

# Order Attachment for Magento 2

## User Guide



### Table of Content

1. [Extension Installation Guide](#)
2. [Configuration](#)
3. [General Settings](#)
4. [Email Settings](#)
5. [Order Attachment in Frontend](#)
6. [Order Attachment in Backend](#)
7. [Order Attachment Emails](#)

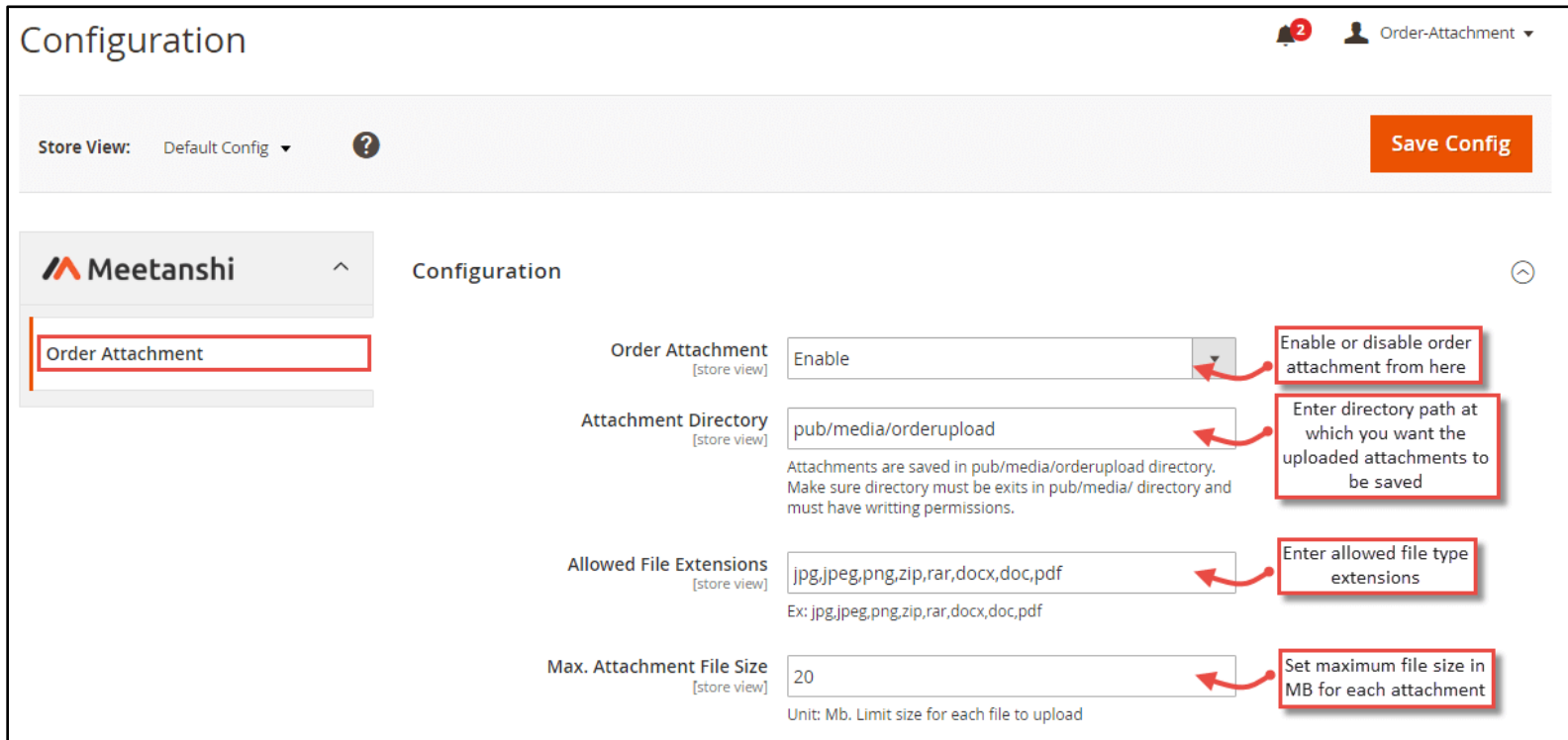
## 1. Extension Installation

- Extract the zip folder and upload our extension to root of your Magento 2 directory via FTP.
- Login to your SSH and run below commands step by step:
  - php bin/magento setup:upgrade
  - For Magento version 2.0.x to 2.1.x - php bin/magento setup:static-content:deploy
  - For Magento version 2.2.x & above - php bin/magento setup:static-content:deploy -f
  - php bin/magento cache:flush
- That's it.

## 2. Configuration

For configuring the extension, login to Magento 2, move to **Stores** → **Configuration** where you can find various settings to enable the extension.

- **Order Attachment:** Enable or disable the extension from here.
- **Attachment Directory:** Specify the directory where the uploaded attachments would get saved.
- **Allowed File Extensions:** Add file extensions for allowed attachment types.
- **Max. Attachment File Size:** Set maximum size of file to allow for attachment upload



Configuration

Store View: Default Config ?

Save Config

Meetanshi Configuration

Order Attachment

Order Attachment [store view] Enable

Attachment Directory [store view] pub/media/orderupload

Allowed File Extensions [store view] jpg,jpeg,png,zip,rar,docx,doc,pdf

Max. Attachment File Size [store view] 20

Unit: Mb. Limit size for each file to upload

Enable or disable order attachment from here

Enter directory path at which you want the uploaded attachments to be saved

Enter allowed file type extensions

Set maximum file size in MB for each attachment

### 3. General Settings

Here you can find various settings related to customer groups and notification mails to both admin and customers.

- **Enable Order Attachment for Customer Groups:** Select customer groups to allow adding order attachment.
- **Can Customer Add Attachments in Existing Orders:** If set YES, customers can add attachments in existing orders.
- **Can Customers Delete Attachments:** If set YES, customers can delete uploaded attachments.
- **Notify Customer when Admin Add Attachment in Existing Orders:** Set YES to notify customers when admin add attachment in orders from backend.
- **Notify Admin when Customer Add Attachment in Existing Orders:** Set YES to notify admin when customers add attachment in existing orders.
- **Allow Customers to Add Attachment from Checkout Onepage:** Set YES to allow customers upload attachment files from the checkout onepage.
- **Enable Comment Box on Checkout Page:** Set YES to enable comment box on checkout page to allow customers add comment for the orders.

#### General Settings

Enable Order Attachment for Customer Groups  
[store view]

NOT LOGGED IN

General

Wholesale

Retailer

Select customer groups to allow uploading attachment

Order Attachment option will be available to selected customer groups only.  
 Select all for All customer groups.

Can Customers Add Attachments in Existing Orders?  
[store view]

Yes

Set YES to allow customers attaching files in existing orders

Can Customers Delete Attachments?  
[store view]

No

Set YES to allow customers to delete attachments

Notify Customers when Admin Adds Attachment in Existing Orders  
[store view]

Yes

Set YES to notify customers when admin adds an attachment in existing orders

Notify Admin when Customers Add Attachment in Existing Orders  
[store view]

Yes

Set YES to notify admin when customers add attachment to existing orders

Allow Customers to Add Attachment from Checkout OnePage  
[store view]

Yes

Select YES to allow customers add attachment from checkout page

Enable Comment Box on Checkout Page  
[store view]

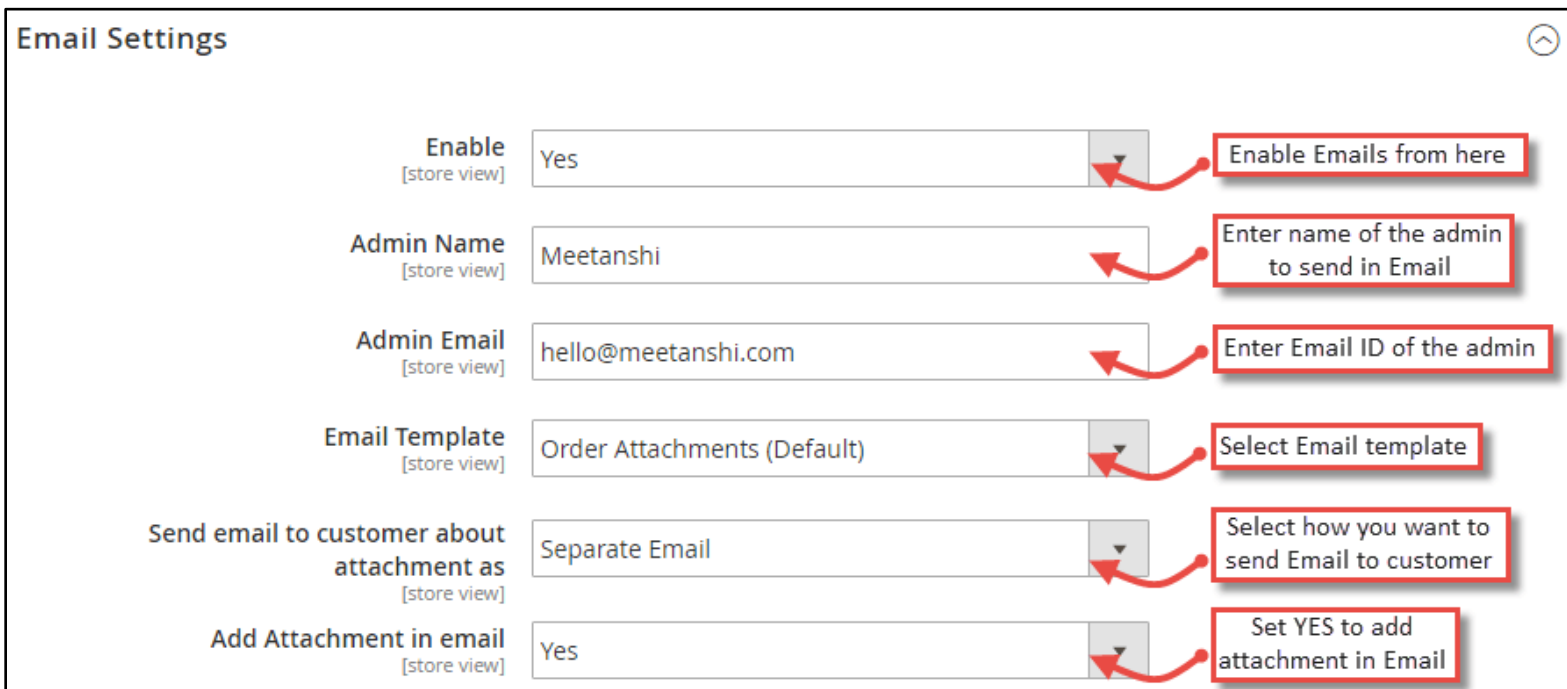
Yes

Select YES to enable comment box on checkout page

#### 4. Email Settings

Here you can find various Email settings such as admin name, Email, template, etc.

- **Enable:** Set YES to enable Email notifications to both admin and customers.
- **Admin Name:** Enter name of the admin to send in notification Emails.
- **Admin Email:** Enter Email ID of the admin.
- **Email Template:** Select template for the notification Emails.
- **Send Email to Customer About Attachment As:** Select the option for how you want to send order attachment Emails to customers.
- **Add Attachment in Email:** Set YES to add order attachments in Emails.



The screenshot shows the 'Email Settings' configuration page. It contains six rows of settings, each with a label, a value field, and a red callout box with an arrow pointing to the field:


| Setting   | Value                       | Annotation                                    |
|---|-----------------------------|---|
| Enable [store view]                                     | Yes                         | Enable Emails from here                       |
| Admin Name [store view]                                 | Meetanshi                   | Enter name of the admin to send in Email      |
| Admin Email [store view]                                | hello@meetanshi.com         | Enter Email ID of the admin                   |
| Email Template [store view]                             | Order Attachments (Default) | Select Email template                         |
| Send email to customer about attachment as [store view] | Separate Email              | Select how you want to send Email to customer |
| Add Attachment in email [store view]                    | Yes                         | Set YES to add attachment in Email            |

## 5. Order Attachment in Frontend

Once you have configured the extension successfully, the Order Attachment can be seen enabled in frontend. Whenever a customer adds products to cart and go to checkout, they get the option to upload the attachment file and add comment to the box.

Payment Method: Order Attachment in frontend on checkout page

Check / Money order

 PayPal Express Checkout [What is PayPal?](#)

Cash On Delivery

My billing and shipping address are the same

Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan 49628-7978  
United States  
[\(555\) 229-3326](#)

[Place Order](#)

[Apply Discount Code](#) ▾

[Order Attachment](#) ^

No file chosen Attach file here

[Custom Straps.jpg](#) [Remove](#)


[Leave Comment](#) ^ Comment box enabled to allow customers add comments related to their orders


I want custom straps for the watch.

### Order Summary


|                            |                  |
|----------------------------|------------------|
| Cart Subtotal              | A\$92.00         |
| Shipping Flat Rate - Fixed | A\$5.00          |
| Tax                        | A\$7.59          |
| <b>Order Total</b>         | <b>A\$104.59</b> |

1 Item in Cart ^

|   |                  |          |
|---|------------------|----------|
|  | Didi Sport Watch | A\$92.00 |
|   | Qty: 1           |          |

[Ship To:](#) 

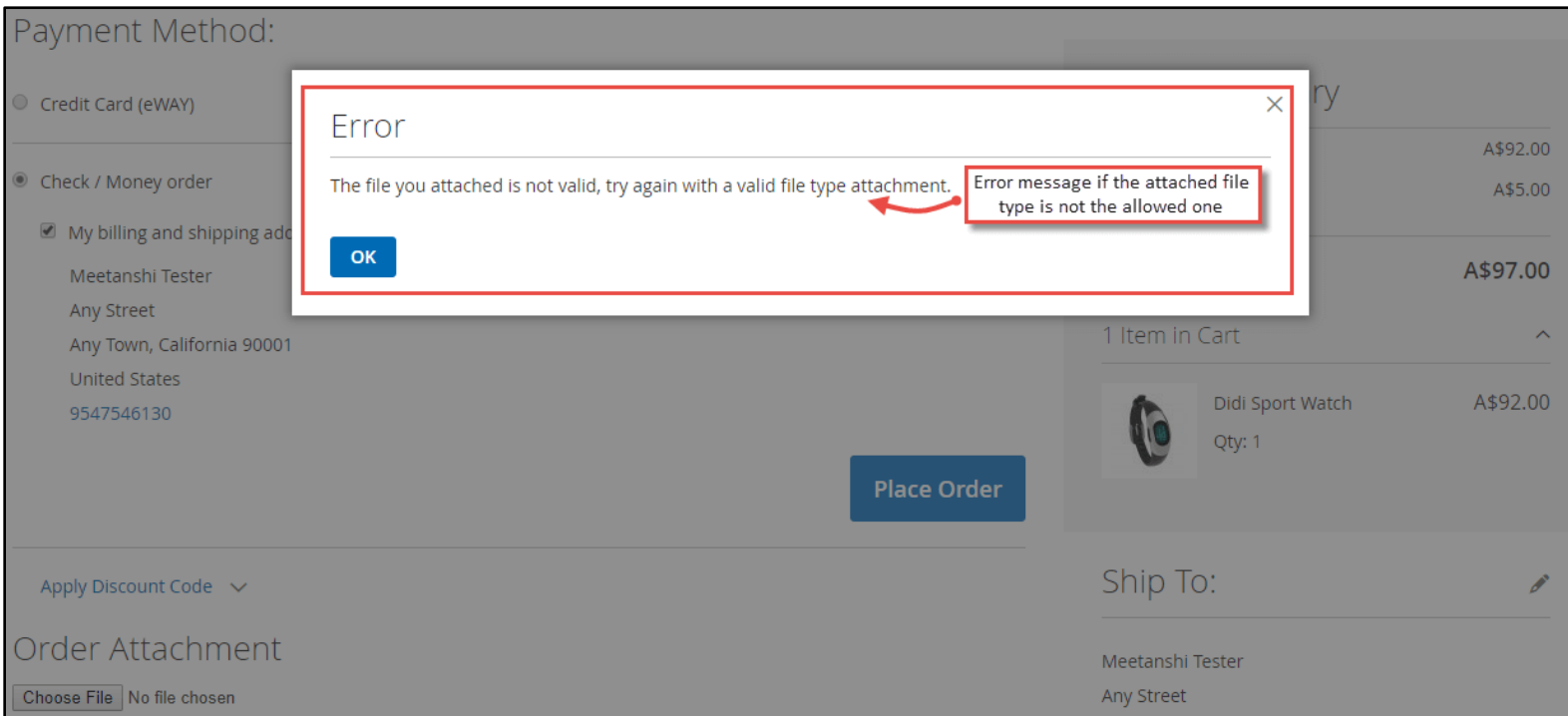
Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan 49628-7978  
United States  
[\(555\) 229-3326](#)

[Shipping Method:](#) 

Flat Rate - Fixed

- **Order Attachment Error Message**

If the attachment is not meeting the extension configuration criteria, it flashes error message as shown below.



Payment Method:

- Credit Card (eWAY)
- Check / Money order
- My billing and shipping address

Meetanshi Tester  
Any Street  
Any Town, California 90001  
United States  
9547546130


**Place Order**

Apply Discount Code ▾

Order Attachment

No file chosen

1 Item in Cart

|   |                            |          |
|---|----------------------------|----------|
|  | Didi Sport Watch<br>Qty: 1 | A\$92.00 |
|---|----------------------------|----------|

Ship To:

Meetanshi Tester  
Any Street

A\$92.00  
A\$5.00  
A\$97.00

- **Order Attachment in an Order**

Once the order is placed with added attachment, customers can see the attachments in My Orders section under order view. Where customers can even add comment and submit.

Account Dashboard

**My Orders**

My Downloadable Products

My Wish List

---

Address Book

Account Information

Stored Payment Methods

Billing Agreements

---

My Product Reviews

Newsletter Subscriptions

## Order # 000000031

PENDING

April 10, 2018

Order Attachment in My Account section

[Reorder](#) [Print Order](#)

Items Ordered

| Product Name     | SKU     | Price           | Qty                 | Subtotal         |
|------------------|---------|-----------------|---------------------|------------------|
| Didi Sport Watch | 24-WG02 | <b>A\$92.00</b> | Ordered: 1          | <b>A\$92.00</b>  |
|                  |         |                 | Subtotal            | A\$92.00         |
|                  |         |                 | Shipping & Handling | A\$5.00          |
|                  |         |                 | Tax                 | A\$7.59          |
|                  |         |                 | <b>Grand Total</b>  | <b>A\$104.59</b> |

### Order Information


| Shipping Address  | Shipping Method   | Billing Address   | Payment Method      |
|---|-------------------|---|---------------------|
| Veronica Costello<br>6146 Honey Bluff Parkway<br>Calder, Michigan, 49628-7978<br>United States<br>T: (555) 229-3326 | Flat Rate - Fixed | Veronica Costello<br>6146 Honey Bluff Parkway<br>Calder, Michigan, 49628-7978<br>United States<br>T: (555) 229-3326 | Check / Money order |

### Order Attachment


| File Name         | Comment                             | Created On          | Remove                      |
|-------------------|-------------------------------------|---------------------|-----------------------------|
| Custom Straps.jpg | I want Custom Straps for the Watch. | 2018-04-10 10:20:28 | <input type="checkbox"/> No |

Add new file  No file chosen
**Submit**
Add new attachment from here

- Order Attachment in “My Order Attachments” Tab**  
 The extension facilitates to see all the order attachments together under “My Order Attachments” tab in “My Account” section.



All the order attachments enlisted in a separate tab in My Account section



Hide Price Payment Methods Shipping Table Rates Payment Restrictions Out Of Stock Notification Shipping Per Product WhatsApp Share

Order Attachment Product Attachments Track Your Order

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

---

- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

---

- My Product Reviews
- Newsletter Subscriptions
- Out Of Stock Subscriptions
- My Order Attachments

## My Order Attachments

| # Order Id   | File Name                               | Comment  | Created On          |
|--------------|---|--|---------------------|
| ORD-2018-016 | <a href="#">fruit-patterns.jpg</a>      | We offer more fruit patterns for shorts, check for your reference.     | 2018-12-14 10:57:33 |
| ORD-2018-016 | <a href="#">pineapple-print.png</a>     | I want pineapple print pattern in the shorts. Pattern image attached.  | 2018-12-14 10:54:13 |
| ORD-2018-007 | <a href="#">Custom Straps.jpg</a>       |  | 2018-12-12 11:38:13 |
| ORD-2018-006 | <a href="#">Custom Straps.jpg</a>       | I want custom straps for the watch.                                    | 2018-12-10 04:31:26 |
| ORD-2018-005 | <a href="#">pineapple-print.png</a>     | I want to have the shorts in pineapple print as attached in the image. | 2018-12-10 04:15:14 |
| ORD-2018-004 | <a href="#">contact-img.jpg</a>         | test1  | 2018-12-10 03:37:29 |
| ORD-2018-004 | <a href="#">bottombanner2.jpg</a>       | test   | 2018-12-10 03:37:29 |
| ORD-2018-004 | <a href="#">about.jpg</a>               | Hello Friends.   | 2018-12-10 03:36:09 |
| O1-181002    | <a href="#">accessories.jpg</a>         |  | 2018-11-30 14:02:08 |
| O1-181002    | <a href="#">consulting-1000x531.jpg</a> | gh   | 2018-11-30 13:13:41 |

Items 1 to 10 of 30 total

1 2 3 >  
 Show  per page

Compare Products

You have no items to compare.



## 6. Order Attachment in Backend

Apart from frontend, the extension facilitates to add order attachment from backend as well. Under Sales → Orders, a separate tab for order attachment is available from where admin can see attachments added by customers and also add attachments for customers.

#000000031 Order Attachment in backend 🔔 2 👤 Order-Attachment ▾

← Back   Cancel   Send Email   Hold   Invoice   Ship   Reorder   Edit

**ORDER VIEW**

Information

Invoices

Credit Memos

Shipments

Comments History

Order Attachments

### Order Attachments

| File Name                         | Comment   | Created On          | Show on customer account order view page | Remove                      |
|-----------------------------------|---|---------------------|--|-----------------------------|
| <a href="#">Custom Straps.jpg</a> | <div style="border: 1px solid #ccc; padding: 5px; min-height: 30px;">I want Custom Straps for the Watch.</div>                            | 2018-04-10 10:20:28 | <input checked="" type="checkbox"/> Yes  | <input type="checkbox"/> No |
| straps.jpg (4.87kb)               | <div style="border: 1px solid #ccc; padding: 5px; min-height: 30px;">We provide such custom straps, do you want them for the watch.</div> | 2018-04-10 10:37:36 | <input checked="" type="checkbox"/> Yes  | <input type="checkbox"/> No |

Add another file  No file chosen Submit

Admin can add attachment from here as well

## 7. Order Attachment Emails

- **Order Attachment Email to Admin**

Once the order attachment is added by customers, admin gets Emails with customers and attachments details.



LUMA

Order Attachment Email to  
admin with order details

customer has added/updated new product attachment with following details.

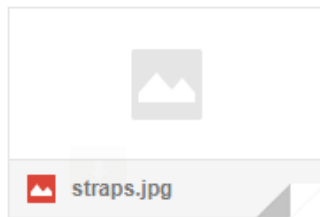
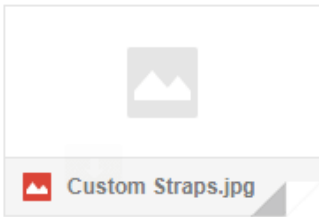
**Order Id** #000000052

**Name:** Meetanshi Tester

**Email:** [louissexton13@gmail.com](mailto:louissexton13@gmail.com)

[About Us](#)  
[Customer Service](#)

### 2 Attachments



- **Order Attachment Email to Customers**

If admin adds order attachments from backend, customers get Emails with order and attachments details.



Order Attachment Email to customer with order attachments

admin has added/updated new product attachment with following details.

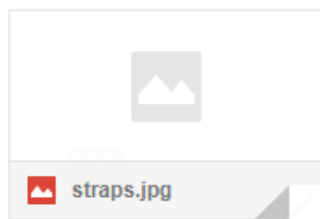
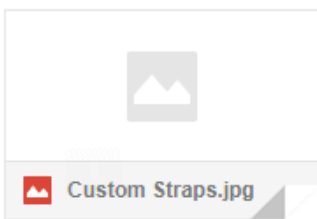
Order Id #000000052

Name: Meetanshi

Email: [hello@meetanshi.com](mailto:hello@meetanshi.com)

[About Us](#)  
[Customer Service](#)

2 Attachments



If you have any question or need support, Contact us at <https://meetanshi.com/contacts/>