Product Notes Troubleshooting

Troubleshooting · https://wpfactory.com/docs/product-notes-troubleshooting/

Most problems with Product Notes Tab & Private Admin Notes for WooCommerce come from a disabled option, a visibility rule or a theme that skips WooCommerce hooks. Check the fixes below, then review your settings at **WPFactory > Product Notes** (also reachable at **WooCommerce > Settings > Product Notes**).

A "Private notes" tab shows on my product page

Cause: the private **Product tab** option is on by default. The tab is shown only to logged-in users with the `manage_woocommerce` capability (administrators and shop managers), so you see it but customers do not.

Fix:

1. Open the product in a private browser window, logged out, to confirm customers do not see it.
2. If you do not want it even for your team, go to **Private notes > Frontend Options**, untick **Product tab** and save.

The Notes tab does not appear

1. Check that the product has at least one non-empty note of that type. Products without notes get no tab.
2. Check that **Enable section** is on at the top of the Public notes (or Private notes) section.
3. Check that **Frontend Options > Product tab** is ticked.
4. If **Logged users only** is on in Public notes, guests see no public notes. Log in or untick it.
5. For private notes, make sure you are logged in as an administrator or shop manager.
6. If other tabs are also missing, your theme or page builder may replace the WooCommerce product tabs. Use the `[alg_wc_product_notes]` shortcode to place notes instead (see the developer reference).

Notes do not show at the single product or shop page positions

1. Tick **Single product page** or **Shop pages**, choose at least one entry in **Position(s)** and click **Save changes**.
2. After saving, check the content box for each position still contains `%product_notes%`. Without the placeholder, only the wrapper is printed.
3. Your theme must run the standard WooCommerce hooks for the chosen position. If a theme or builder template does not, nothing attaches there. Try another position, or use the shortcode.

HTML in my notes shows as code

Cause: Escape HTML is on by default for the product tab (and for admin orders, the admin products column, export and PDF documents).

Fix: go to **Advanced > Formatting Options**, untick **Escape HTML** for that position and save. The output is still filtered to safe post HTML.

Formatting Options for a position are missing

The Advanced section only lists positions that are enabled. Enable the position in Private notes or Public notes first, save, then return to **Advanced**.

Variation notes do not show to customers

1. In **Public notes**, tick both **General Options > Note per variation** and **Frontend Options > Variation description**.
2. Remember that the product tab shows the parent product's notes. In the cart and checkout, a variation shows its own notes, not the parent's.

See how to add notes to product variations.

Options are greyed out

Admin products list column, admin orders, emails, search, export, import, quick edit, bulk edit, the Compatibility Options and the order tools are Pro features. Install and activate Pro (see Free vs Pro). If

Pro is active and options are still greyed out, reload the settings page and confirm the plugin listed as active is the one ending in "Pro".

Notes are missing from orders or emails (Pro)

1. Enable **Admin orders**, **Admin emails** or **Customer emails** in the section that holds the notes. Each section has its own switches.
2. **Customer emails** sends public notes only. Private notes can only go to admin emails.
3. With **Save in order items meta** on, only orders created afterwards get a saved copy. Run **Tools > Orders > Add** to fill in older orders.
4. Variation notes are included only when **Note per variation** is on in the same section.

See how to show product notes in orders and emails.

Imported notes are not saved (Pro)

1. Tick **Import** in the section you are importing into.
2. On the WooCommerce import mapping screen, map the column to **Private note** or **Public note**. An exported file's "Private notes" column is not mapped automatically.

Translated products (WPML) show no notes

Cause: each WPML translation is a separate product, and notes are saved on the product you edited.

Fix: go to **Advanced**, tick **WPML: Use default language product ID** and save. Storefront positions then read the notes from the default-language product.

Private notes are visible on a public page

The `[alg_wc_product_notes]` shortcode does not check who is viewing. If it is set to `private_or_public="private"`, anyone who can see that page sees the notes. Remove the shortcode from public pages, or wrap it in your own visibility check.

Notes were deleted by mistake

Tools > Products > Delete and **Orders > Delete** cannot be undone. Restore from a database backup. **Reset section settings** does not delete notes; it only restores that section's options.



PRODUCT NOTES

See every feature and the pricing on the Product Notes plugin page.

View plugin →

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

Related articles

- Product Notes Settings Reference
- How to Search, Export and Bulk Edit WooCommerce Product Notes
- How to Show Product Notes to Customers in WooCommerce
- How to Add Private Admin Notes to WooCommerce Products
- Getting Started with Product Notes for WooCommerce