

Choose who gets store emails

Decide whether customers, staff or no one gets your store's order emails, and add the people who should get a copy.

Add-on [Online store](#)

Every time someone orders, your store sends them an email. You decide whether your team gets a copy, or whether the store sends nothing at all.

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Choose who gets emails

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Business Settings**.
3. Click **Notification Settings**.
4. Choose one option:
 - o **Customers only**: customers get store emails. No staff do.
 - o **Customers and team members I'll add**: customers get them, and so do the people you add.
 - o **No one**: the store sends no emails to anyone.
5. Click **Save**.

If you have online bookings, this choice covers the booking confirmation emails too.

Add or remove a person who gets copies

For copies to go to your team, **Customers and team members I'll add** needs to be the option chosen above.

1. Go to **Store**, then **Business Settings**, then **Notification Settings**.
2. In the **Store Emails** section, click **+ Add Recipient**.
3. Type their **Full name** and **Email address**, then click **Add Recipient**.
4. To change or remove someone, click the three dots next to their email, then **Edit Recipient** or **Remove**.
5. Click **Save**.

Everyone on this list gets a copy of what customers get, including invoices.

Older stores: where the team's addresses live

If your store shows **Manage Store** under **Store** in the side panel, the team's addresses are kept somewhere else:

1. Click **Store**, then **Manage Store**.
2. Click **Settings**, then **Notifications**.
3. Scroll to **Admin Notifications**. Next to **Admin email addresses**, click **Edit**.
4. Click **+Add email address** for each person, then **Save**.

Those people get the store's alerts, such as new orders and low stock. When an order alert arrives, replying to it sends your reply to the customer who placed the order.

Tips

- Think twice before choosing **No one**. Customers then get no order confirmation.
- Add the person who packs orders, so a new order doesn't wait for you to notice it.
- To see what customers receive, read [Change the emails customers get](#).

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store? Email us who should get copies and we'll take care of it. We reply within one business day. See [Request a change](#).

Related guides: [Change the emails customers get](#) · [Find and manage your orders](#) · [Where your form messages go](#) · [Fulfill an order and add tracking](#) · [Set your store's business details](#)

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