafted. Then create or edit the **Form template** for Ship Docs to make sure the data you want displayed is showing. Lastly, set up an **Alert** selecting the desired email template, PDF Template and/or CSV Template that the Customer should receive upon the status change of a Ship Doc to the status of Shipped.

The Email will go to the Contact from the Order. If there is no contact on the order then the Primary contact on the customer will get the email. If there is no Primary Contact (Or primary contact email) on the customer then the Billing email address on the customer profile would get the email.

When creating the Alert, make sure to select:

Admin > Alerts > Alert

**Alert**

Name: Auto invoice

Active:

Description: Alert to auto send invoice template to Customer.

Type	Ship Doc
Run after	Change Status
Status	Shipped
Activity Type	Email
Form Template	Ship Doc Clone
Form Template To Export And Attachment	Ship Doc Clone
Email Template	Generic Email

Form Template = PDF Form

Form and Export Template = PDF and CSV forms

