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For more details see how the Order Status extension works.

Guide for Order Status for Magento 2

Provide the ultimate order processing transparency with the additional order statuses. Create, manage and apply customer order statuses and quickly notify customers about changes.

- Create and modify order statuses
- Add order statuses to order states
- Sort order by their custom statuses on the grid
- Notify customers on order status changes
- Set individual email templates per order status and store view

In **Order Status FAQ** you can find answers to the most popular questions about the extension functionality.

Extension Configuration

To configure the module, please, go to **Stores → Configuration → Amasty Extensions → Order Status** and expand the **General Settings** section.

General Settings

Hide order state	Yes ▼

If set to `No`, custom order status will be shown as `State: Custom Status`

Hide order state — enable this option to hide order state completely or disable to display the order state as 'State: Custom Status'.

Creating Custom Order Statuses

To create a new order status, please, go to **Sales → Order Statuses**.

Manage Custom Order Statuses

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Add New Custom Order Status

| Search | Reset Filter | 3 records found | | | 20 ▾ per page | ‹ | 1 of 1 | › |

Status Name	Enabled	E-mail Notification	Action
	▾	▾	
Money Order	Yes	Enabled	Edit
Processing Payment Received	Yes	Enabled	Edit
Processing Packaged	Yes	Disabled	Edit

On the grid you can get information on the existing custom order statuses and modify them. To create a new status hit the **Add New Custom Order Status** button.

Then, on the **Status Information** tab you will see the following options:

Status Information

Status Name *   Money Order

Order States To Apply Status To

Canceled

Closed

Complete

Holded

Payment Review

New

Pending Payment

Processing

Enabled   Yes ▼

Status Name — fill in the custom status title;

Order States to Apply Status To — choose the default Magento 2 order states to which the custom status will be applied;

Enabled — enable or disable the status.

Next, please switch to **Email Notifications** tab:

Edit Order Status

← Back   Delete   Reset   Save and Continue Edit   **Save**

ORDER STATUS INFORMATION

Status Information

E-mail Notifications

Enable Notifications

Always Notify Customer By E-mail   No ▼

If set to `Yes`, customer always gets e-mail notification when order status is set to the current one

Store View E-mail Template

"Default Store View" Store Template   Order Status Change (Default Template From Locale) ▼

"French Store View" Store Template   Order Status Change Email French ▼

"German Store View" Store Template   Order Status Update for Geman Store View ▼

Always Notify Customer by Email — enable this option to automatically notify customers when the order status changes to the current one.

In the **Store View Email Template** you can assign a specific email template to the corresponding store view.

See how to configure new email templates in this section of the guide.

Compatibility with the Mass Order Actions extension by Amasty

The Order Status extension is compatible with the Mass Order Actions extension.

Please note that email notifications will be sent to customers based on the mass action selected. The *Change Status and Notify* mass action also takes into account the configuration of the **Always Notify Customer by Email** setting:

- **Yes** - both customer and CC recipient will receive notifications
- **Optional** - both customer and CC recipient will receive notifications
- **No** - no notifications will be sent to the customer. Admin will receive a copy of the notification if the admin's email address is specified in the *Send Order Email Copy To* field.

Assigning Statuses to Orders

Please, go to **Sales → Orders** and select the order where you want to change the status.

You can modify the status in the **Order Total** section. Choose the appropriate status from the dropdown menu. When the new status is selected, hit the **Submit Comment** button to apply it.

Before applying the new status, you can flag the **Notify Customer by Email** checkbox if the automatic notification was disabled but you want to send it.

The new custom order status will be displayed on the order grid and in the customer's account.

Managing Email Templates

To create a custom email template, please, go to **Marketing → Email Templates** and click the **Add New Template** button.

In the **Load Default Template** box choose the template you want to modify and hit the **Load Template** button.

Template Information

Template Name ★ Order Status Change Email French

Template Subject ★ Update to your {{var store.getFrontendName()}} order

Insert Variable...

Template Content ★
```
{{template config_path="design/email/header_template"}}

<table>
   <tr class="email-intro">
      <td>
         <p class="greeting">{{trans "%name," name=$billing.getName()}}
</p>
         <p>
            {{trans
               "Your order #%increment_id has been updated with a status of
<strong>%order_status</strong>."

               increment_id=$order.increment_id
               order_status=$order.getStatusLabel()
               |raw}}
         </p>
         <p>
            {{trans 'If you have questions about your order, you can email us
at <a href="mailto:%store_email">%store_email</a>'
store_email=$store_email |raw}}{{depend store_phone}} {{trans 'or call us
```

When done, you can modify the **Template Name**, **Template Subject**, and **Template Content** fields.

New and modified templates can be assigned to the specific order statuses (see how to).

The extension is compatible with **Customer Attributes for Magento 2** and **Order Attributes for Magento 2**.

You can include customer and order attributes in your business email templates by inserting the special variable in your messages. For example:

If order attribute is profession, for instance, insert the following in your letter:

```
{{var order.getProfession()}}
```

or

```
{{var order.getData('profession')}}
```

If order attribute is comment, for instance, insert the following in your letter:

```
{{var order.getComment()}}
```

or

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```
{{var order.getData('comment')}}
```

Find out how to install the Order Status extension via Composer.

From:
https://amasty.com/docs/ - **Amasty Extensions FAQ**

Permanent link:
https://amasty.com/docs/doku.php?id=magento_2:order_status

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