# Troubleshooting Action Buttons, Sorting, and Emails

Troubleshooting · https://wpfactory.com/docs/pro-version-specific-issues/

If action buttons or bulk actions from Additional Custom Order Status for WooCommerce are missing, open the status under WooCommerce > Order Status and set the matching options to Yes in the Action Buttons Options or General Options box. For custom sorting, set the option to Custom in the Sorting section at WPFactory > Order Status.

## Action buttons or bulk actions are not appearing

Action buttons and bulk actions are free features, set per status.

1. Open the status under **WooCommerce > Order Status**.
2. For list or preview buttons, set **Add to order list action buttons** or **Add to admin order preview action buttons** to **Yes** in the **Action Buttons Options** box.
3. For bulk actions, set **Add to order bulk actions** to **Yes** in the **General Options** box.
4. Remember a button only appears on orders that are not already in that status.
5. Check the browser console for JavaScript errors from other plugins that could block the buttons.

## Custom sorting is not applied

1. Go to **WPFactory > Order Status** (also at **WooCommerce > Settings > Order Status**) and open the **Sorting** section.
2. Set the relevant sorting option to **Custom**, then list one status slug per line in its custom box.
3. Use the slugs exactly as shown in the "Custom sorting tips" panel, which lists your current status slugs.

> **Note:** in the current version, the custom sorting list for the "order edit page dropdown box" is applied reliably. If a custom list for the list, preview, or bulk contexts does not take effect, use

"By title (ascending)" for those, or contact support.

## A "paid" status is not treated as paid

1. Open the status and confirm **Is order paid** is set to **Yes** in the **Order Options** box.
2. Note this setting is ignored for statuses that override a default WooCommerce status, since WooCommerce controls those.

## Pro emails are not sending

1. Confirm you are on the Pro version.
2. Open the status and set **Send email on status change** to **Yes**.
3. Confirm your site can send WooCommerce emails at all with a test email.

## Still stuck?

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




CUSTOM ORDER STATUS

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- Troubleshooting Custom Order Statuses
- Showing Processing and Complete Buttons on More Orders
- The Order Meta Shortcode for Status Emails

- Custom Order Status Email Placeholders Reference