How to Find and Process Submitted Price Offers in WooCommerce

Troubleshooting · https://wpfactory.com/docs/submitted-offers-wp-admin/

Every offer sent through Name Your Price: Make Your Own Offer for WooCommerce is saved in wp-admin under the **Offers** menu, and also listed in the **Price offers** box on the product's edit page. Open an offer, choose **Accept**, **Reject** or **Counter** in its **Actions** box and click **Update** to reply by email.

Where offers are stored

Offers are always saved in your database as their own post type, whatever your email settings. There is no option to turn storage off, and the notification email is sent in addition to the saved offer.

- **Offers menu:** a top-level **Offers** item (money icon) in the wp-admin sidebar lists every offer, with its status. It is not inside **WPFactory > Price Offers**, which holds the settings only.
- **Product edit page:** the **Price offers** meta box shows the offers for that product. You can rename it and choose its columns (Offer, Status, Created, Price, Quantity, Message, Name and more) under **WPFactory > Price Offers > Admin** (also reachable at **WooCommerce > Settings > Price Offers > Admin**), or turn it off with **Product meta box**.
- **Email:** each new offer is also emailed to the **Email recipient** set on the **Email** tab (default `%admin_email%`).

Offer statuses

Status	Meaning
Open	New offer, waiting for your reply.
Accepted	You accepted the offered price. The customer's email link adds the product to the cart at that price.

Status	Meaning
Counter	You proposed a different price. The email link adds the product at your counter price.
Rejected	You declined the offer.
Cancelled	The offer was cancelled.
Completed	The customer bought the product at the agreed price.

Process an offer

1. Click **Offers** in the wp-admin sidebar and open the offer. The **Data** box shows the product, price, quantity, customer, email and who the notification was sent to.
2. In the **Actions** box, pick **Accept**, **Reject** or **Counter**. For a counter offer, enter the **Counter price**.
3. Review the **Email subject**, **Email heading** and **Email content**. They are prefilled from the templates on the **Actions** settings tab and can be edited for this offer.
4. Click **Update**. The status changes and the email is sent to the customer. The email is saved in the offer's **Messages** box.

Use the **Notes** box for private notes. Templates and sender settings: Reject & Accept Options and Counter Offers & Email Sender.

Automate replies

- **Auto-Accept** and **Auto-Reject** (Pro) on the **Automation** tab answer offers above or below a price you set. See How to Auto-Accept and Auto-Reject Price Offers.
- **Auto-Complete Options** (free) mark offers Completed when the customer orders. See How to Auto-Complete Offers After Purchase.

Troubleshooting

- **No Offers menu:** your user role may lack access. Log in as an administrator.

- **Offers are saved but no email arrives:** check **Email recipient** on the **Email** tab and test your site's email delivery with an SMTP plugin.
- **The Price offers box is missing on products:** tick **Product meta box** on the **Admin** tab, and check **Screen Options** on the product edit page.
- **Developers:** offers can also be read through the REST API. See Offers REST API Reference.



See every feature and the pricing on the Name Your Price plugin page.

View plugin →

Need a hand? Our team answers every ticket on the Name Your Price support forum.

Related articles

- How to Let Customers Offer a Price for a Quantity
- How to Send Price Offers to Marketplace Vendors
- How to Accept Price Offers on Product Variations
- How to Prevent Duplicate Price Offers
- How to Enable Price Offers for Selected Products, Categories, and Variations