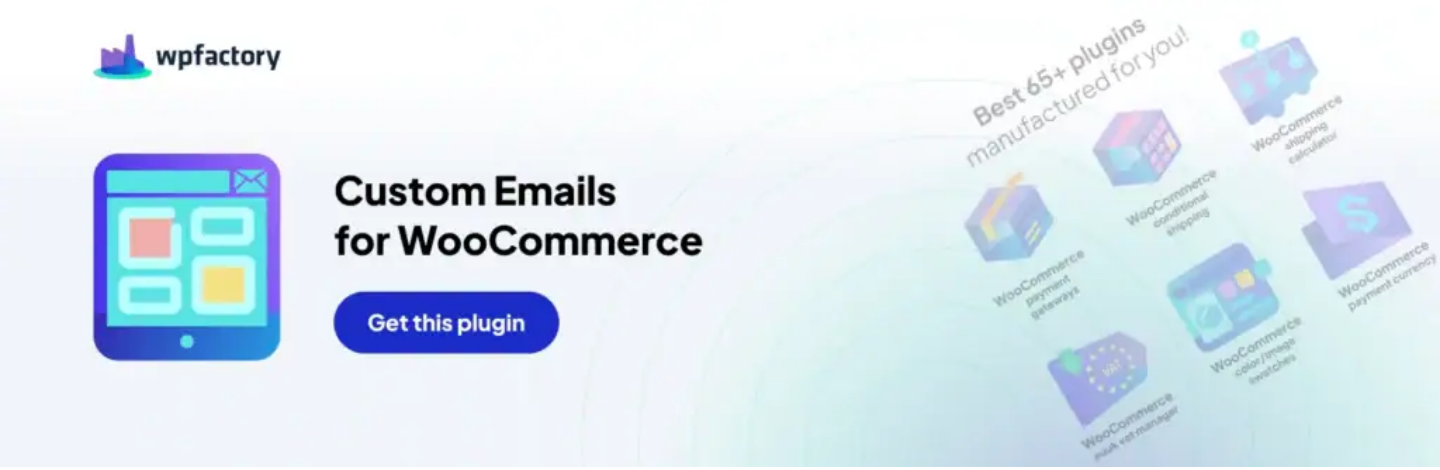
How to Customize Emails and Recipients in WooCommerce

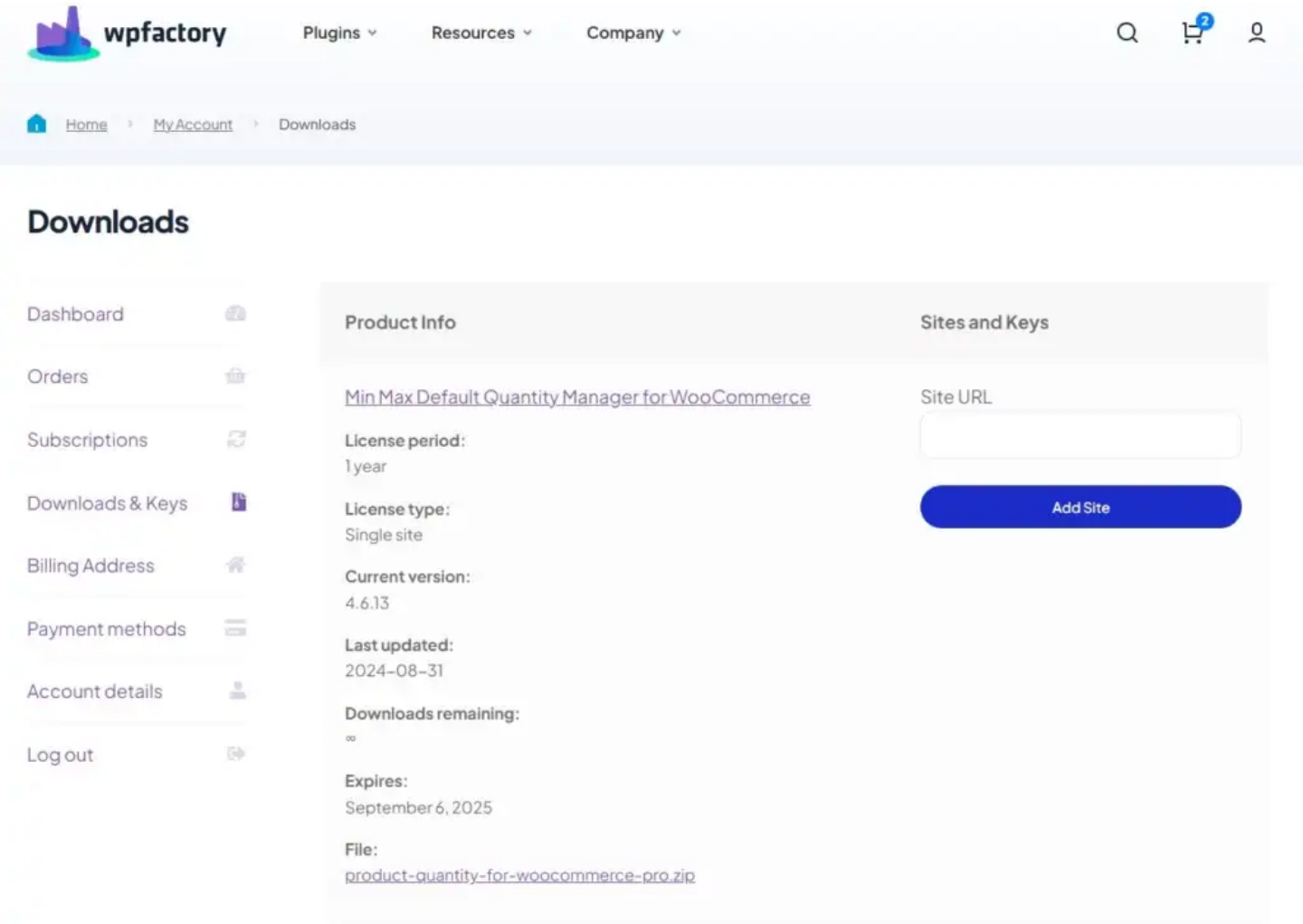
How to · https://wpfactory.com/docs/how-to-usethe-additional-custom-mails/

To customize emails and recipients in WooCommerce, install Additional Custom Emails & Recipients for WooCommerce and set the plugin-wide options at WPFactory > Custom Emails. Then open your custom email under WooCommerce > Settings > Emails to choose its triggers, set the recipients, and write the subject and content. The free version includes one custom email.



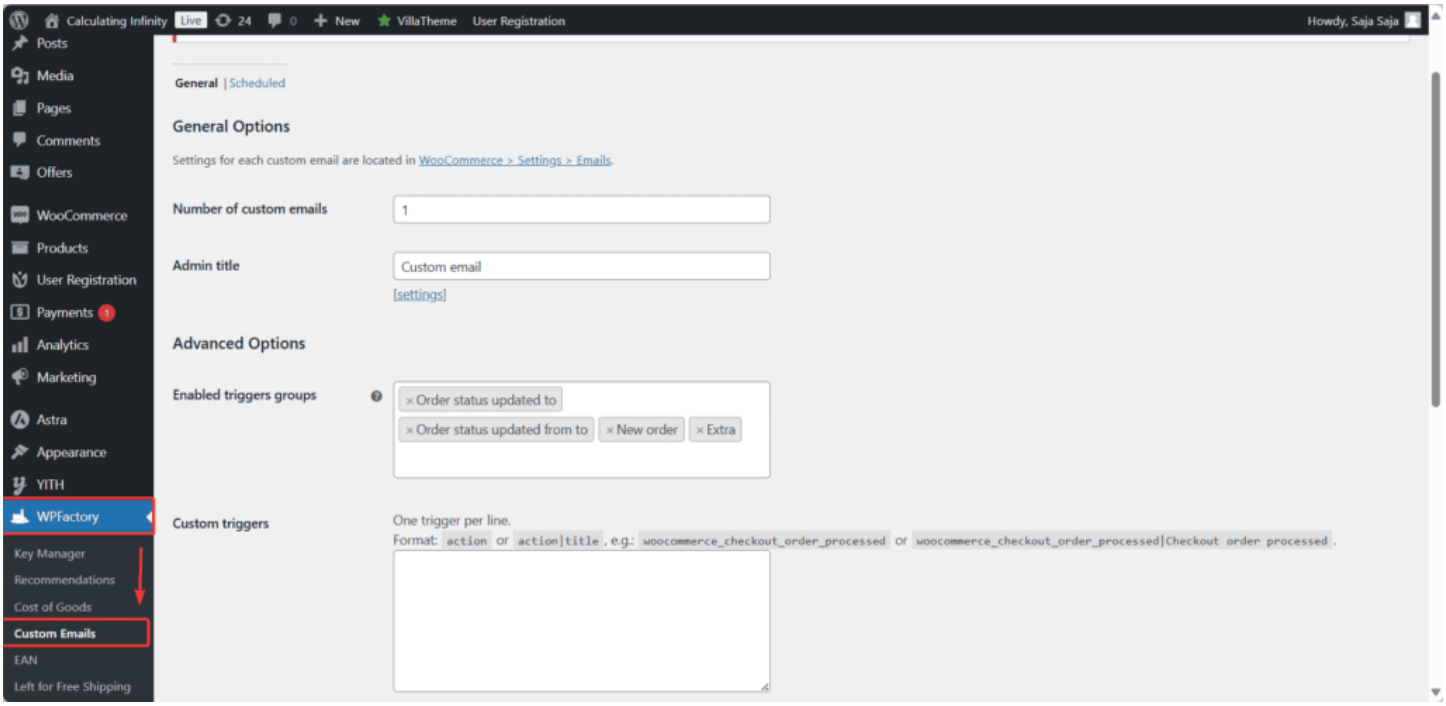
Step 1: install the plugin

Get Custom Emails from WordPress.org (free) or download the Pro zip from your WPFactory account and upload it under **Plugins > Add New > Upload Plugin**. Activate it.



Step 2: open the plugin settings

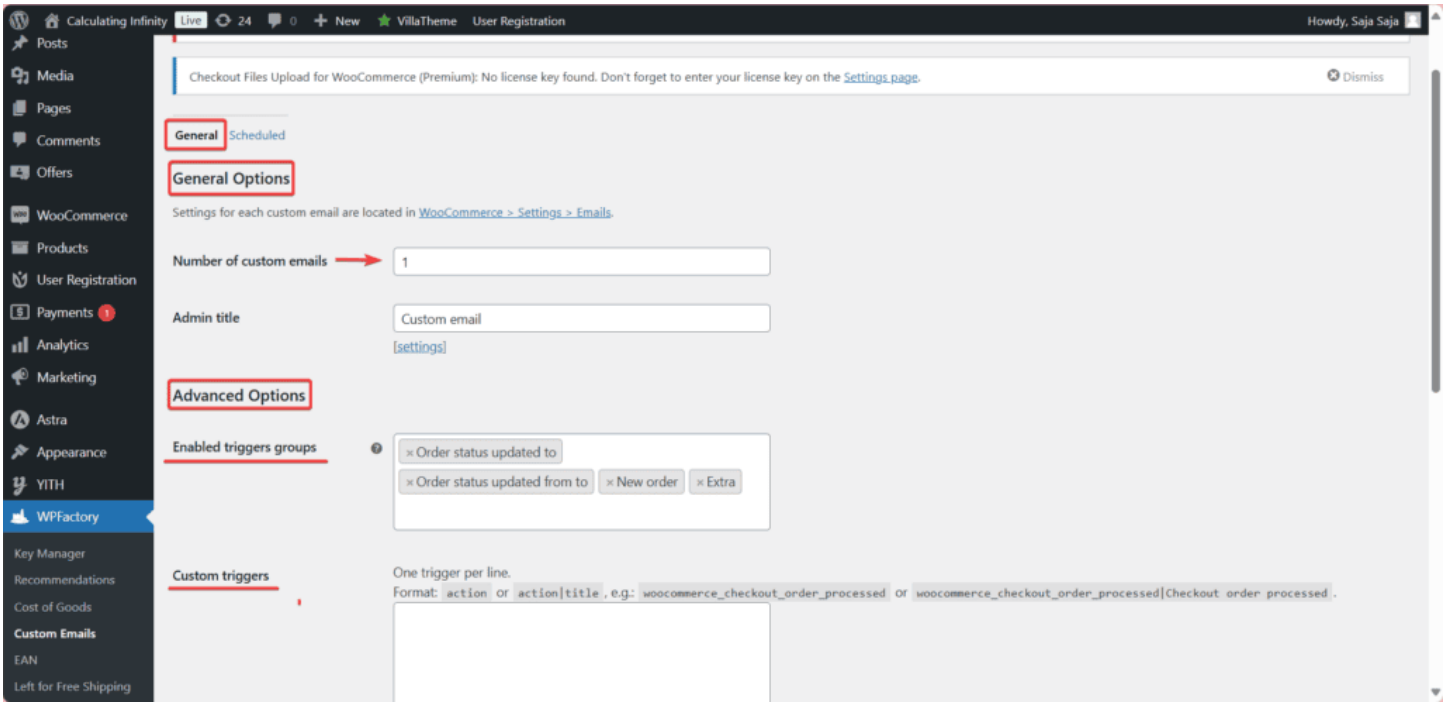
Go to **WPFactory > Custom Emails** (also reachable at **WooCommerce > Settings > Custom Emails**).

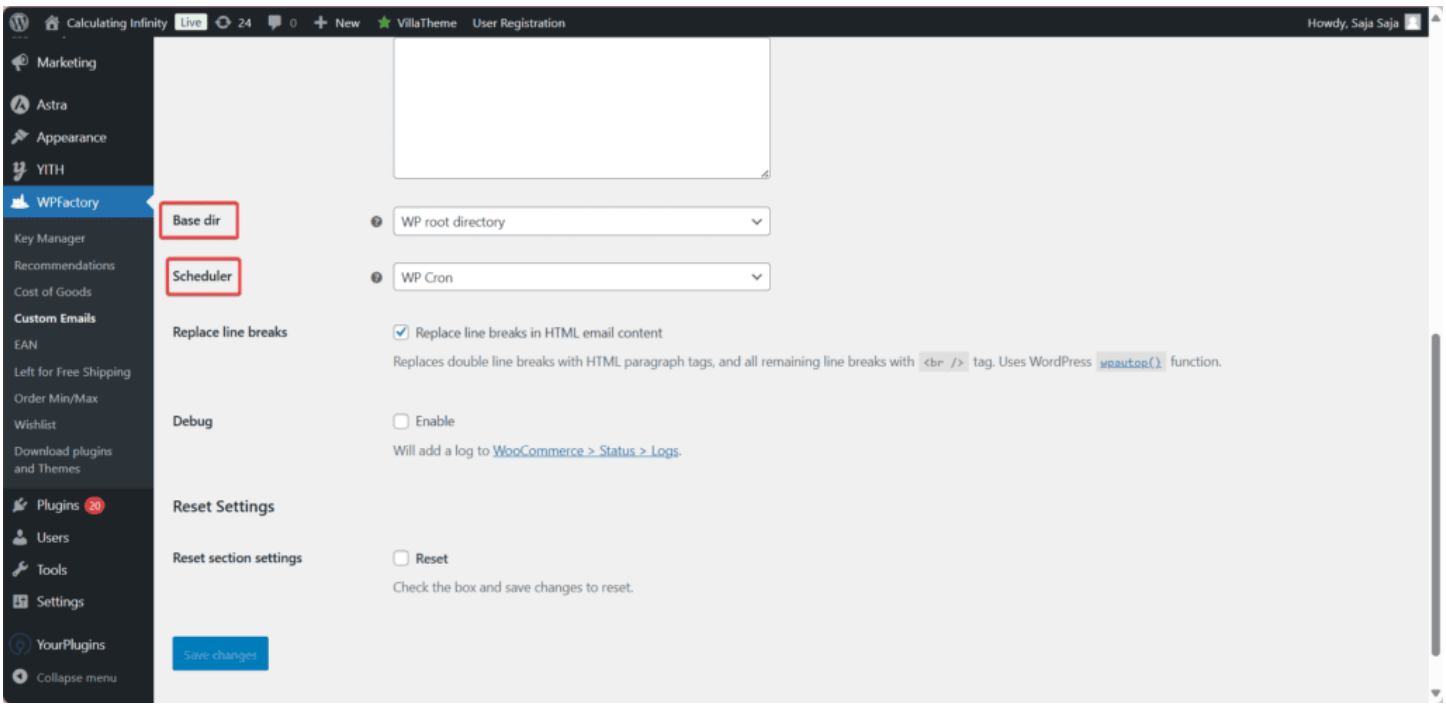


Step 3: General options

On the **General** tab you set the plugin-wide options:

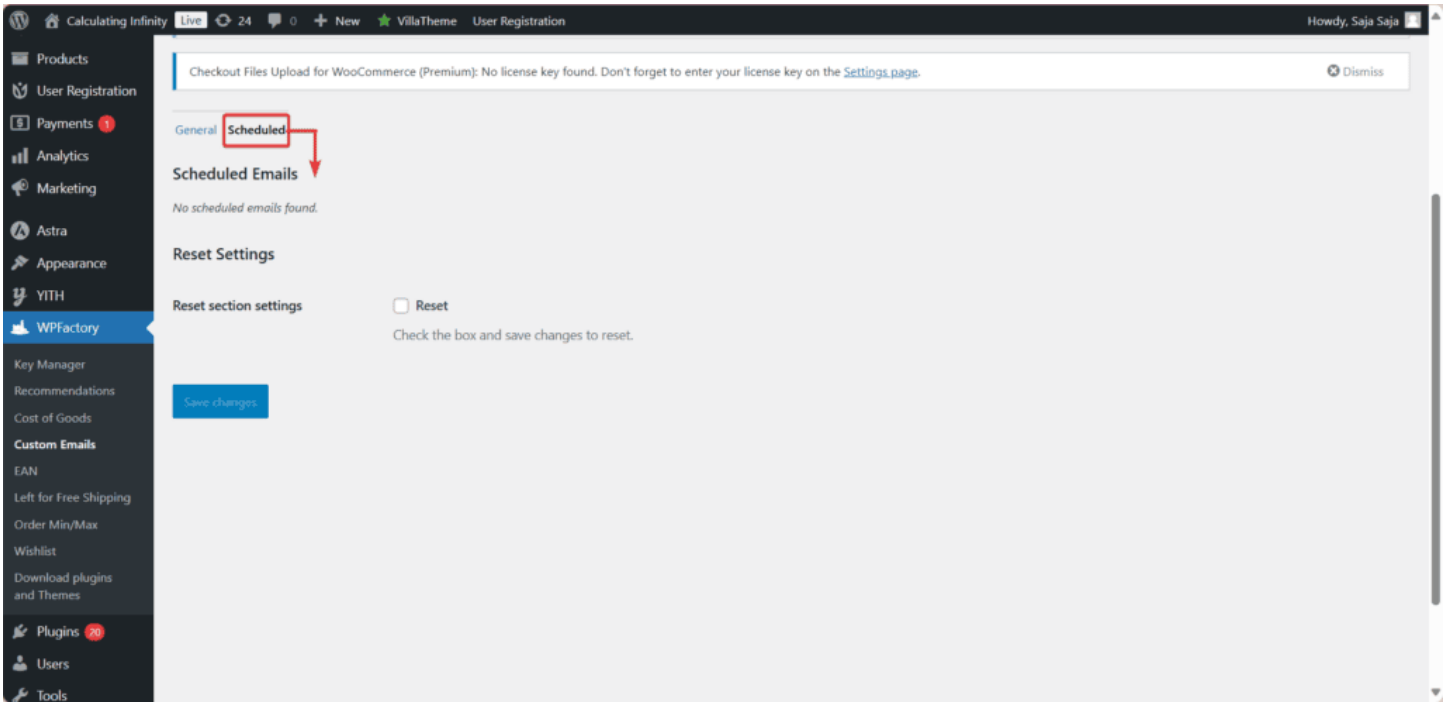
- **Number of custom emails:** how many emails you have. The free version is fixed at 1; Pro lets you add more.
- **Enabled triggers groups:** which trigger groups appear in each email, such as "Order status updated to", "New order", and the subscription groups.
- **Custom triggers:** add your own triggers, one per line, as `action` or `action|title`, for example `woocommerce_checkout_order_processed`.
- **Base dir** and **Scheduler:** the root folder for attachments, and how delayed emails are queued (WP Cron or Action Scheduler).





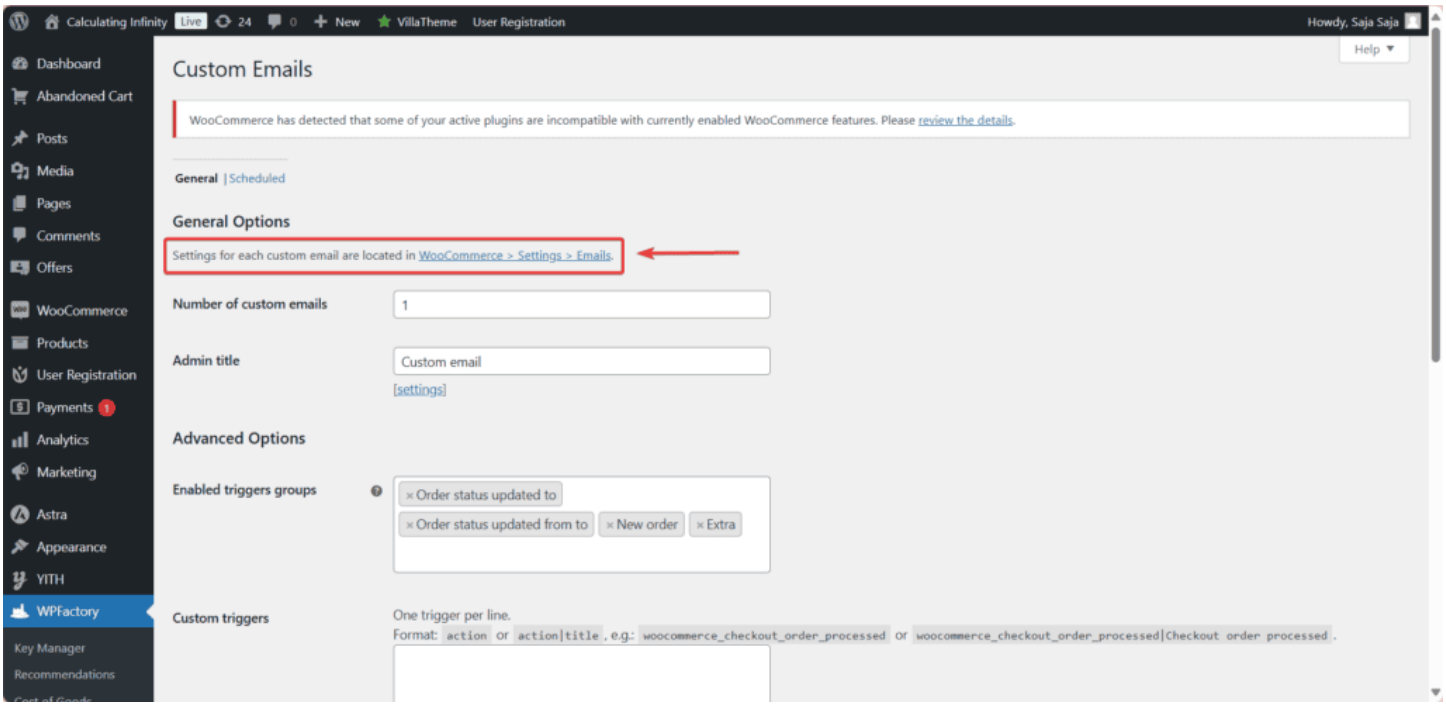
Step 4: Scheduled emails

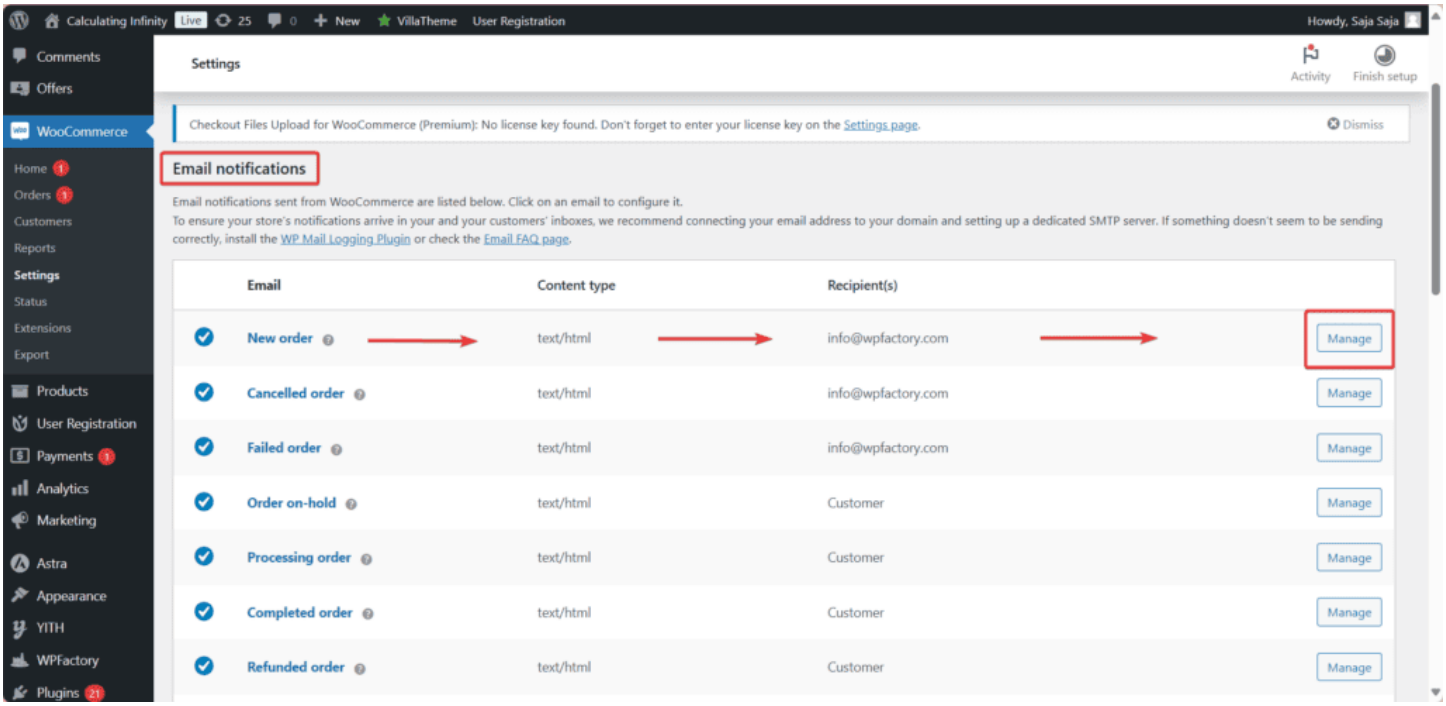
The **Scheduled** tab lists emails that are delayed and waiting to send, with a cancel button on each.

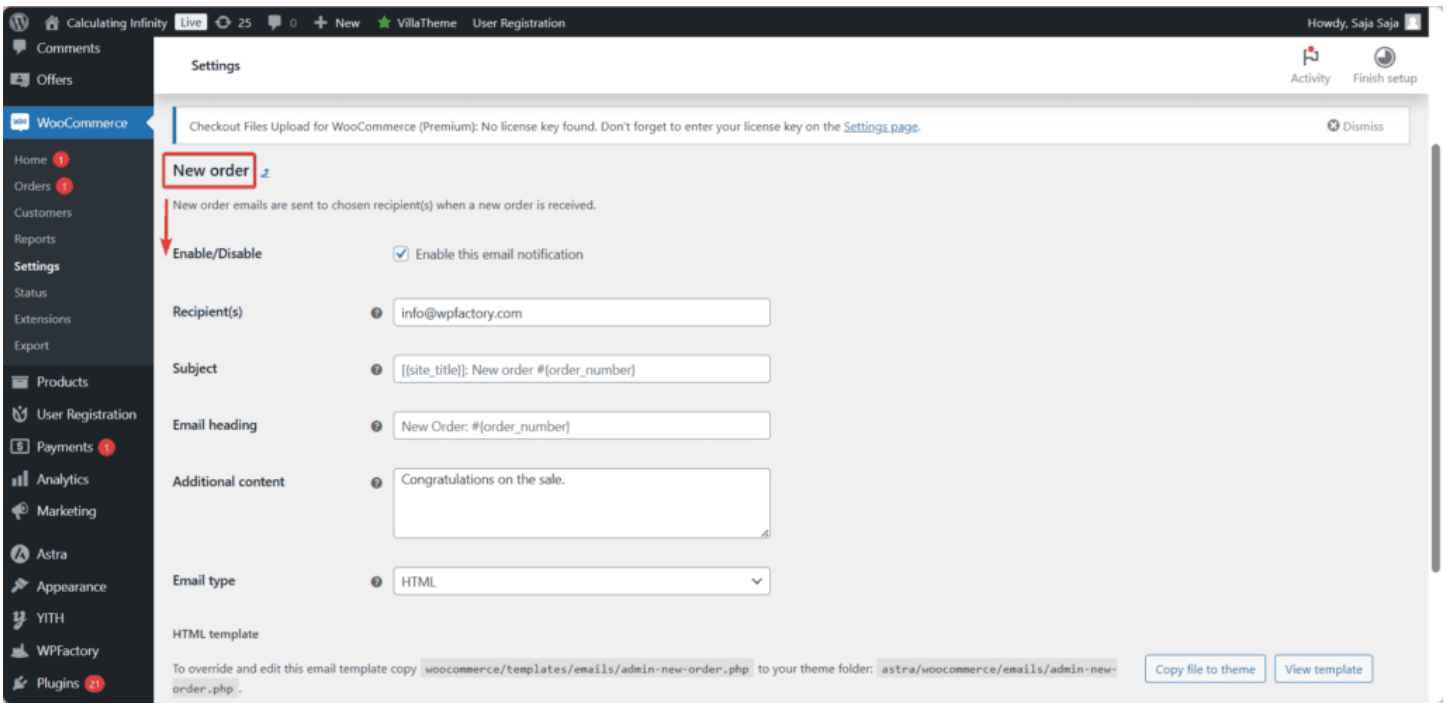


Step 5: configure each email

To set up a specific email, go to **WooCommerce > Settings > Emails** and open your custom email (use the **Manage** button next to it). Here you choose its triggers, set the recipients, and write the subject and content. You can enable or disable the email at any time with the checkbox.

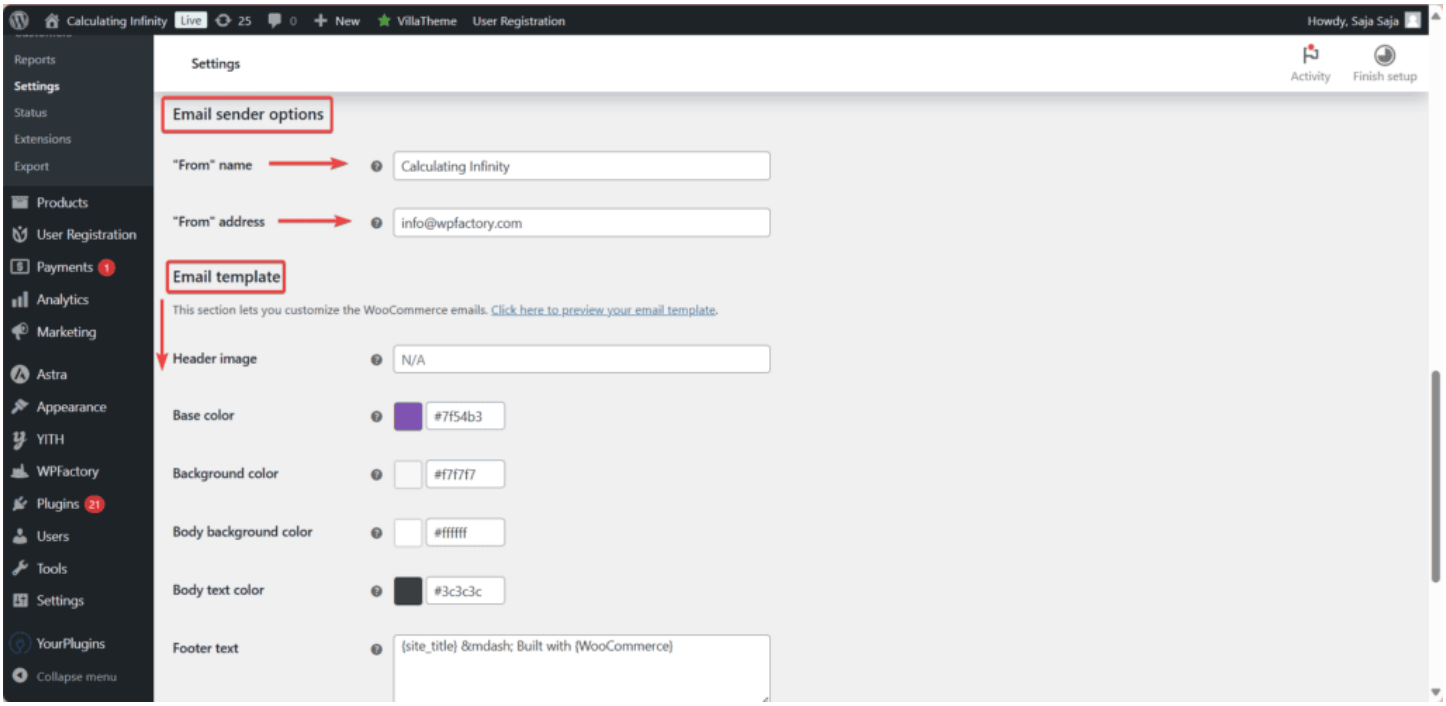






Step 6: sender options

In **Email Sender Options** you can set the "From" and "Reply-to" name and address for this email, and in **Email content** and **Email style** you control the layout and CSS.



Test before you go live

Open any order and use the **Order actions** dropdown to choose **Send email: [your email]**, then click update. The email sends immediately, so send it to yourself first while testing.



CUSTOM EMAILS

You can build one custom email for free. Additional Custom Emails & Recipients for WooCommerce Pro lets you add as many as you need, each with its own triggers and recipients.

See what Pro unlocks →

Related articles

- Installing Additional Custom Emails & Recipients for WooCommerce
- How to Send Delayed and Scheduled Emails
- Send a Custom Email from the Order Screen
- Recipients and Sender Options
- Override a Default WooCommerce Email