

USER GUIDE

Customer Order Comment

Version: 1.0

Date: 7th July, 2015

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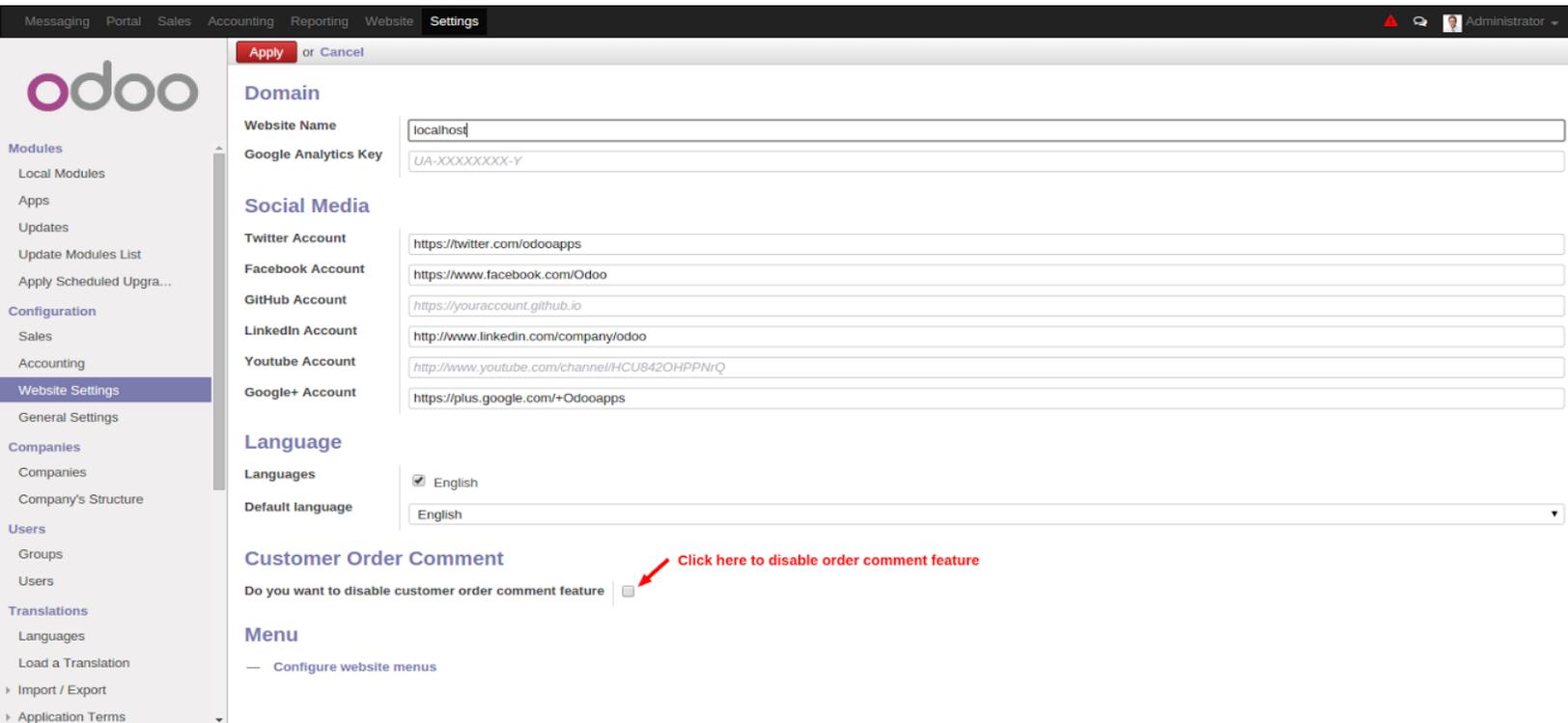
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1. Introduction

- **Can your customer comment on their order while placing an order?** It is important to understand what customers think about your products or if they wish to comment something to improve their shopping experience or in your Odoo website!
- You can now add this facility in your website by configuring **Customer Order Comment** app. It will add a **Customer Order Comment** textbox on the **Checkout Page**.
- Customer can comment without saving it & admin can see customer comment related to order in sales order.

2. Configuration Settings

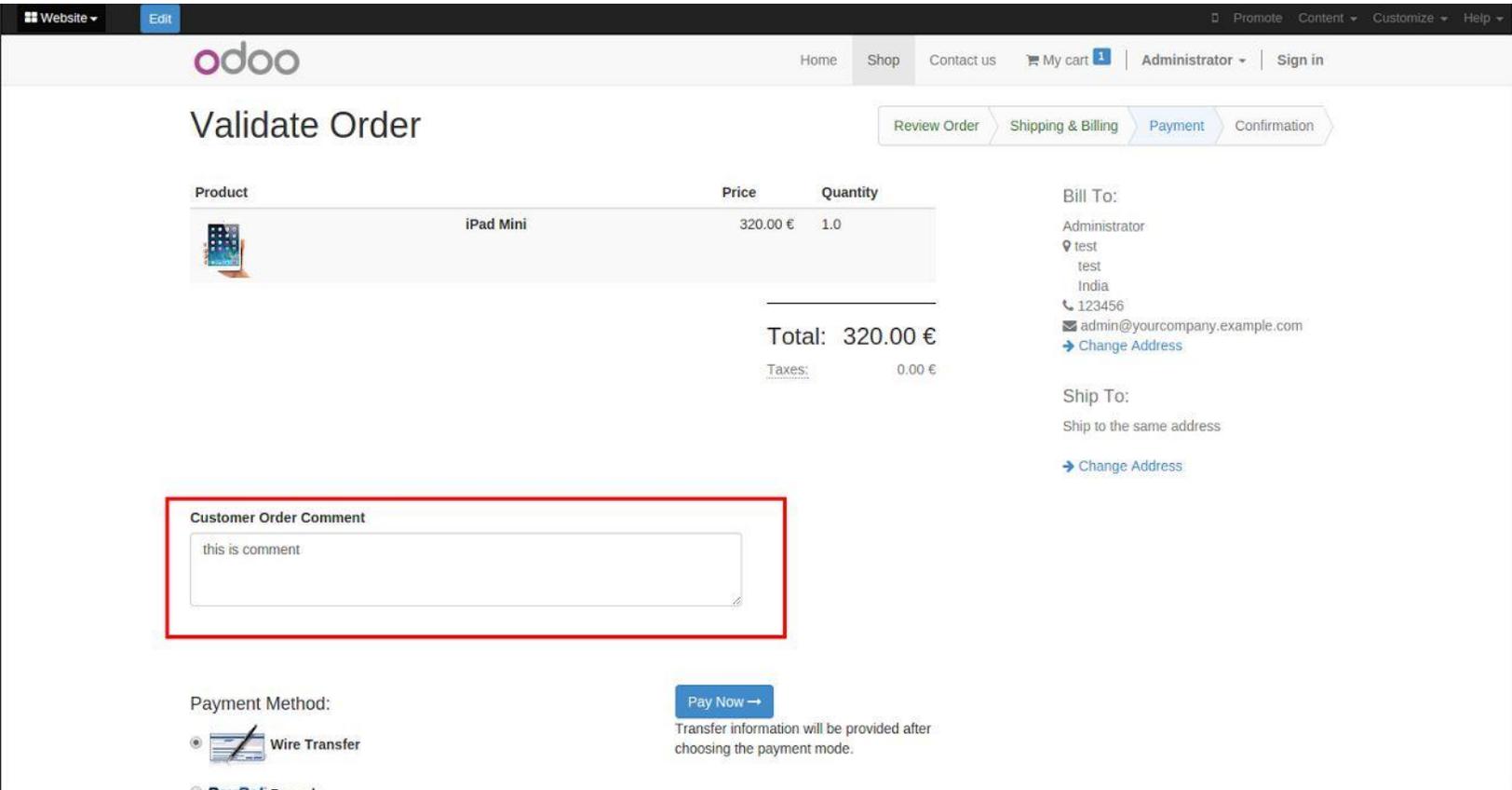
- Steps to disable Customer Order Comment feature from admin:
 - Got to **Settings** → **Configuration** → **Website Settings**
 - In **Customer Order Comment Section** set the checkbox “Do you want to disable customer order comment feature” to true.



The screenshot shows the Odoo Website Settings configuration page. The left sidebar contains a navigation menu with categories like Modules, Configuration, Companies, Users, Translations, and Import/Export. The main content area is titled 'Website Settings' and includes sections for Domain, Social Media, Language, Customer Order Comment, and Menu. In the 'Customer Order Comment' section, there is a checkbox labeled 'Do you want to disable customer order comment feature'. A red arrow points to this checkbox with the text 'Click here to disable order comment feature'. The checkbox is currently unchecked.

3. Front-End View

- Customer Order Comment Section will get displayed on checkout (Validate order) as shown in below image.



Website Edit Promote Content Customize Help

odoo Home Shop Contact us My cart 1 Administrator Sign in

Validate Order

Review Order Shipping & Billing **Payment** Confirmation

| Product | Price | Quantity |
|---|----------|----------|
|  iPad Mini | 320.00 € | 1.0 |

Total: 320.00 €
Taxes: 0.00 €

Bill To:
Administrator
test
test
India
123456
admin@yourcompany.example.com
[Change Address](#)

Ship To:
Ship to the same address
[Change Address](#)

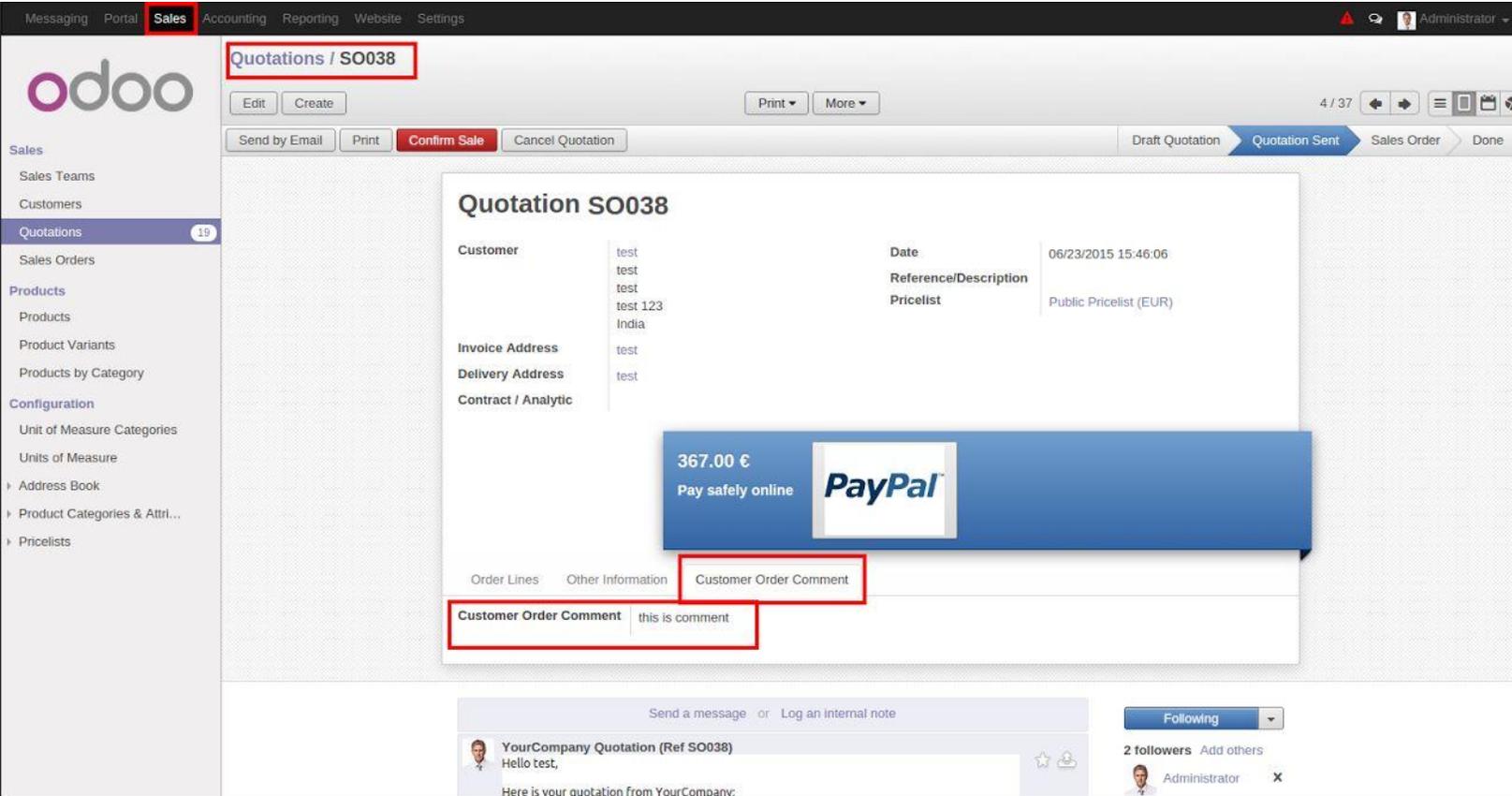
Customer Order Comment
this is comment

Payment Method:
  Wire Transfer
  Bank Card

Pay Now →
Transfer information will be provided after choosing the payment mode.

4. Back-End View

- Customer Order Comment will get displayed in “**Customer Order Comment Tab**” in Sales Order Form View as shown in below image.



The screenshot displays the Odoo Quotation form for SO038. The interface includes a top navigation bar with 'Sales' highlighted, and a left sidebar with 'Quotations' selected. The main form area shows the following details:

| | | | |
|----------------------------|---|------------------------------|------------------------|
| Customer | test test test test 123 India | Date | 06/23/2015 15:46:06 |
| Invoice Address | test | Reference/Description | |
| Delivery Address | test | Pricelist | Public Pricelist (EUR) |
| Contract / Analytic | | | |

A blue banner displays the total amount: **367.00 €** with the text "Pay safely online" and the PayPal logo.

At the bottom of the form, the "Customer Order Comment" tab is active, showing a comment: "this is comment".

Below the form, a communication section shows a message from "YourCompany Quotation (Ref SO038)" with the text: "Hello test, Here is your quotation from YourCompany:".

5. Pricing

- Biztech Consultancy will help you in installing the app on your store.
- We will customize the app as per your requirement.
- We are committed to this app and will be releasing new version with more enhancements in timely manner.

| Details | Cost |
|------------------------|-------------|
| Customer Order Comment | 10 € |
| + Customization Charge | If any |



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We are ISO Certified Company

