Third-Party Compatibility

References · https://wpfactory.com/docs/custom-emails-third-party-compatibility/

Additional Custom Emails & Recipients for WooCommerce contains explicit, code-level handling for a specific set of platforms and plugins. This page lists only the integrations that exist as real code in version 3.7.3, what each one does, and what you need to configure. Anything not listed here is not claimed as supported; it may still work, but the plugin contains no specific handling for it.

Summary

Integration	What it enables	Configuration needed
WooCommerce Subscriptions	Subscription and renewal triggers, subscription status conditions, bulk send on subscriptions	Enable the subscription trigger groups
WPML	Order-language detection for translated content and per-email language conditions	None
Polylang	Order-language detection for translated content and per-email language conditions	None
TranslatePress	Order-language detection for the `[translate]` shortcode	None
WooCommerce HPOS	Declared compatible with custom order tables	None
Block-based checkout (Store API)	The New order trigger fires on block checkout	None
Action Scheduler	Alternative queue for delayed emails	Select it as the Scheduler

WooCommerce Subscriptions

When **WooCommerce Subscriptions** is active, the plugin adds subscription-related triggers and conditions.

Triggers

Four extra trigger groups become available, mirroring the order triggers for subscriptions and their renewal orders:

- Subscription status updated to
- Subscription status updated from to
- Renewal order status updated to, and updated from to
- Renewal new order

These groups are off by default. Turn them on under **WPFactory > Custom Emails > General > Advanced Options > Enabled triggers groups**, then select the specific trigger in each email's Triggers field.

Status conditions and bulk sending

The **Require order status** and **Exclude order status** conditions include subscription statuses, so you can gate an email on a subscription's state. The order-screen **Bulk actions** send also works from the Subscriptions admin list, so you can send a custom email for several subscriptions at once.

WPML, Polylang, and TranslatePress

All three multilingual platforms are supported for two purposes:

- **Language detection.** The plugin reads the language stored on an order (WPML order meta, the Polylang language term, or the TranslatePress order meta), falling back to the current site language. This drives the `[translate]` shortcode.
- **Per-email language condition.** When a multilingual plugin reports active languages, each email gains a **WPML/Polylang language** condition that restricts the email to selected languages.

See the guide "Multilingual Emails with [translate]" for the detection order and the shortcode forms. No configuration is required for detection to work; the language is read automatically from the order.

WooCommerce HPOS (High-Performance Order Storage)

The plugin **declares compatibility with HPOS** (custom order tables) using WooCommerce's official feature declaration, so you will not see an incompatibility warning on the WooCommerce features screen, and the plugin can be used with HPOS enabled. The order-screen send actions (single, bulk, preview, and the Actions column) work on both the classic Orders screen and the HPOS orders table.

Block-based checkout (Store API)

The **New order** trigger fires for orders placed through the block-based Checkout as well as the classic checkout. The plugin hooks WooCommerce's Store API order-creation event, so a new-order email sends whichever checkout your store uses. No configuration is required.

Action Scheduler

Delayed emails can be queued through **Action Scheduler**, the background queue that ships with WooCommerce, instead of WP Cron. Select it under **WPFactory > Custom Emails > General > Advanced Options > Scheduler**. Action Scheduler tends to be more reliable on high-traffic stores or where a real system cron is configured. See "How to Send Delayed and Scheduled Emails" for details.

A note on plugins not listed here

This page lists integrations that exist as specific code in the plugin. Many other plugins work alongside it without any, because the plugin sends through WooCommerce's own mailer and triggers on standard WooCommerce and WordPress action hooks. If a plugin you use exposes an action hook, you can often wire it up yourself with the **Custom triggers** feature. Test any specific combination on a staging site before relying on it.

Questions about a specific setup?

Our team answers every ticket on the Custom Emails support forum, including compatibility questions about Additional Custom Emails & Recipients for WooCommerce.



CUSTOM EMAILS

See every feature and the pricing on the Custom Emails plugin page.

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