



Sunovisio Corporation

Order Reply To Documentation

This documentation allows you to easily setup Sunovisio Order Reply To Extension

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Introduction

Sunovisio Order Reply To Extension will allow you to setup a Reply To field for your orders mailing. Close the problem with client answering on the same mailbox of the sender and you handle with unsatisfied client because they don't get any answer from you.

Configuration

Order Reply To Save Config

Sunovisio help



Get help when you need it
Contact us via email contact@sunovisio.com and make sure to follow [@sunovisio](#) on Twitter and on [Facebook](#) to not miss out on important product updates, news, and tips!

Check our other extensions
The [Sunovisio extension shop](#) will offer you all extensions you need to increase your sales.

Integration of your shop
Visit our website to follow our previous integration and get a great idea of our abilities <http://www.sunovisio.com>

Parameters

Enable add Reply-To Customer Email	<input type="text" value="Yes"/>	[STORE VIEW]
Reply to this email:	<input type="text" value="loicf@sunovisio.com"/>	[STORE VIEW]
	▲ Add here the email you want to be display in customer order email	
Enable add Reply-To Admin Email	<input type="text" value="Yes"/>	[STORE VIEW]
	▲ To enable this feature, emails in copy MUST be in BCC type	

In the first tab, you can find some general information about Sunovisio Support. The second tab will allow you to configure your reply-to email address for your sales order emails.

- Enable add Reply-To Customer Email: this field allows you to specify in the customer order email if you want to display a reply-to email address different than the sender one.
- Reply To this email: email address which will be display in customer email in case you enable add Reply-To Customer Email
- Enable add Reply-To Admin Email: this field will add the customer address in the reply-to field of the email sent to admin. You can see in comment than order email copy to admin addresses must be in BCC type. Else the extension will not work.


Email

From Me <contact@sunovisio.com>★

Subject **Main Store: New Order # 10000007** 9:30 PM

Reply to Me <farge.loic@gmail.com>★

To Me <loicf@sunovisio.com>★ Other Actions ▾

 **Magento**[®]

Hello, Loic FARGE

Thank you for your order from Main Store. Once your package ships we will send an email with a link to track your order. You can check the status of your order by [logging into your account](#). If you have any questions about your order please contact us at contact@sunovisio.com or call us at Monday - Friday, 8am - 5pm PST.

Your order confirmation is below. Thank you again for your business.

You can see in this order email that the from is contact@sunovisio.com and a field Reply to has been added with the address we just configured before.
Enjoy your extension!

Support

If you have any problem with installing the extension, you can contact us via your account on <http://ecommerce.sunovisio.com> using the ticket system or the chat. You can use as well our contact email address contact@sunovisio.com or skype farge.loic.
Thanks for your trust in Sunovisio Corporation.