New order field for contact emails

This article outlines a new order field that can be configured to allow a task to be emailed to a specific contact within a company.

Updated October 28, 2024

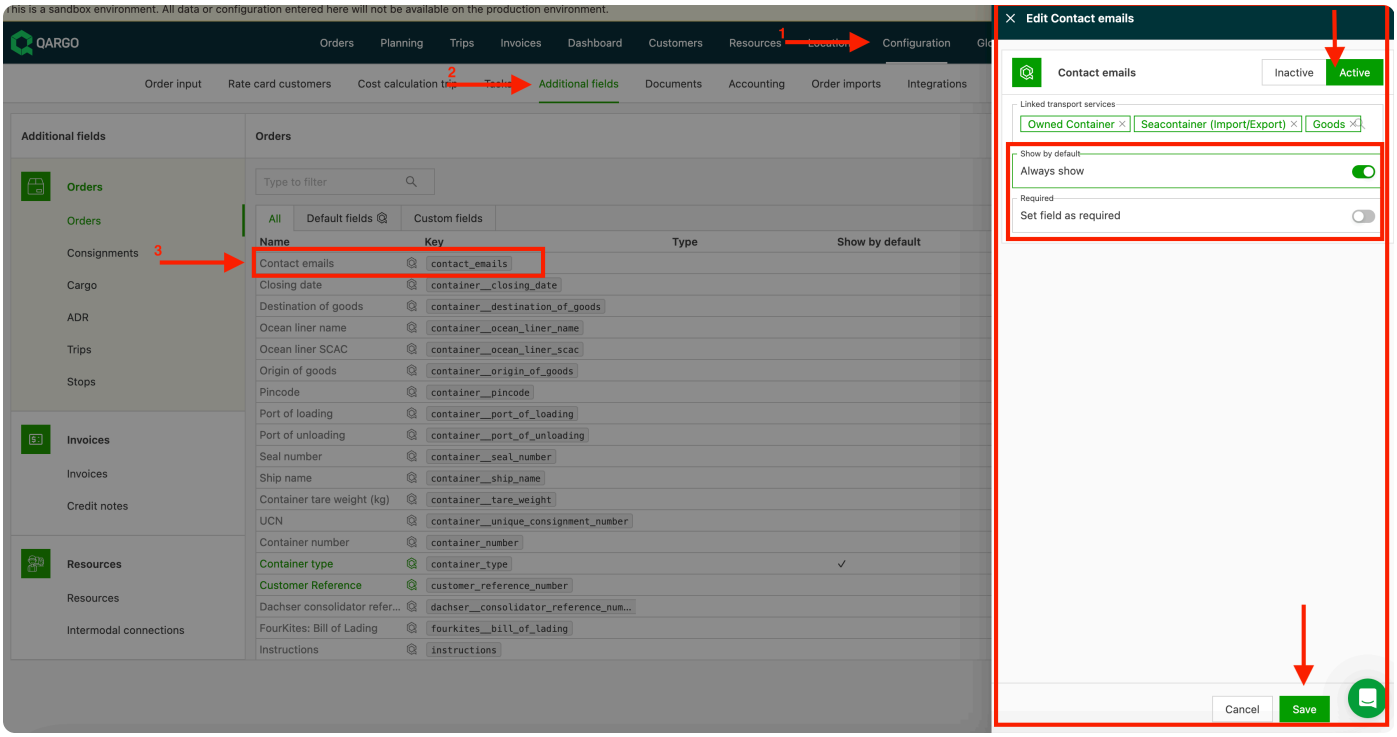
Sometimes sending emails to a dedicated role in a company (e.g., Operations) is not suitable. In some cases, not every user in that department (role) handles every aspect of each order.

A new field on the order page lets the user enter a specific **Order contact** to be used for contact tasks on a related order, shipment or stop. With this new field, a specific contact at the customer can receive the email task directly.

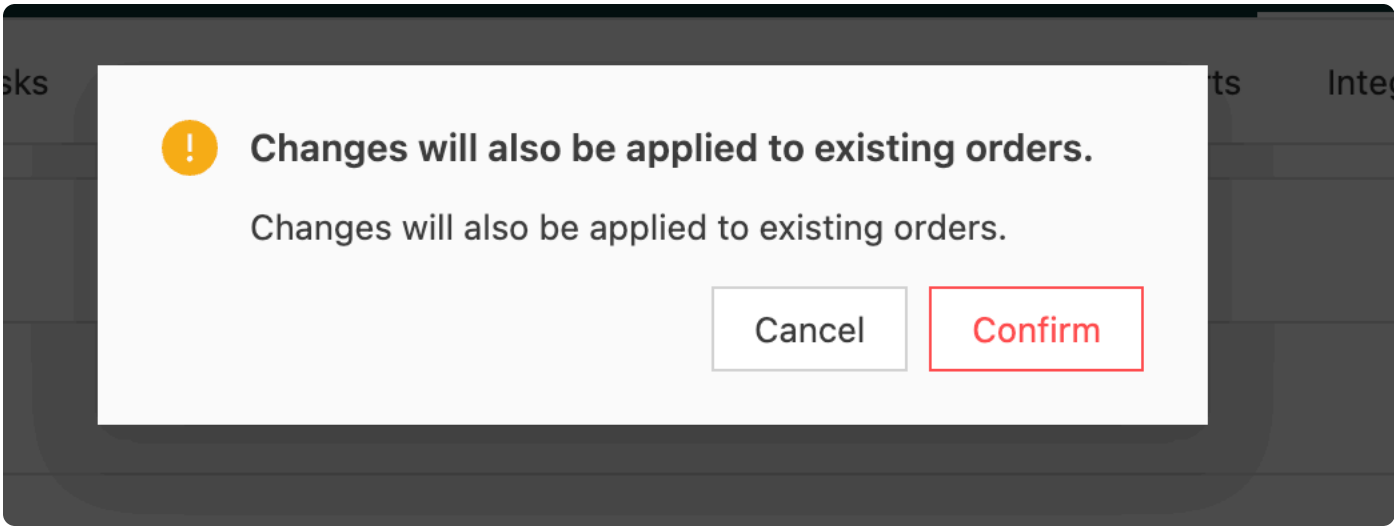
To activate this option:

1. Go to the **Configuration** tab.
2. Select **Additional fields > Orders**.
3. Select **Contact emails**. Click the pencil icon to edit the settings.

- This opens the **Edit contact emails** panel.
- Select **Active** to enable the field.
- Then choose whether this field is **Always shown** and/or **Required**.
- Use the toggle to set the preferences and click **Save**.



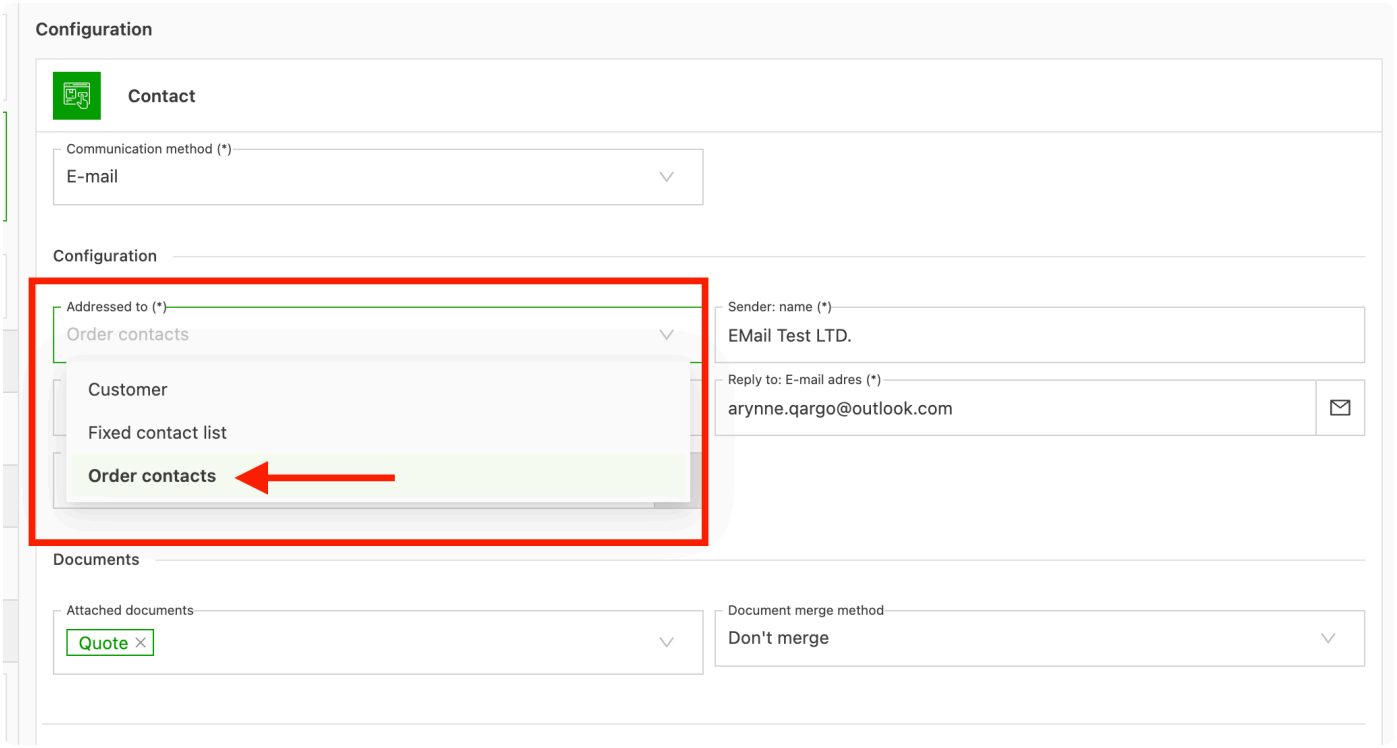
A confirmation window opens, showing that this field will be enabled on all existing orders.
Click **Confirm**.

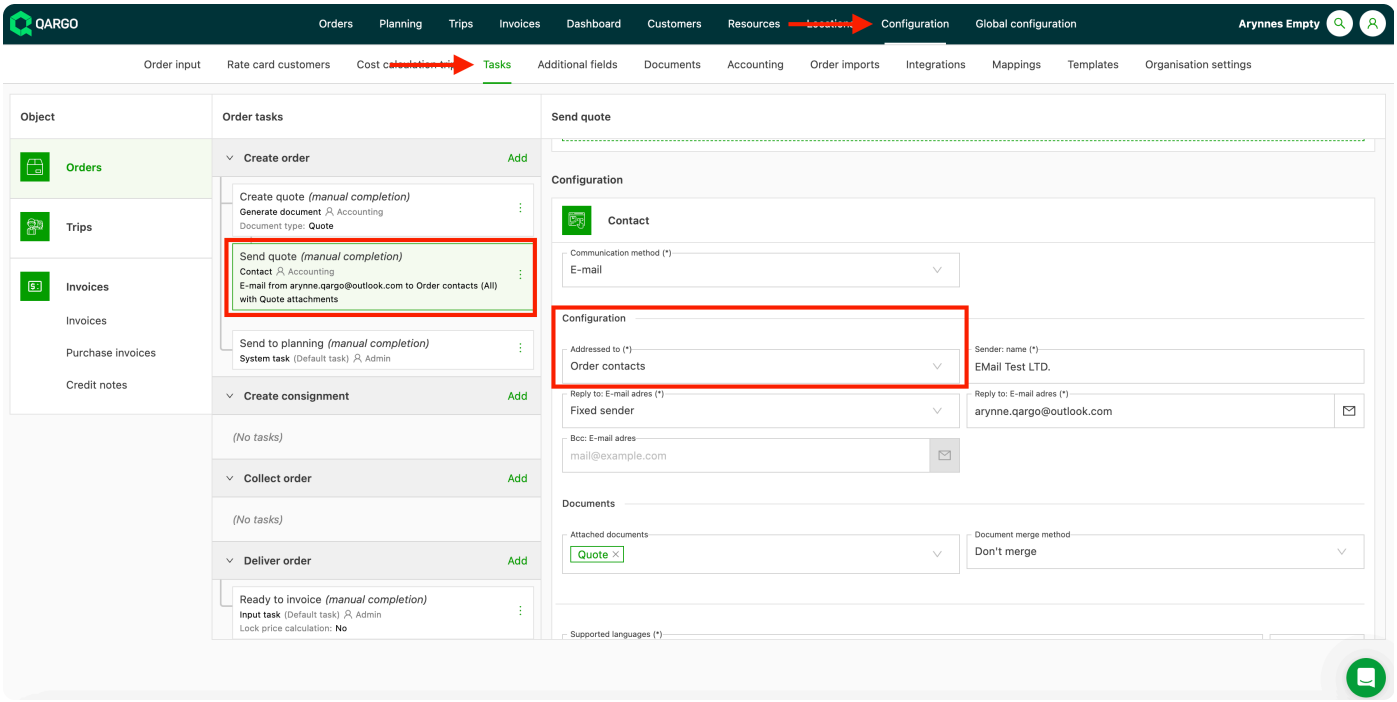


This inserts the field into the order but does not populate the contact email. The relevant contact email must be selected.

Configure tasks

Update existing tasks, or create new ones, that should be sent directly to the order contact.
In the **Addressed to** field, select **Order contacts**.

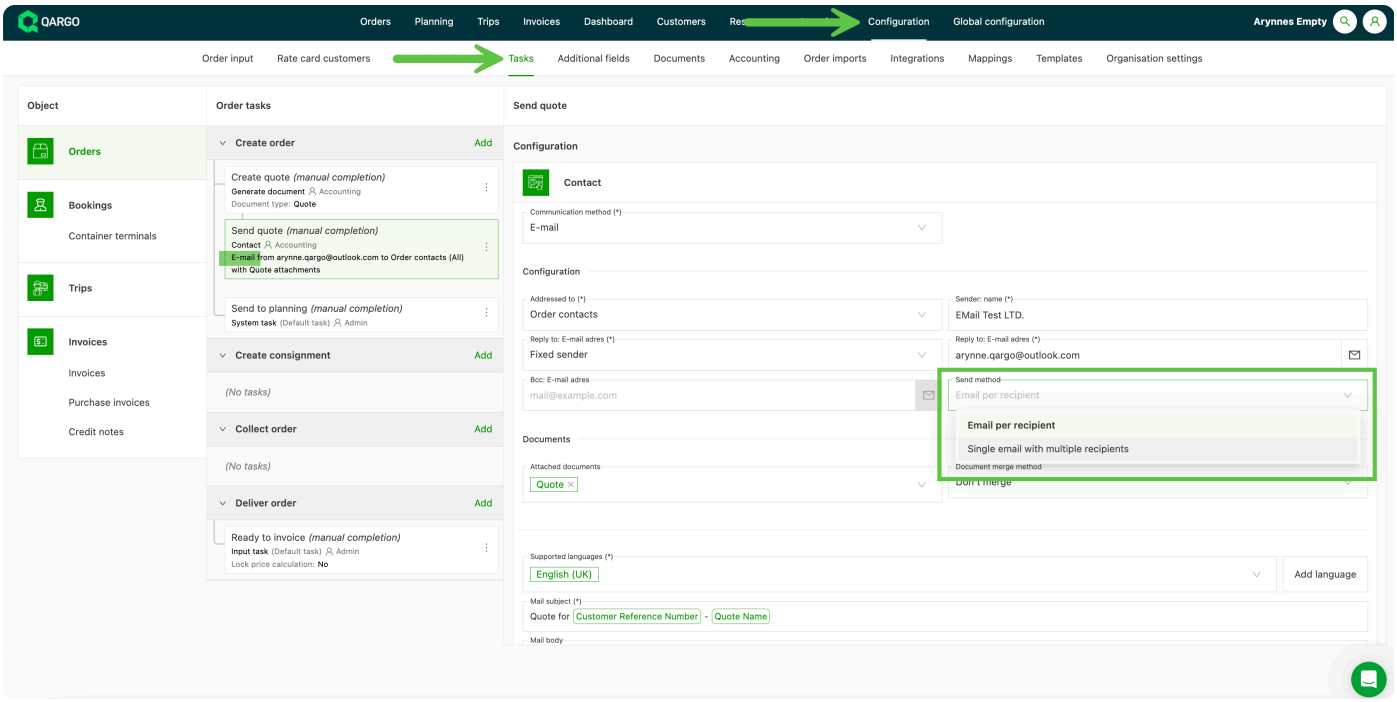




Add configuration for sending email to multiple recipients.

A new option has been added to configure how emails to multiple recipients are sent. A separate email can be sent to each recipient (the previous behavior and also the default), or a single email can be sent to multiple recipients.

By default, a separate email is sent to each user. To send one email to multiple users instead, change this in **Configuration > Task settings**. All users are then included in the TO: address line.

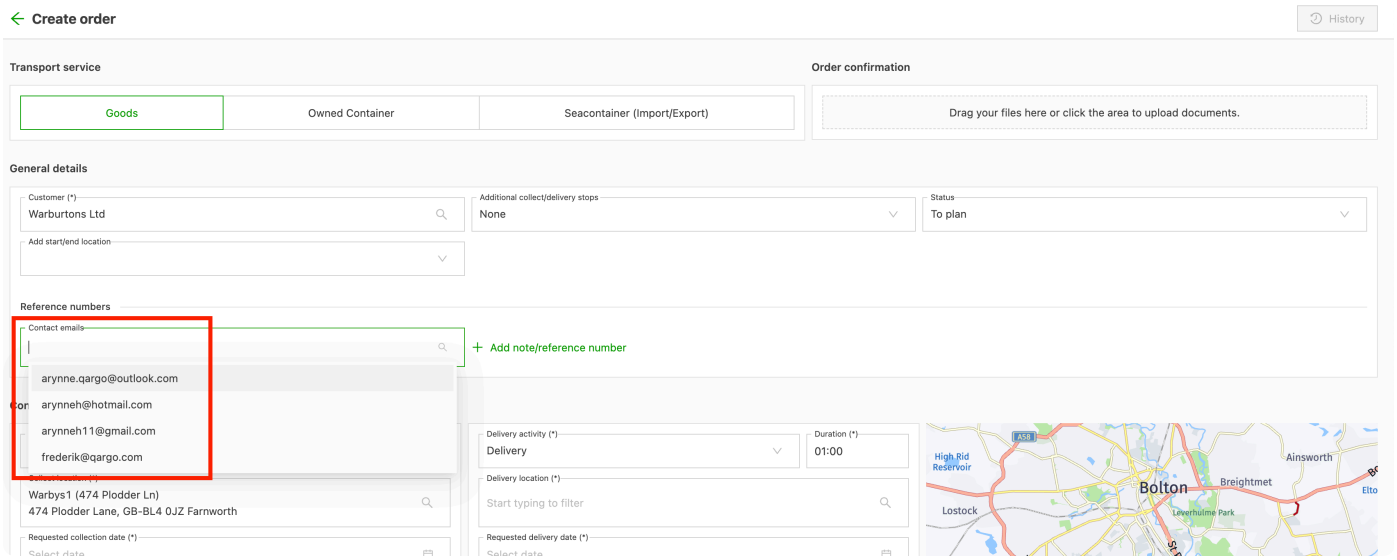


The task is completed and emailed based on the selected order contacts.

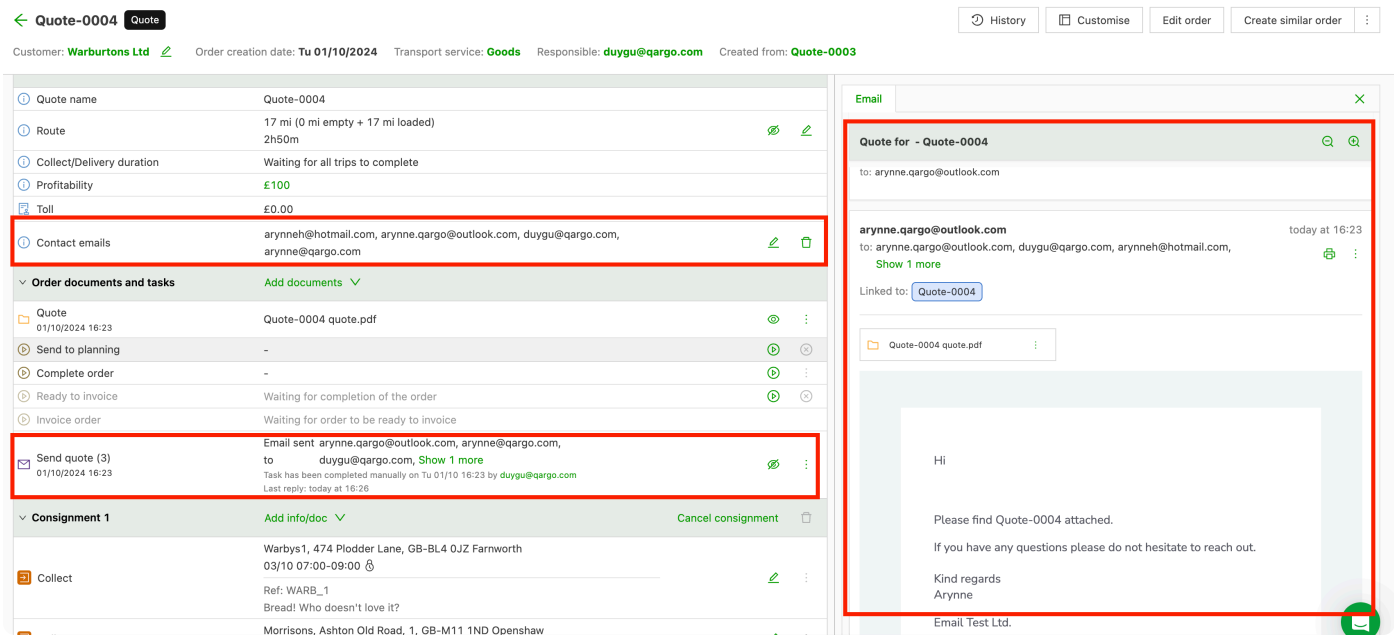
The task must be configured before the user is added to the order.

Adding users to the order.

Select from any contacts saved to the customer.



With the task configured, the individual contact emails are used to complete the tasks.



Tip:

Emails can be linked directly to quotes and orders using Qargo Email Intelligence.