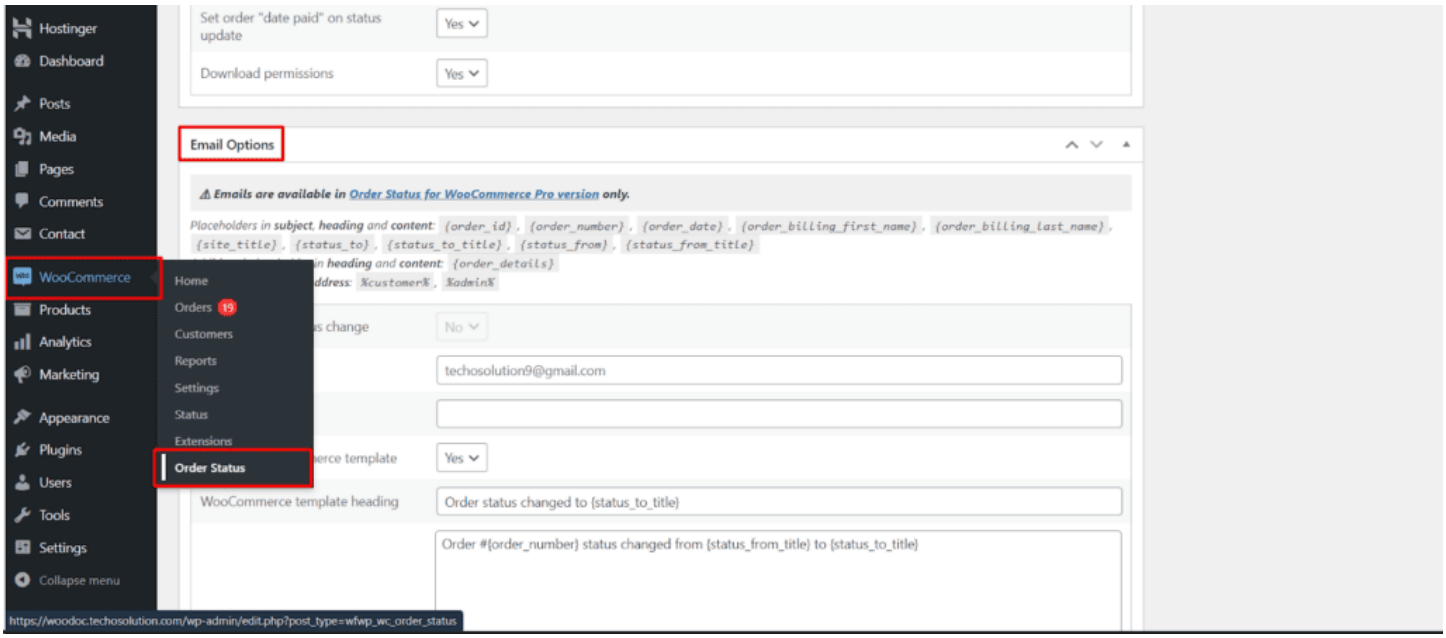
# Send WooCommerce Emails on Custom Order Status Change

How to · https://wpfactory.com/docs/proactive-email-setup/

To send an email when a WooCommerce order moves to a custom status, set up the Email Options for that status in Additional Custom Order Status for WooCommerce. This is a Pro feature, set individually for each status, so every status can have its own recipient, subject, heading and content.




## Before you start

- WooCommerce, active.
- Additional Custom Order Status for WooCommerce Pro. In the free version the email box is visible but disabled.

## Where to configure emails

Go to **WooCommerce > Order Status**, open the status you want to send an email for, and find the **Email Options** box. Each custom status has its own email settings, so the message and recipient can differ per status.

## Email options

| Label | Option ID | Default |
|---|---|---|
| Send email on status change | `do_send_email` | No |
| Email address | `email_address` | Site admin email |
| Subject | `email_subject` | Preset subject with placeholders |
| Wrap in WooCommerce template | `do_wrap_email` | Yes |
| WooCommerce template heading | `email_heading` | Preset heading with placeholders |
| Content | `email_content` | Preset body with placeholders |

## Setting the recipient

The **Email address** field accepts a plain address, or one of two placeholders:

- `%customer%`: sends to the order's billing email.
- `%admin%`: sends to your site's admin email.

Leave it blank to use the admin email. You can combine addresses, for example `%customer%, sales@example.com`.

## Placeholders for subject, heading, and content

Use these placeholders in the subject, heading, and content:

`{order_id}`, `{order_number}`, `{order_date}`, `{order_billing_first_name}`, `{order_billing_last_name}`, `{order_pay_url}`, `{site_title}`, `{status_to}`, `{status_to_title}`, `{status_from}`, `{status_from_title}`.

Two more work in the heading and content only: `{order_details}` (the order items table) and `{completed_order}` (the full completed-order block). For the complete list, see the Email placeholders reference.

## Steps

1. Open the status under **WooCommerce > Order Status**.
2. In **Email Options**, set **Send email on status change** to **Yes**.
3. Enter the recipient in **Email address**, or use `%customer%` or `%admin%`.
4. Edit the subject, heading, and content, using placeholders where helpful.
5. Leave **Wrap in WooCommerce template** on **Yes** to use the standard WooCommerce email layout, or set it to No for a plain message.
6. Click **Update**. The email now sends whenever an order moves to this status.




CUSTOM ORDER STATUS

This is a Pro feature of Custom Order Status. If you are still on the free version, upgrading takes a couple of minutes and unlocks status emails along with the rest of the Pro toolkit.

**Get Custom Order Status Pro →**


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