Custom Email Not Sending: Troubleshooting

Troubleshooting · https://wpfactory.com/docs/custom-email-troubleshooting/

If a custom email from Additional Custom Emails & Recipients for WooCommerce is not arriving, work through these checks in order. Most cases come down to a trigger that was never selected, an Order Options rule that is quietly blocking the send, or a general email-delivery problem on the server.

Turn on Debug first

Go to **WPFactory > Custom Emails > General > Advanced Options** and enable **Debug**. The plugin then logs every step (triggered, blocked by which option, delayed, sent, or failed) to **WooCommerce > Status > Logs** under the source `custom-emails-for-woocommerce`. This log tells you exactly where the send stopped and saves most of the guesswork below.

Check the email itself

1. **Is it enabled?** Open the email under **WooCommerce > Settings > Emails** and confirm **Enable this email notification** is ticked.
2. **Is a trigger selected?** An email with no trigger never sends. Pick at least one in the **Triggers** field.
3. **Is the trigger group enabled?** If the trigger you want is missing from the list, enable its group under **WPFactory > Custom Emails > General > Enabled triggers groups**.
4. **New order emails:** new orders are created as "Pending payment" by default. If your "New order" trigger is set to a specific status, the order will not match at creation. Use "New order (Any status)" or the correct status.

Check the Order Options

Order Options silently block a send when they do not match. Review the email's **Order Options**:

- A **Require** condition (products, categories, users, roles, gateways, shipping methods, or a minimum/maximum amount) that the test order does not meet will stop the email.

- An **Exclude** condition the order does match will also stop it.
- Check the **Logical operator**: with AND, every condition must pass.
- Check **Exclude recipients** and **Stop emails** in Advanced Options are not catching this send.

Check general email delivery

- **Plugin conflict:** temporarily deactivate other plugins (keep WooCommerce active) and switch to a default theme. If the email sends, reactivate one at a time to find the conflict.
- **Server email:** if no WooCommerce email at all reaches inboxes, the problem is server-side mail, not this plugin. Install an SMTP plugin and confirm your other WooCommerce emails send.
- **Updates:** keep WooCommerce and Custom Emails on their latest versions.

Still stuck?

Send us your Debug log and the email's settings on the Custom Emails support forum and our team will help.



CUSTOM EMAILS

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