



**CUSTOMER  
PARADIGM**  
**{LABS}**

**M2 ORDER COMMENTS**

**User Guide**



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## Introduction

We've built a lightweight extension that allows your customers on a Magento 2 site to be able to leave comments during the checkout process. Because this feature wasn't included in the base, default version of Magento 2, we created this extension to bridge that gap.

### The System

- During checkout, a customer can leave Order Comments.
- The Order Comments will appear on the order detail page in the Magento admin.
- The Order Comments will appear on the order details page for the end user.

The system does not add tables or columns to the Magento 2 database. This extension has been designed to work automatically with the default Luma theme of Magento 2. No design changes to the front end or back end system are required.

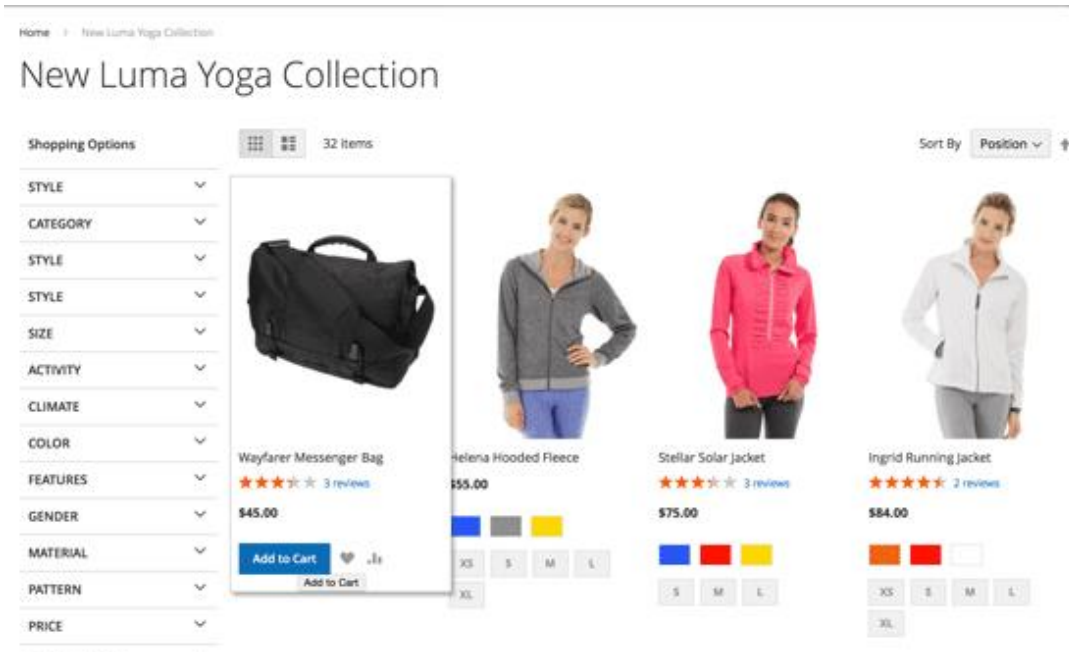
This extension has been designed to not conflict with other extensions and work smoothly with Magento 2. The module works with the existing Order Comments system that an admin user might append to an order and notify an end user of their order status. This extension was coded by one of our top, certified Magento 2 developers on the Customer Paradigm team. The code has been peer reviewed by the rest of the department and tested extensively.

### Compatible with:

- **Magento Community Edition (CE):** 2, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.1, 2.1.1, 2.1.2, 2.1.3, 2.1.4
- **Magento Enterprise Edition (EE):** 2, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.10, 2.11, 2.12, 2.1.1, 2.1.2, 2.1.3, 2.1.4

## How It Works

First, let's start with a blank Luma Magento 2 site. Using the supplied Magento sample data, navigate onto a category page. For this example, let's use the "Wayfarer Messenger Bag." It has three reviews, and for \$45, it sounds like a great deal. I'll add it to the cart:



Here's the cart page - you can see that in Magento 2, the checkout process has been dramatically streamlined, causing it to be much faster.

The checkout process starts with just an email address. If your email address is in the system, you can log into your account (so you don't have to enter in your address and other information).

But even if it's in the system, you can continue checking out as a guest:

Sample Magento 2.0 Test Site

**LUMA** [Sign In](#)

Shipping **2** Review & Payments

### Shipping Address

Email Address \*  ?  
You can create an account after checkout.

First Name \*

Last Name \*


Company

Street Address \*

### Order Summary

Cart Subtotal	\$45.00
Shipping	Not yet calculated
<b>Order Total</b>	<b>\$45.00</b>

1 Item in Cart

	Wayfarer Messenger Bag	\$45.00
	Qty: 1	

After putting in my name, address, and selecting the \$5.00 flat rate shipping see toward the bottom of the page there is a "Leave Comment" field on the checkout page:

Sample Magento 2.0 Demo Site

Shipping **Review & Payments**

### Payment

Check / Money order

☒ My billing and shipping address are the same

Jeff55 Finkelstein55  
5353 Manhattan Circle #103  
Boulder, Colorado 80303  
United States  
303.473.4400

[Place Order](#)


[Apply Discount Code](#) ▾

[Leave Comment](#) ▾

### Order Summary

Cart Subtotal	\$45.00
Shipping	\$5.00
Flat Rate - Fixed	
<b>Order Total</b>	<b>\$50.00</b>

1 Item in Cart

	Wayfarer Messenger Bag	\$45.00
	Qty: 1	

### Ship To:

Jeff55 Finkelstein55  
5353 Manhattan Circle #103  
Boulder, Colorado 80303  
United States

If I zoom in and fill out the Order Comments section, this information will be saved with the customer's order:

[Leave Comment](#) ^

This bag is for a birthday present for my daughter - can you please let me know if you can ship this to me quickly? Thanks!!!

On the admin side, the Order Comments information is now included on the order.

The screenshot shows the Magento 2 Admin interface for order #000000009. The left sidebar contains navigation links: DASHBOARD, SALES, PRODUCTS, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled "Order Total" and includes a "Notes for this Order" section. The "Status" is set to "Pending". The "Comment" field contains the text: "This bag is for a birthday present for my daughter - can you please let me know if you can ship this to me quickly? Thanks!!!". Below the comment field are checkboxes for "Notify Customer by Email" and "Visible on Storefront", both of which are unchecked. A "Submit Comment" button is located below the checkboxes. To the right of the "Notes for this Order" section is the "Order Totals" table:

Order Totals	
Subtotal	\$45.00
Shipping & Handling	\$5.00
<b>Grand Total</b>	<b>\$50.00</b>
<b>Total Paid</b>	<b>\$0.00</b>
<b>Total Refunded</b>	<b>\$0.00</b>
<b>Total Due</b>	<b>\$50.00</b>

At the bottom of the "Notes for this Order" section, there is a timestamp "Mar 2, 2016 9:10:11 PM", the status "Pending", and the text "Customer Not Notified". Below this is the "ORDER COMMENT" text, which matches the comment entered in the form.

## FAQ

**Q: I installed the extension, but the Order Comments are not showing up!?!**

**A:** Make sure you enable it in the admin area: **Stores --> Sales --> Checkout --> Checkout Options: [x] Enable Order Comments**. You might need to make sure it's enabled for your particular Website or store view. Also, if you're in production mode, you may need to change over to development or default mode, recompile, and then put the site back into production mode for things to work properly.

**Q: Why are Order Comments not part of Magento 2 by default?**

**A:** Order Comments are part of the Magento 2 platform, but only for admin users who want to append Order Comments to a customer's order. In this case, we've created the functionality to make it work for end users to be able to do this easily at checkout.

**Q: I've heard that adding extensions to the checkout page can break things in Magento 2?**

**A:** We've coded this extension in a way that conflicts with core functionality and other extensions should be minimized. With the Magento 1.x platform, we've spent thousands of development hours dealing with extension conflicts, and we made sure to alleviate this as much as possible.

**Q: Can I run this on my staging and development sites, too?**

**A:** Yes! We know that your staging and development sites (for your Magento 2 sites) might have completely different URLs, so we've made licensing easy to use.

**Q: Can I have the Order Comments show up in order emails?**

**A:** Right now, this is not a feature that has been built into this free Magento 2 extension. This will be a future feature.

**Q: Can end users leave Order Comments on each item in the cart?**

**A:** No. Currently, this extension only allows the customer to be able to leave a single comment on the entire order.

**Q: Can Customer Paradigm install this for me on my Magento 2 site?**

**A:** Yes! Contact us at [303.473.4400](tel:303.473.4400) or [Visit here to have a real person contact you now >>](#).

**Q: Can Customer Paradigm customize this extension for my Magento 2 site?**

**A:** Yes - we're happy to help! Please contact us at [303.473.4400](tel:303.473.4400) or [Visit here to have a real person contact you now >>](#).

We always welcome any feedback you have on how to improve this module, or how it did not work as expected. Please visit: <https://labs.customerparadigm.com> and submit a support ticket.