Troubleshooting Custom Order Statuses

Troubleshooting · https://wpfactory.com/docs/general-issues/

If a custom status in Additional Custom Order Status for WooCommerce is not showing, go to WooCommerce > Order Status and confirm it was published, then clear any page or object cache. If Pro emails are not sending, open the status and check that Send email on status change is set to Yes in the Email Options box.

Custom statuses are not showing up

1. Confirm the plugin is active under **Plugins**.
2. Confirm the status was published: go to **WooCommerce > Order Status** and check it is in the list.
3. Remember that a status title cannot start with a number, and the slug is limited to 17 characters. A rejected title will not create a status.
4. Clear any page or object cache, then reload the orders screen.

Orders are not updating to a custom status

1. Open the status under **WooCommerce > Order Status** and confirm its options match what you expect (for example, that it is added to bulk actions if you change status in bulk).
2. Make sure your WooCommerce version is current, since the plugin follows the WooCommerce order status APIs.
3. Test for a plugin conflict by temporarily deactivating other plugins, then re-enabling them one at a time.

Emails are not sending (Pro)

1. Confirm you are on the Pro version. In the free version the email box is disabled.
2. Open the status and check that **Send email on status change** is set to **Yes** in the **Email Options** box.

3. Check the **Email address** field. If it is blank the email goes to the admin email; use `%customer%` to send to the buyer.
4. Send a WooCommerce test email to confirm your site can deliver mail at all. If core WooCommerce emails also fail, the problem is your mail setup, not the plugin.
5. Check your server or error logs for mail-related messages.

Still stuck?

Our team answers every ticket on the Custom Order Status support forum.



CUSTOM ORDER STATUS

See every feature and the pricing on the Custom Order Status plugin page.

View plugin →

Related articles

- General and Order Options for Custom Statuses
- Styling Custom Order Statuses in WooCommerce
- Creating Custom Order Statuses in WooCommerce
- How to Sort Order Statuses in WooCommerce
- Custom Order Status Email Placeholders Reference