Resend Order Confirmations

- Look up the Customer's account.
- Make sure the customer's email address is correct and listed on their information record.
- Under the "Orders" tab, look up and highlight the order in question.
- Click on Details.
- At the bottom of the page, click on Order options and choose "Acknowledgment reference".
- Click "Resend Order Confirmation" on the right side & yes to confirm.

Email Confirmation with a new email address

- It must be an open order.
- Add the new email address to the customer's account.
- Click on "details" and modify the order.
- In the ACK ID field, type in 200.
- Complete and submit the order.
- The customer will receive the confirmation within 5 to 6 minutes.