How to Send Price Offers to Marketplace Vendors

Troubleshooting · https://wpfactory.com/docs/name-your-price-multi-vendor/

To send offers to marketplace vendors with Name Your Price: Make Your Own Offer for WooCommerce, add `%product_author_email%` to **Email recipient** under **WPFactory > Price Offers > Email** (free). On Dokan, Pro also adds an **Offers** page to each vendor's dashboard via **Compatibility > Dokan multi-vendor**.

Symptoms

- New offer emails go only to the site admin, not to the vendor who owns the product.
- Vendors cannot see or answer offers for their products.

Why it happens

By default, **Email recipient** is `%admin_email%`, so every new offer is emailed to the site administrator only. Offers are saved in wp-admin under **Offers**, which vendors normally cannot access. Name Your Price has no `price_offering_email_recipient` filter; vendor routing is done with the placeholder and, for Dokan, the built-in integration below.

Fix 1: Email new offers to the product's vendor (free, any marketplace)

1. Go to **WPFactory > Price Offers** (also reachable at **WooCommerce > Settings > Price Offers**) and open the **Email** tab.
2. In **Email recipient**, enter `%product_author_email%`. To notify both the vendor and yourself, enter `%admin_email%, %product_author_email%` (the field accepts a comma-separated list).
3. Click **Save changes**.

`%product_author_email%` is the email of the WordPress user set as the product's author. Marketplace plugins such as Dokan, WCFM and WC Vendors normally make the vendor the product author, so the vendor receives the email. Check the **Author** of a vendor product to confirm this on your site.

Replies (accept, reject, counter) are still made by an administrator in wp-admin unless you use the Dokan integration below. See Email Options in Name Your Price for WooCommerce.

Fix 2: Let Dokan vendors manage offers (Pro)

1. Open the **Compatibility** tab and tick **Dokan multi-vendor**.
2. In **Offer details for vendors**, choose what vendors can see: Product, Price, Quantity, Customer, Phone, Email and Sent to (all selected by default).
3. Click **Save changes**.

Each vendor then gets an **Offers** item in the Dokan vendor dashboard, listing offers for their own products. From there they can open an offer, see the selected details and respond with the same actions as in wp-admin. If the Offers page returns a 404, go to **Settings > Permalinks** and click **Save Changes**.

Other marketplace plugins

For WCFM, WC Vendors, MultiVendorX and similar plugins, only the email routing in Fix 1 is built in; there is no vendor dashboard page for offers. Vendors receive the offer details by email, and an administrator processes the offer in wp-admin. Agree on a workflow, for example the vendor replies to you with the price they accept.

Confirm the fix

Log in as a test customer, make an offer on a vendor's product and check that the vendor's inbox receives the "Price offer" email. On Dokan with Pro, log in as the vendor and check **Offers** in the vendor dashboard.



NAME YOUR PRICE

Vendor email routing is free. The Dokan vendor dashboard integration is a Pro feature of Name Your Price.

Get Name Your Price Pro →

Need a hand? Our team answers every ticket on the Name Your Price support forum.

Related articles

- How to Let Customers Offer a Price for a Quantity
- How to Find and Process Submitted Price Offers in WooCommerce
- How to Accept Price Offers on Product Variations
- How to Prevent Duplicate Price Offers
- How to Enable Price Offers for Selected Products, Categories, and Variations