General Options and the Scheduled Emails List

Pro Features · https://wpfactory.com/docs/scheduled-general-options/

The plugin-wide settings for Additional Custom Emails & Recipients for WooCommerce sit under two tabs: **General** and **Scheduled**. This article covers both. Find them at **WPFactory > Custom Emails** (also reachable at **WooCommerce > Settings > Custom Emails**).

General tab

The General tab controls how many custom emails you have and how the plugin behaves globally. It is documented in full in Custom Emails settings: General and Advanced options. In short:

- **Number of custom emails** is fixed at 1 in the free version. Increasing it is the one thing the Pro version unlocks, and it is what turns the plugin from a single custom email into an unlimited set.
- **Admin title** names each email across the admin.
- **Advanced Options** hold Enabled triggers groups, Custom triggers, Base dir, Scheduler, Replace line breaks, Debug, and Delete plugin data. All of these are free.

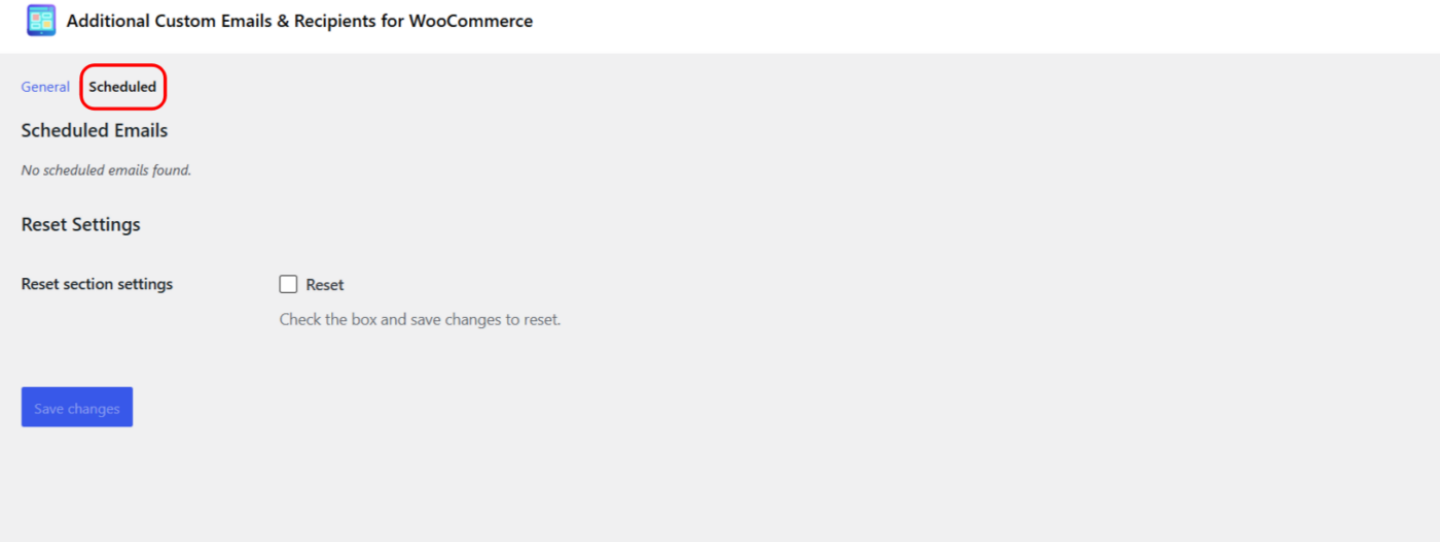
Scheduler

Any custom email with a **Delay** is not sent immediately; it is queued. The **Scheduler** option under General > Advanced Options decides how:

Choice	When to use it
WP Cron (default)	The built-in WordPress scheduler. Fine for most stores. It runs on site traffic, so very quiet stores can see slight delays.
Action Scheduler	The queue system WooCommerce ships with. More reliable timing on busy stores. Both choices are free.

Scheduled tab

The **Scheduled** tab lists every delayed email that is queued but not yet sent, with the email name, the send time, and the object ID (for example the order ID).



- Each row has a trash icon to **cancel** that pending send.
- Use **Refresh list** to re-check the queue.
- If nothing is delayed, the tab reads "No scheduled emails found."

If a scheduled email should no longer go out (for example the order was cancelled after the delay was set), pair the email with a **Require order status** or **Exclude order status** condition so it self-cancels when the order moves on.

CUSTOM EMAILS

Sending more than one custom email is a Pro feature of Custom Emails. Upgrading unlocks unlimited custom emails plus copy-settings between them.

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