

Order Confirmation Messages

Copy a message, replace every bracketed placeholder, and adjust the tone to suit the customer relationship.

01 | FRIENDLY | Order received

Hello [Customer Name], we have received order [Order Number] for [Item/Service], quantity [Quantity]. Total: ₪[Amount]. Payment status: [Payment Status]. Next step: [Next Step].

02 | PROFESSIONAL | Payment confirmed

Thank you, [Customer Name]. Payment for order [Order Number] has been confirmed. We will now begin processing [Item/Service].

03 | PROFESSIONAL | Order processing

Hello [Customer Name], order [Order Number] is now being processed. Expected delivery or pickup: [Date/Time] at [Location].

04 | FRIENDLY | Ready for pickup

Hello [Customer Name], order [Order Number] is ready for pickup at [Location] from [Date/Time]. Please bring your order reference.

05 | PROFESSIONAL | Out for delivery

Hello [Customer Name], order [Order Number] is out for delivery to [Location]. Expected arrival: [Date/Time].

06 | FRIENDLY | Completed order

Thank you, [Customer Name]. Order [Order Number] has been completed. We appreciate your business and hope everything meets your expectations.

07 | PROFESSIONAL | Delayed order

Hello [Customer Name], we are sorry that order [Order Number] is delayed. The updated delivery or pickup time is [Date/Time]. Next step: [Next Step].

How to use this template

A short checklist for completing your message resource.

1. Choose the message that best matches the situation and customer relationship.
2. Replace every bracketed placeholder and review names, amounts, references, and dates.
3. Adjust the wording so it reflects your business voice before sending.
4. Keep a copy of important customer communication for your records.

IMPORTANT

Adapt this template to your business needs. This resource is educational and does not replace legal, tax, accounting, financial, or regulatory advice.