

# Order Attachment for Magento 2

## User Guide



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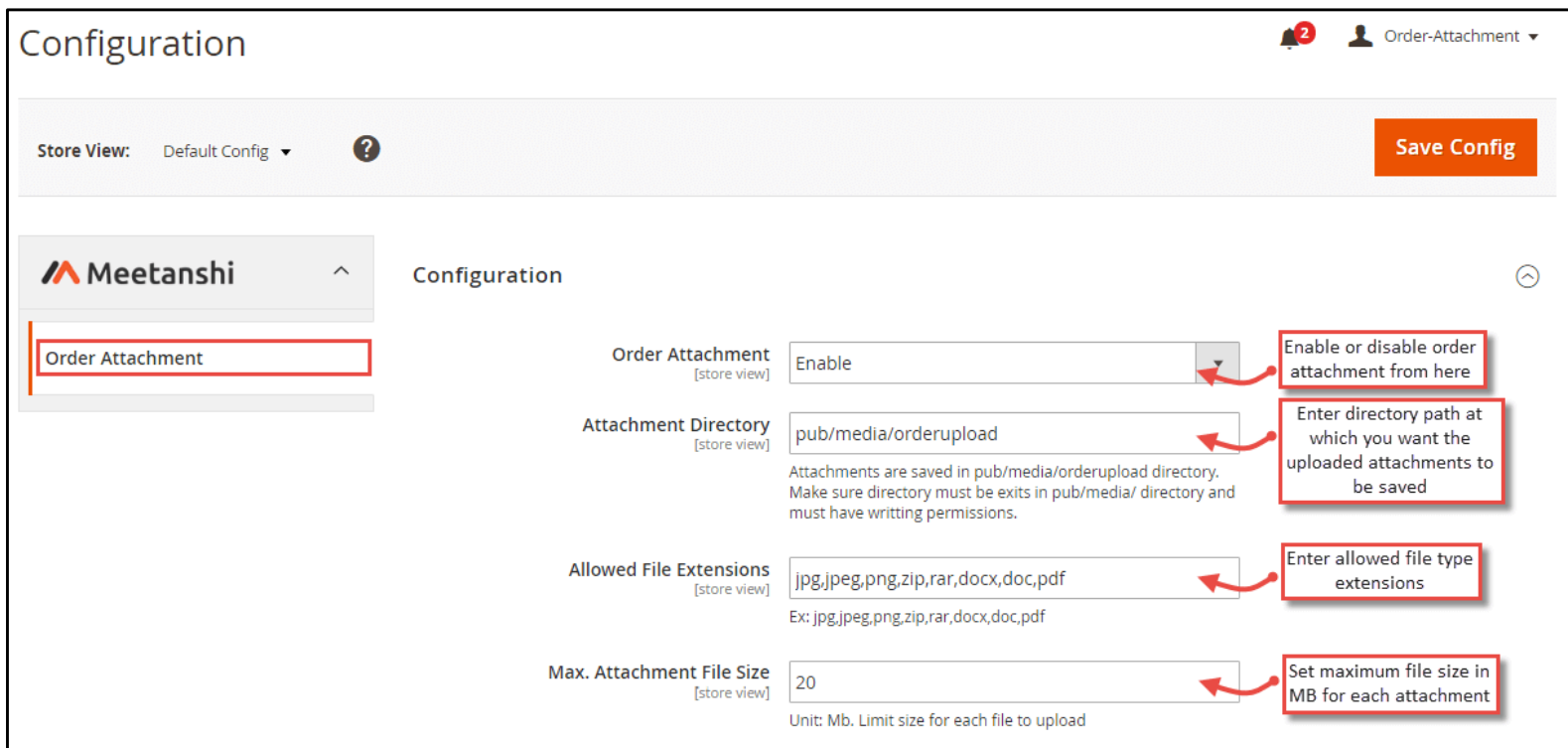
## 1. Extension Installation

- 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
  - php bin/magento setup:static-content:deploy
  - 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

Attachments are saved in pub/media/orderupload directory. Make sure directory must be exists in pub/media/ directory and must have writing permissions.

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

Ex: 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.

- **Allowed 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 Customer Delete Attachments:** If set YES, customers can delete uploaded attachments.
- **Notify Customer when Admin Add Attachment in Existing Order:** Set YES to notify customers when admin add attachment in orders from backend.
- **Notify Admin when Customer Add Attachment in Existing Order:** Set YES to notify admin when customers add attachment in existing orders.

#### General Settings

Allowed Customer Groups  
[store view]

NOT LOGGED IN

General

Wholesale

Retailer

Select customer groups to allow uploading attachment

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

Can Customer Add Attachments in existing order  
[store view]

Yes

Set YES to allow customers attaching files in existing orders

Can Customer Delete Attachments  
[store view]

Yes

Set YES to allow customers deleting attachments

Notify Customer when admin add attachment in existing order  
[store view]

Yes

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

Notify Admin when customer add attachment in existing order  
[store view]

Yes

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

#### 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.

### Email Settings

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 add order attachment.

Payment Method:

Order Attachment in frontend

☐ Check / Money order

☒ 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

Choose File No file chosen

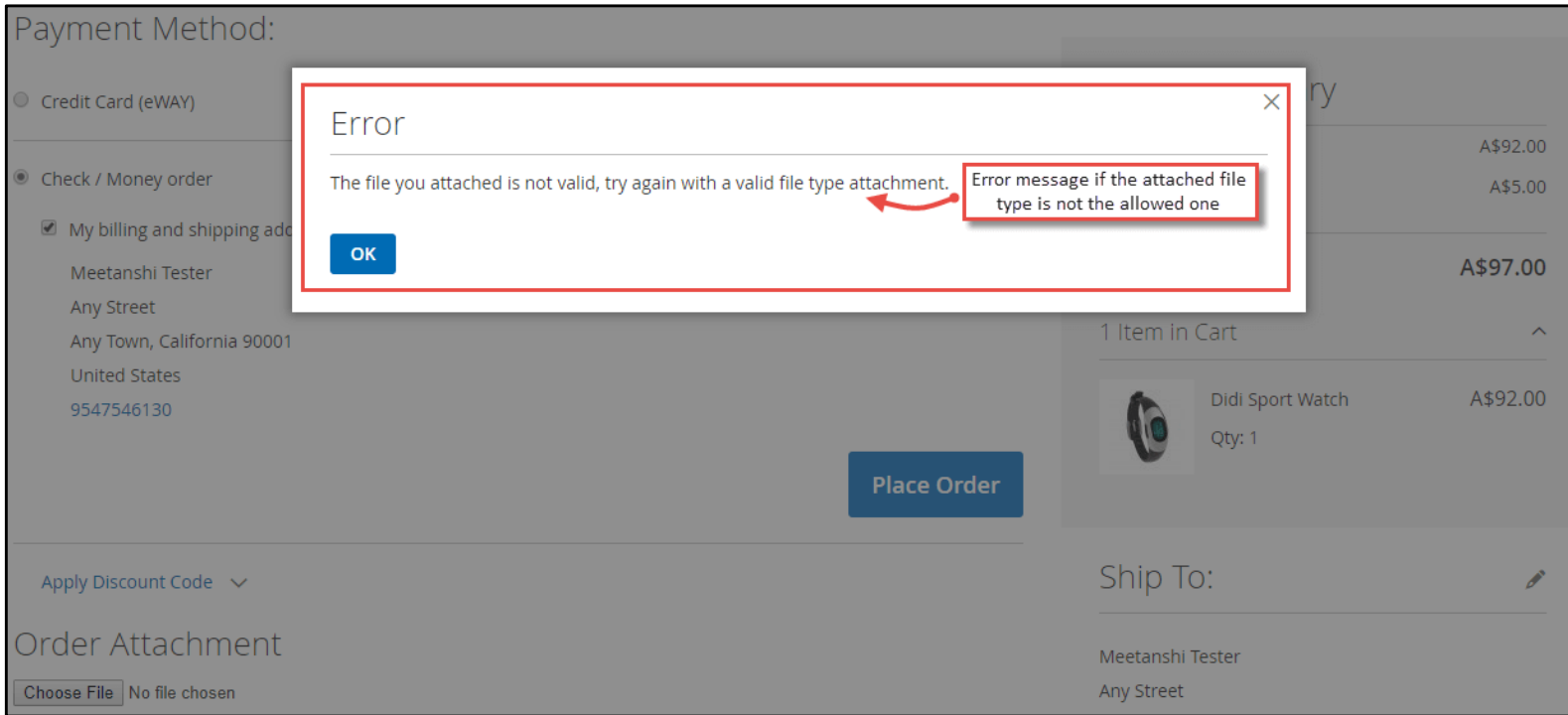
Custom Straps.jpg

Remove

Click to remove attachment

- **Order Attachment Error Message**

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



- **Order Attachment in My Account**

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

[Reorder](#)

[Print Order](#)

Items Ordered

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

Compare Products

You have no items to compare.

Recently Ordered

☐ Didi Sport Watch

[Add to Cart](#) [View All](#)

My Wish List

You have no items in your wish list.

### Order Information

Shipping Address	Shipping Method	Billing Address	Payment Method
Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326	Flat Rate - Fixed	Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States 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 [Choose Files](#) No file chosen
 [Submit](#)
[Add new attachment from here](#)

## 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
Custom Straps.jpg	I want Custom Straps for the Watch.	2018-04-10 10:20:28	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
straps.jpg (4.87kb)	We provide such custom straps, do you want them for the watch.	2018-04-10 10:37:36	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Add another file

Choose Files

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

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

### 2 Attachments



 Custom Straps.jpg



 straps.jpg

- **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.

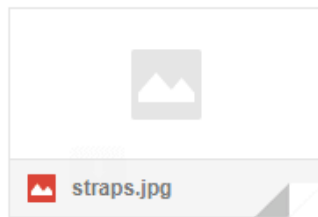
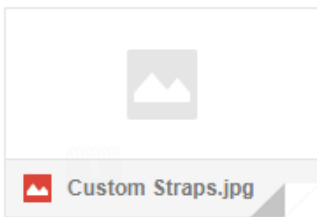
**Order Id** #000000052

**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/>