How to Show Product Notes in WooCommerce Orders and Emails

How to · https://wpfactory.com/docs/product-notes-orders-emails/

To show product notes in WooCommerce orders and emails, enable **Admin orders**, **Admin emails** or **Customer emails** at **WPFactory > Product Notes > Private notes** or **Public notes > Backend Options** in Product Notes Tab & Private Admin Notes for WooCommerce Pro. Notes then appear under each order item for your team or your customers.

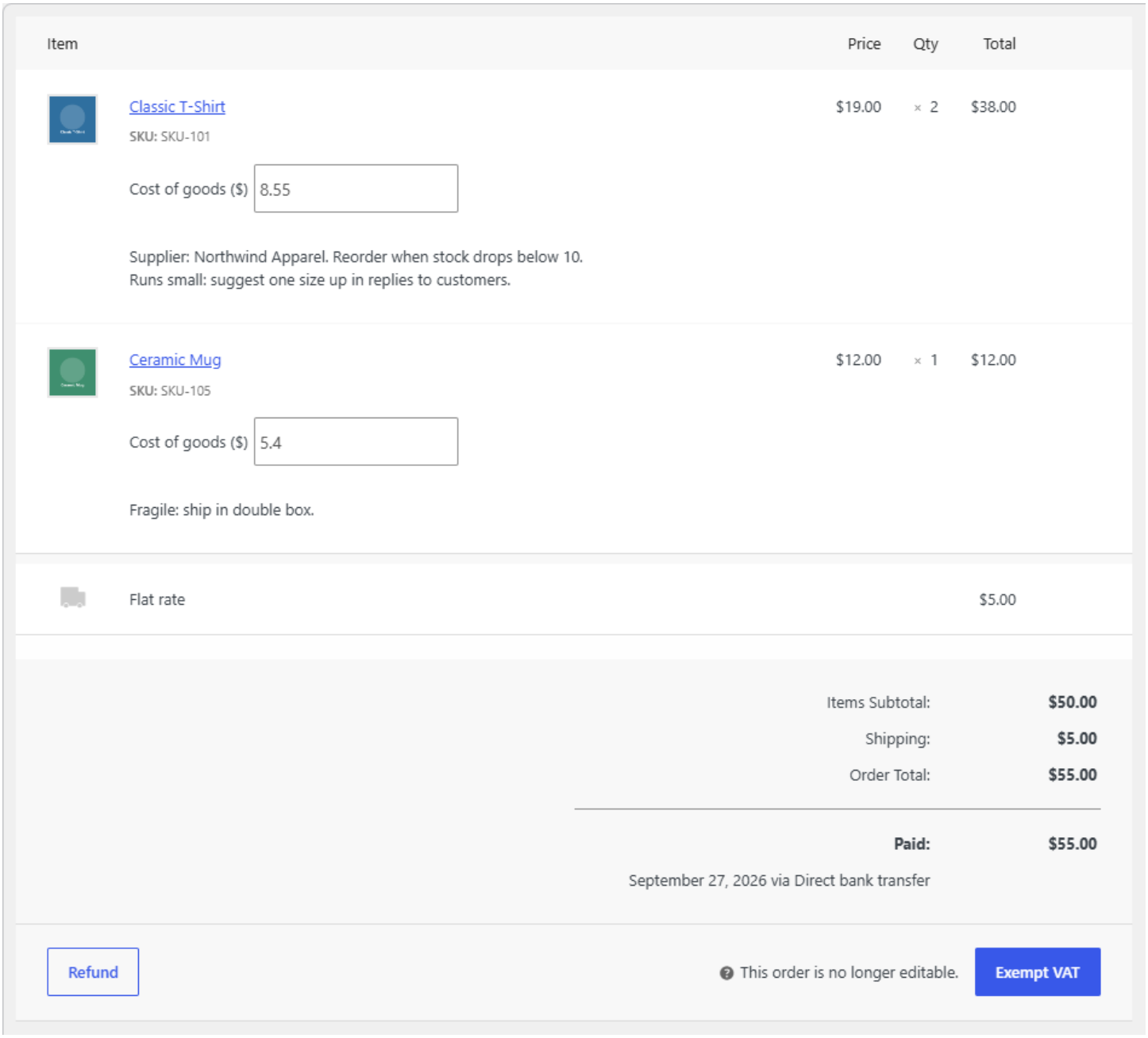
Before you start

- Product Notes Pro, installed and active. In the free version these options are visible but greyed out.
- Notes added to your products (see private notes and public notes).

Show notes on the admin order screen

1. Go to **WPFactory > Product Notes** (also reachable at **WooCommerce > Settings > Product Notes**) and open **Private notes** or **Public notes**.
2. Under **Backend Options**, tick **Admin orders**.
3. Optional: tick **Save in order items meta** as well (see below).
4. Click **Save changes**.

Open any order in **WooCommerce > Orders**. Each line item now shows the product's notes, plus the variation's notes when **Note per variation** is on. This is ideal for private picking, packing or supplier notes.



Keep a copy of the notes in each order

Without **Save in order items meta**, the order screen always shows the product's current notes, so editing a product note also changes what you see on old orders. With it enabled:

- The notes are saved into each new order item when the order is placed, and when you add a product to an order from the admin.
- Several notes are joined with a semicolon. They are shown under the item labeled **Private note** or **Note**, and you can edit them on the admin order page like other item meta.
- The saved copy stays the same when you later change the product's notes.

Orders placed before you enabled this have no saved copy. To add one, go to **Tools** in the same section, tick **Orders > Add** and click **Save changes**. It processes all orders and shows how many notes were added. **Orders > Delete** removes the saved notes from all order items. Neither tool can be undone.

Add notes to order emails

1. In **Private notes** or **Public notes > Backend Options**, tick **Admin emails** to add notes to emails sent to the store (such as New order).
2. In **Public notes > Backend Options**, tick **Customer emails** to add public notes to emails sent to customers (such as Processing order and Completed order).
3. Click **Save changes**.

Notes appear under each item in the order table. In HTML emails they are shown as a list; in plain text emails each note starts with a dash. **Customer emails** only exists for public notes, so private notes never reach customers.

Add notes to PDF invoices and packing slips

If you use the free WooCommerce PDF Invoices & Packing Slips plugin (by WP Overnight):

1. In **Private notes** or **Public notes**, go to **Compatibility Options**.
2. Tick **WooCommerce PDF Invoices & Packing Slips**.
3. To limit the documents, enter a comma-separated list of template types, for example `invoice,packing-slip`. Leave it empty to show notes in all document types.
4. Click **Save changes**.

A private note on packing slips only is a common setup: warehouse staff see handling instructions, while customers' invoices stay clean. The PDF output uses the parent product's notes.

Change how notes look in orders and emails

Go to **WPFactory > Product Notes > Advanced > Formatting Options**. Once a position is enabled, it gets its own row for each formatting option. For example, emails wrap notes in `<ul class="wc-item-meta"><li>%product_notes%</li></ul>` by default, and PDF documents in

`<small>%product_notes%</small>`.

FAQ

Will customers see private notes in their emails?

No. **Customer emails** is only available in the Public notes section. **Admin emails** only affects emails sent to the store.

If I change a product note, do old orders change?

Only if **Save in order items meta** is off. With it on, each order keeps the notes as they were when the order was created (or when you ran the **Orders > Add** tool).

Why are notes missing on older orders?

With **Save in order items meta** on, only new orders get a saved copy. Run **Tools > Orders > Add** once to fill in existing orders.

Do variation notes appear in orders and emails?

Yes, when **Note per variation** is enabled in the same section. The product's notes come first, followed by the variation's notes.



PRODUCT NOTES

This is a Pro feature of Product Notes. If you are still on the free version, upgrading takes a couple of minutes and unlocks orders, emails, PDF documents, search, export and bulk editing.

Get Product Notes Pro →

Need a hand? Our team answers every ticket on the Product Notes support forum.

Related articles

- How to Search, Export and Bulk Edit WooCommerce Product Notes
- How to Add Notes to WooCommerce Product Variations
- Product Notes Developer Reference: Shortcode, Functions and Hooks
- Product Notes Troubleshooting
- Product Notes Free vs Pro