



SOFTWARESILOS

Bulkgood Shipping Extension

PDF Manual

MODULE

bulkgood

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Overview

Bulkgood Shipping Extension · /bulkgood

Advanced shipping cost calculation for oversized and bulk products with flexible pricing strategies.

Overview

The Bulkgood extension provides a sophisticated shipping cost calculation system specifically designed for oversized, heavy, or bulk products that require special freight handling. Configure priority-based pricing, country-specific rates, and flexible calculation methods to handle complex B2B shipping scenarios.

Key Features

- **Priority-Based Pricing** - Configure up to three pricing sources in your preferred order
- **Country-Specific Pricing** - Define individual bulkgood prices per destination country
- **Flexible Calculation Methods** - Sum, Highest, Lowest, or Average aggregation
- **Table Rate Integration** - Extends Magento's native table rate with bulkgood flag
- **Quantity-Based Calculation** - Per-item or flat rate shipping options
- **Advanced Logging** - Detailed calculation process logging for troubleshooting

Quick Start

1. **Installation** - Install the extension via Composer
2. **Configuration** - Configure priority and calculation methods
3. **First Bulkgood Product** - Set up your first bulkgood product

Features

- **Priority System** - Configure price source priority order
- **Calculation Methods** - Choose how to aggregate prices
- **Country Pricing** - Set up country-specific rates
- **Table Rate Setup** - Import bulkgood table rates
- **Quantity Calculation** - Configure per-item vs flat rates
- **Debug Logging** - Enable and interpret logs

Use Cases

- **International B2B Shipping** - Different rates per country
- **Mixed Cart Handling** - Normal and bulkgood products together
- **Freight Forwarding** - Highest price calculation
- **Volume-Based Shipping** - Quantity-based pricing
- **Consolidated Shipping** - Average/lowest pricing
- **Multi-Store Operations** - Different strategies per store

Troubleshooting

- **Common Issues** - Solutions to frequent problems
- **Price Calculation** - Understanding price determination

- **CSV Import Errors** - Fixing table rate import issues

Installation

Bulkgood Shipping Extension · [/bulkgood/getting-started/installation](#)

Requirements

- Magento 2.4.0 or higher
- PHP 8.0 or higher
- Composer access to MageB2B repository

Installation Steps

1. Add Composer Repository

Add the MageB2B repository to your `composer.json`:

```
composer config bearer.repo.softwaresilo.io <token>
composer config repositories.softwaresilo composer
https://repo.softwaresilo.io/
```

2. Require the Module

Install the Bulkgood extension:

```
composer config bearer.repo.softwaresilo.io <token>
composer config repositories.softwaresilo composer
https://repo.softwaresilo.io/
composer require mageb2b/bulkgood:*
```

Enter your authentication credentials when prompted (provided in your order confirmation).

3. Enable the Module

```
php bin/magento module:enable MageB2B_Bulkgood
```

4. Run Setup

```
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
php bin/magento cache:flush
```

Verify Installation

1. Log into Magento Admin
2. Navigate to **Stores > Configuration > Sales > Shipping Methods > Table Rates**
3. You should see new bulkgood-related configuration fields:

- Bulkgood Price Source Priority
- Price Calculation Method
- Calculate Bulkgood Price by Qty
- Enable Bulkgood Price Logging

Database Changes

The extension automatically adds a `bulkgood` column to the `shipping_table` table and updates the unique constraint to include this field.

Product Attributes

Three new product attributes are created:

- **bulkgood** (Yes/No) - Marks product as bulkgood
- **bulkgood_price** (Price) - Global bulkgood shipping price
- **bulkgood_price_per_country** (Text) - Country-specific prices (JSON)

Next Steps

- **Configuration** - Configure the extension settings
- **First Bulkgood Product** - Set up your first bulkgood product

Troubleshooting

If you encounter issues during installation:

1. **Composer authentication fails:** Verify your credentials from the order confirmation
2. **Module not showing:** Clear cache with `php bin/magento cache:flush`
3. **Compilation errors:** Ensure PHP version meets requirements (8.0+)
4. **Database errors:** Check that your database user has ALTER TABLE permissions

Configuration

Bulkgood Shipping Extension · /bulkgood/getting-started/configuration

Configuration Location

Navigate to **Stores > Configuration > Sales > Shipping Methods > Table Rates** in the Magento Admin.

Configuration Options

1. Bulkgood Price Source Priority

Path: `carriers/tablerate/bulkgood_price_priority`

Define the order in which the system checks for bulkgood prices. Drag and drop to reorder:

- **Bulkgood Price / Product & Country** - Country-specific product prices
- **Bulkgood Price / Product** - Global product-level prices
- **Table Rate** - Magento's standard table rate shipping

How it works: The system checks each source in order and uses the first available price.

Example Configuration:

1. Bulkgood Price / Product & Country
2. Bulkgood Price / Product
3. Table Rate

This configuration first checks for country-specific prices, then falls back to global product prices, and finally uses table rates if neither is available.

2. Price Calculation Method

Path: `carriers/tablerate/price_calculation_method`

Choose how to aggregate bulkgood prices when multiple items are in the cart:

- **Sum** - Add all bulkgood prices together
- **Highest** - Use the maximum price
- **Lowest** - Use the minimum price
- **Average** - Calculate the mean of all prices

Use Cases:

- **Sum:** Charge for each bulkgood item separately
- **Highest:** Freight forwarding where largest item determines cost
- **Lowest:** Promotional pricing to encourage bulk orders
- **Average:** Fair distribution across multiple items

3. Calculate Bulkgood Price by Qty

Path: `carriers/ablerate/calculate_by_quantity`

Options: Yes / No

When enabled, bulkgood prices are multiplied by item quantity:

- **Yes:** Per-item freight charges (price × quantity)
- **No:** Flat rate per order regardless of quantity

Example:

- Product A: Bulkgood price €50, Quantity: 3
- **With Qty Calculation:** $€50 \times 3 = €150$
- **Without Qty Calculation:** €50 (flat rate)

4. Enable Bulkgood Price Logging

Path: `carriers/ablerate/log_enabled`

Options: Yes / No

Enable detailed logging of the bulkgood price calculation process. Logs include:

- Configuration settings
- Product-level price determination
- Priority selection process
- Calculation method application
- Final price result

Log Location: `var/log/system.log`

Recommendation: Enable during initial setup and troubleshooting, disable in production for performance.

Recommended Configurations

International B2B Store

Priority:

1. Bulkgood Price / Product & Country
2. Table Rate
3. Bulkgood Price / Product

Calculation Method: Sum

Calculate by Qty: Yes

Logging: No (production)

Freight Forwarding

Priority:

1. Bulkgood Price / Product

2. Table Rate

Calculation Method: Highest
Calculate by Qty: No
Logging: No (production)

Consolidated Shipping

Priority:
1. Table Rate
2. Bulkgood Price / Product & Country

Calculation Method: Average
Calculate by Qty: Yes
Logging: No (production)

Scope Configuration

All bulkgood settings can be configured at:

- **Default** - Global configuration
- **Website** - Per website
- **Store View** - Per store view

This allows different pricing strategies for different markets or customer segments.

Next Steps

- [First Bulkgood Product](#) - Set up your first bulkgood product
- [Priority System](#) - Deep dive into priority configuration
- [Calculation Methods](#) - Understanding calculation methods

Troubleshooting

Priority not saving: Clear configuration cache with `php bin/magento cache:clean config`

Changes not applying: Run `php bin/magento app:config:import` if using configuration management

Scope issues: Verify you're editing the correct scope (Default/Website/Store View)

First Bulkgood

Bulkgood Shipping Extension · /bulkgood/getting-started/first-bulkgood

This guide walks you through configuring your first bulkgood product with shipping prices.

Step 1: Mark Product as Bulkgood

1. Navigate to **Catalog > Products**
2. Edit the product you want to mark as bulkgood
3. Scroll to the **Bulkgood** tab
4. Set **Bulkgood** attribute to **Yes**

Step 2: Choose Pricing Strategy

You have three options for setting bulkgood prices:

Option A: Global Product Price

Set a single price that applies to all destinations:

1. In the **Bulkgood** tab, find **Bulkgood Price**
2. Enter the shipping price (e.g., 50.00)
3. Save the product

Use Case: Simple flat-rate bulkgood shipping regardless of destination.

Option B: Country-Specific Pricing

Set different prices for different destination countries:

1. In the **Bulkgood** tab, find **Bulkgood Price Per Country**
2. Click **Add Row**
3. Select a country from the dropdown
4. Enter the price for that country
5. Repeat for additional countries
6. Save the product

Example:

- Germany: €45.00
- France: €50.00
- USA: \$65.00
- UK: £55.00

Use Case: International shipping with varying freight costs by region.

Option C: Table Rate Only

Don't set product-level prices and rely entirely on table rates:

1. Leave **Bulkgood Price** empty
2. Don't add country-specific prices

3. Configure table rates with bulkgood flag (see [Table Rate Setup](#))

Use Case: Complex weight/destination-based pricing managed centrally.

Step 3: Test the Configuration

Frontend Test

1. Add the bulkgood product to cart
2. Proceed to checkout
3. Enter a shipping address
4. Verify the bulkgood shipping rate is calculated correctly

Admin Test (with Logging)

1. Enable logging: **Stores > Configuration > Sales > Shipping Methods > Table Rates > Enable Bulkgood Price Logging = Yes**
2. Clear cache: `php bin/magento cache:flush`
3. Perform a frontend test
4. Check logs: `var/log/system.log`
5. Look for entries starting with "Start debugging MageB2B_Bulkgood"

Example Scenarios

Scenario 1: Furniture Store (Country-Specific)

Product: Large Sofa

Configuration:

- Bulkgood: Yes
- Bulkgood Price Per Country:
 - Germany: €75.00
 - Austria: €85.00
 - Switzerland: €95.00
 - Netherlands: €80.00

Result: Customers in Germany pay €75 shipping, customers in Switzerland pay €95.

Scenario 2: Industrial Equipment (Global Price)

Product: Heavy Machinery Part

Configuration:

- Bulkgood: Yes
- Bulkgood Price: \$150.00

Result: All customers pay \$150 shipping regardless of location.

Scenario 3: Building Materials (Table Rate)

Product: Pallet of Bricks

Configuration:

- Bulkgood: Yes
- Bulkgood Price: (empty)
- Bulkgood Price Per Country: (empty)
- Table Rate: Configured with bulkgood=1 rates

Result: Shipping cost determined by table rate based on weight/destination.

Multiple Bulkgood Products

When multiple bulkgood products are in the cart, the **Price Calculation Method** determines the final shipping cost:

Example Cart:

- Product A: Bulkgood price €50
- Product B: Bulkgood price €40

Calculation Methods:

- **Sum:** €50 + €40 = €90
- **Highest:** €50
- **Lowest:** €40
- **Average:** (€50 + €40) / 2 = €45

Priority System

If you configure multiple pricing sources for a product, the system uses the **Bulkgood Price Source Priority** configuration:

Example:

- Product has both global price (€50) and country-specific price for Germany (€45)
- Priority: 1. Country-Specific, 2. Global
- **Result for German customer:** €45 (country-specific takes priority)
- **Result for French customer:** €50 (falls back to global price)

Next Steps

- **Priority System** - Understand how priority works
- **Calculation Methods** - Choose the right calculation method
- **Country Pricing** - Advanced country-specific configuration

Troubleshooting

Bulkgood tab not visible: Clear cache and reindex: `php bin/magento cache:flush && php bin/magento indexer:reindex`

Prices not applying: Check priority configuration and enable logging to debug

Wrong price calculated: Verify calculation method and quantity calculation settings

Country-specific price not working: Ensure the destination country code matches exactly

Calculation Methods

Bulkgood Shipping Extension · </bulkgood/features/calculation-methods>

Configure how bulk shipping prices are calculated and aggregated.

Available Methods

Method	Description
Sum	Add all bulkgood prices together
Maximum	Use the highest bulkgood price
Minimum	Use the lowest bulkgood price
Average	Calculate average of all prices

Configuration

Stores > Configuration > Sales > Shipping Methods > Table Rates

Setting	Description
Price Calculation Method	Select aggregation method
Calculate by Qty	Factor in item quantities

Use Cases

Sum Method

Best for: Freight where each bulkgood adds shipping cost

- Pallet 1: \$50
- Pallet 2: \$50
- Total: \$100

Maximum Method

Best for: Flat rate based on largest item

- Small box: \$10
- Large pallet: \$75
- Total: \$75

Quantity Calculation

When enabled, prices scale with quantity:

- 1x Pallet @ \$50 = \$50
- 3x Pallet @ \$50 = \$150

Related

- [Priority System](#)
- [Table Rate Setup](#)

Country Pricing

Bulkgood Shipping Extension · </bulkgood/features/country-pricing>

Configure different bulkgood shipping rates per destination country.

Overview

Table rates support country-specific pricing, allowing different bulkgood rates based on shipping destination.

Configuration

Table Rate CSV Format

```
Country,Region,Zip,Condition,Price,Bulkgood
DE,*,*,package_weight,10.00,1
AT,*,*,package_weight,15.00,1
CH,*,*,package_weight,25.00,1
```

Fields

Field	Description
Country	ISO country code (DE, AT, US, etc.)
Region	State/region code or * for all
Zip	Postal code pattern or * for all
Condition	Weight, price, or item count
Price	Shipping price
Bulkgood	1 = bulkgood item, 0 = standard

Zone-Based Pricing

Group countries into shipping zones:

Zone	Countries	Rate
Zone 1	DE, AT	\$10/pallet
Zone 2	FR, NL, BE	\$15/pallet
Zone 3	ES, IT, PL	\$25/pallet

Related

- [Table Rate Setup](#)
- [Priority System](#)

Debug Logging

Bulkgood Shipping Extension · /bulkgood/features/debug-logging

Enable logging to troubleshoot bulkgood price calculations.

Configuration

Stores > Configuration > Sales > Shipping Methods > Table Rates

Setting	Description
Enable Bulkgood Price Logging	Yes/No

Log Location

```
var/log/bulkgood.log
```

Log Contents

When enabled, logs include:

- Product SKU and bulkgood status
- Price source used (priority)
- Calculation method applied
- Final computed price
- Cart totals

Example Log Entry

```
[2024-01-15 10:30:45] bulkgood.INFO: Processing cart item
SKU: PALLET-001
Is Bulkgood: Yes
Price Source: product_attribute
Unit Price: 50.00
Quantity: 2
Subtotal: 100.00
[2024-01-15 10:30:45] bulkgood.INFO: Cart bulkgood total: 100.00
Calculation Method: sum
Items: 1
```

Troubleshooting

No Log Entries

- Verify logging is enabled
- Check file permissions on var/log/
- Ensure bulkgood products are in cart

Unexpected Prices

- Review priority order in logs
- Check calculation method
- Verify product bulkgood attributes

Related

- [Troubleshooting](#)
- [Priority System](#)

Priority System

Bulkgood Shipping Extension · /bulkgood/features/priority-system

The priority system determines which pricing source is used when multiple sources are configured for a bulkgood product.

How Priority Works

The system checks pricing sources in the order you configure and uses the **first available** price:

1. Check first priority source
2. If price found → use it and stop
3. If no price → check next priority source
4. Repeat until price found or all sources exhausted

Available Pricing Sources

1. Bulkgood Price / Product & Country

Product Attribute: `bulkgood_price_per_country`

Country-specific prices defined at the product level. The system matches the destination country from the shipping address.

Example:

```
Product: Industrial Pallet
Country Prices:
- DE (Germany): €45.00
- FR (France): €50.00
- US (USA): $65.00
```

When to use: International stores with varying freight costs by region.

2. Bulkgood Price / Product

Product Attribute: `bulkgood_price`

Global price defined at the product level, applies to all destinations.

Example:

```
Product: Heavy Machinery
Bulkgood Price: $150.00
```

When to use: Flat-rate bulkgood shipping regardless of destination.

3. Table Rate

Database Table: `shipping_tablerate` (with `bulkgood=1`)

Magento's standard table rate shipping extended with a bulkgood flag. Rates can be based on:

- Weight
- Price
- Number of items
- Destination

When to use: Complex shipping matrices based on multiple factors.

Configuration

Location: Stores > Configuration > Sales > Shipping Methods > Table Rates > Bulkgood Price Source Priority

Drag and drop to reorder the priority list.

Priority Examples

Example 1: Country-First Strategy

Priority:

1. Bulkgood Price / Product & Country
2. Bulkgood Price / Product
3. Table Rate

Scenario:

- Product A has country price for Germany (€45) and global price (€50)
- Customer in Germany → €45 (country-specific)
- Customer in France → €50 (falls back to global)
- Customer in Japan → Table rate (no product prices defined)

Example 2: Table Rate First

Priority:

1. Table Rate
2. Bulkgood Price / Product & Country
3. Bulkgood Price / Product

Scenario:

- Table rates configured for all major destinations
- Product prices as fallback for uncovered regions
- Customer in covered region → Table rate
- Customer in uncovered region → Product price

Example 3: Global Only

Priority:

1. Bulkgood Price / Product
2. Table Rate

Scenario:

- Simple flat-rate strategy
- Table rate as fallback for non-bulkgood items
- All bulkgood products use global price

Priority Decision Flow

```
Start Checkout
↓
Is product bulkgood? → No → Use normal shipping
↓ Yes
Check Priority #1
↓
Price found? → Yes → Use this price → Apply calculation method → Done
↓ No
Check Priority #2
↓
Price found? → Yes → Use this price → Apply calculation method → Done
↓ No
Check Priority #3
↓
Price found? → Yes → Use this price → Apply calculation method → Done
↓ No
Fallback to €0 or error
```

Multiple Products in Cart

When multiple bulkgood products are in the cart:

1. **Each product** is evaluated using the priority system
2. The **first available price** for each product is collected
3. The **calculation method** (Sum/Highest/Lowest/Average) is applied to all collected prices

Example:

- Product A: Country price €50 (Priority #1)
- Product B: Global price €40 (Priority #2, no country price)
- Product C: Table rate €30 (Priority #3, no product prices)
- Calculation Method: Sum
- **Final Price:** €50 + €40 + €30 = €120

Best Practices

1. Most Specific First

Place the most specific pricing source first:

- ```
1. Country-Specific (most specific)
2. Global Product (medium specificity)
3. Table Rate (least specific, catch-all)
```

## 2. Always Have a Fallback

Ensure at least one pricing source covers all scenarios to avoid €0 shipping costs.

## 3. Use Table Rates for Complex Logic

For weight-based or tiered pricing, use table rates as the primary source.

## 4. Country-Specific for International

For international B2B, prioritize country-specific pricing to handle varying freight costs.

## Debugging Priority

Enable logging to see which priority source was selected:

1. **Stores > Configuration > Sales > Shipping Methods > Table Rates**
2. Set **Enable Bulkgood Price Logging = Yes**
3. Clear cache
4. Perform a test checkout
5. Check `var/log/system.log`

### Log Example:

```
[INFO] Start debugging MageB2B_Bulkgood...
[INFO] Bulkgood Configuration Settings:
[INFO] Bulk Price Source Priority:
[{"source":"bulkgood_price_product_per_country"}, {"source":"bulkgood_price_product"}, {"source":"table_rate"}]
[INFO] Product: Industrial Pallet (SKU: IND-001) is a bulkgood item
[INFO] Bulkgood Price / Product & Country: 45.00
[INFO] Bulkgood Price / Product: 50.00
[INFO] Selected Bulkgood Price / Product & Country: 45.00
[INFO] Final Price: 45.00
```

## Common Issues

**Issue:** Wrong price source selected

**Solution:** Check priority order and verify product attributes are set correctly

**Issue:** €0 shipping cost

**Solution:** Ensure at least one pricing source has a value for all scenarios

**Issue:** Priority not applying

**Solution:** Clear configuration cache: `php bin/magento cache:clean config`

## Related Topics

- [Calculation Methods](#) - How prices are aggregated
- [Country Pricing](#) - Setting up country-specific prices

- **Table Rate Setup** - Configuring table rates

# Quantity Calculation

*Bulkgood Shipping Extension · /bulkgood/features/quantity-calculation*

Calculate bulkgood shipping costs based on product quantities.

## Overview

When enabled, bulkgood prices multiply by quantity ordered.

## Configuration

**Stores > Configuration > Sales > Shipping Methods > Table Rates**

| Setting                         | Description |
|---------------------------------|-------------|
| Calculate Bulkgood Price by Qty | Yes/No      |

## Examples

### Enabled (Qty-Based)

| Item         | Qty | Unit Price | Total        |
|--------------|-----|------------|--------------|
| Pallet A     | 2   | \$50       | \$100        |
| Pallet B     | 3   | \$30       | \$90         |
| <b>Total</b> |     |            | <b>\$190</b> |

### Disabled (Per-Item Type)

| Item         | Qty | Price | Total       |
|--------------|-----|-------|-------------|
| Pallet A     | 2   | \$50  | \$50        |
| Pallet B     | 3   | \$30  | \$30        |
| <b>Total</b> |     |       | <b>\$80</b> |

## Use Cases

### Enable When

- Shipping cost scales linearly with quantity
- Each unit requires separate freight handling
- Volume-based pricing

### Disable When

- Flat rate per product type
- Consolidated shipping
- Items ship together regardless of quantity

## Related

- [Calculation Methods](#)
- [Priority System](#)



# Table Rate Setup

Bulkgood Shipping Extension · </bulkgood/features/table-rate-setup>

Configure Magento table rates with bulkgood support.

## Prerequisites

- Magento Table Rate shipping enabled
- Bulkgood extension installed

## Configuration Steps

### 1. Enable Table Rates

**Stores > Configuration > Sales > Shipping Methods > Table Rates**

- **Enabled:** Yes
- **Title:** Your shipping method name
- **Method Name:** e.g., "Freight Shipping"

### 2. Configure Bulkgood Settings

In the same section:

| Setting                               | Recommended              |
|---------------------------------------|--------------------------|
| <b>Bulkgood Price Source Priority</b> | Configure priority order |
| <b>Price Calculation Method</b>       | Sum (for most cases)     |
| <b>Calculate by Qty</b>               | Yes                      |
| <b>Enable Logging</b>                 | Yes (for debugging)      |

### 3. Upload Table Rates CSV

Create CSV with bulkgood column:

```
Country,Region,Zip,Condition,Price,Bulkgood
,,*,package_weight,0.00,0
,,*,package_weight,50.00,1
```

### 4. Mark Products as Bulkgood

**Catalog > Products > Edit Product**

- Set "Is Bulkgood" attribute to Yes
- Or assign bulkgood category

## CSV Format

| Column    | Required | Description            |
|-----------|----------|------------------------|
| Country   | Yes      | ISO code or *          |
| Region    | Yes      | Region code or *       |
| Zip       | Yes      | Postal code or *       |
| Condition | Yes      | Weight/price/qty value |
| Price     | Yes      | Shipping price         |
| Bulkgood  | Yes      | 1 or 0                 |

## Related

- [Calculation Methods](#)
- [Country Pricing](#)

# Common Issues

*Bulkgood Shipping Extension · /bulkgood/troubleshooting/common-issues*

## Installation Issues

### Module Not Showing After Installation

**Symptoms:** Bulkgood configuration fields not visible in admin

**Solutions:**

1. Clear all caches:

```
php bin/magento cache:flush
```

2. Verify module is enabled:

```
php bin/magento module:status MageB2B_Bulkgood
```

3. Re-run setup if needed:

```
php bin/magento setup:upgrade
php bin/magento setup:di:compile
```

### Database Column Not Created

**Symptoms:** Error about missing bulkgood column in shipping\_tablerate

**Solutions:**

1. Check database schema:

```
DESCRIBE shipping_tablerate;
```

2. Manually add column if missing:

```
ALTER TABLE shipping_tablerate ADD COLUMN bulkgood SMALLINT(6) NOT
NULL DEFAULT 0;
```

3. Update unique constraint:

```
ALTER TABLE shipping_tablerate DROP INDEX
UNQ_D60821CDB2AFACEE1566CFC02D0D4CAA;
ALTER TABLE shipping_tablerate ADD UNIQUE INDEX
```

```
SPNG_TBLRT_WBID_DSTCNTID_DSTRGNID_DSTZP_CNDNM_BLKGD (website_id,
dest_country_id, dest_region_id, dest_zip, condition_name,
condition_value, bulkgood);
```

## Configuration Issues

### Priority Configuration Not Saving

**Symptoms:** Priority order resets after saving

**Solutions:**

1. Clear configuration cache:

```
php bin/magento cache:clean config
```

2. Check file permissions on `app/etc/config.php`

3. Verify no configuration management conflicts:

```
php bin/magento app:config:dump
```

### Changes Not Applying in Frontend

**Symptoms:** Old prices still showing after configuration changes

**Solutions:**

1. Clear all caches:

```
php bin/magento cache:flush
```

2. Clear full page cache if enabled:

```
php bin/magento cache:clean full_page
```

3. Reindex if needed:

```
php bin/magento indexer:reindex
```

## Pricing Issues

## Wrong Price Calculated

**Symptoms:** Unexpected shipping cost at checkout

**Solutions:**

1. Enable logging to debug:
  - **Stores > Configuration > Sales > Shipping Methods > Table Rates**
  - Set **Enable Bulkgood Price Logging = Yes**
  - Clear cache and test again
  - Check `var/log/system.log`
2. Verify priority configuration matches your intent
3. Check calculation method (Sum/Highest/Lowest/Average)
4. Verify quantity calculation setting

## €0 Shipping Cost

**Symptoms:** Bulkgood products show €0 shipping

**Solutions:**

1. Verify product has bulkgood attribute set to **Yes**
2. Check that at least one pricing source has a value:
  - Product-level price
  - Country-specific price
  - Table rate with bulkgood=1
3. Enable logging to see which source is being checked
4. Verify priority configuration includes a fallback source

## Country-Specific Price Not Working

**Symptoms:** Global price used instead of country-specific

**Solutions:**

1. Verify country code matches exactly (use ISO 2-letter codes: DE, FR, US, etc.)
2. Check priority configuration - country-specific should be first
3. Verify JSON format in database:

```
SELECT bulkgood_price_per_country FROM catalog_product_entity_text
WHERE attribute_id = (SELECT attribute_id FROM eav_attribute WHERE
attribute_code = 'bulkgood_price_per_country')
AND entity_id = YOUR_PRODUCT_ID;
```

4. Expected format:

```
[{"country_id":"DE","price":"45.00"}, {"country_id":"FR","price":"50.00"}]
```

## Table Rate Issues

### CSV Import Fails

**Symptoms:** Error when importing table rates with bulkgood column

**Solutions:**

1. Verify CSV has "Bulkgood" column header (case-sensitive)
2. Check bulkgood values are 0 or 1 (not Yes/No)
3. Ensure all required columns are present:
  - Country
  - Region/State
  - Zip/Postal Code
  - Order Subtotal (or Weight/Qty depending on condition)
  - Shipping Price
  - **Bulkgood**
4. Example CSV format:

```
Country,Region/State,Zip/Postal Code,Order Subtotal,Shipping
Price,Bulkgood
DE,*,*,0.0000,45.0000,1
FR,*,*,0.0000,50.0000,1
US,*,*,0.0000,65.0000,1
```

### Table Rates Not Applied

**Symptoms:** Table rates ignored, using product prices instead

**Solutions:**

1. Check priority configuration - Table Rate should be in the list
2. Verify table rates exist with bulkgood=1:

```
SELECT * FROM shipping_tablerate WHERE bulkgood = 1;
```

3. Ensure table rate shipping method is enabled:

- **Stores > Configuration > Sales > Shipping Methods > Table Rates**
- **Enabled = Yes**

## Product Attribute Issues

### Bulkgood Tab Not Visible

**Symptoms:** Can't find Bulkgood tab in product edit page

**Solutions:**

1. Clear cache:

```
php bin/magento cache:flush
```

2. Verify attributes exist:

```
php bin/magento catalog:product:attributes:list | grep bulkgood
```

3. Check attribute set includes bulkgood attributes

4. Reindex:

```
php bin/magento indexer:reindex catalog_product_attribute
```

### Can't Save Country-Specific Prices

**Symptoms:** Country prices don't save or disappear

**Solutions:**

1. Check JavaScript console for errors

2. Verify attribute backend model is correct:

```
SELECT backend_model FROM eav_attribute WHERE attribute_code =
'bulkgood_price_per_country';
```

Should be: MageB2B\Bulkgood\Model\Attribute\Backend\Serialized

3. Clear browser cache and try again

## Performance Issues

### Slow Checkout

**Symptoms:** Checkout takes long time to calculate shipping

**Solutions:**

1. Disable logging in production:
  - **Enable Bulkgood Price Logging = No**
2. Optimize table rate data:
  - Remove unnecessary rows
  - Use wildcards (\*) for regions/zip codes where possible
3. Enable Magento caching:

```
php bin/magento cache:enable
```

4. Consider using Varnish or Redis for full page cache

## Mixed Cart Issues

### Normal Products Affected

**Symptoms:** Non-bulkgood products getting bulkgood rates

**Solutions:**

1. Verify bulkgood attribute is set to **No** for normal products
2. Check table rates - ensure separate rates for bulkgood=0 and bulkgood=1
3. Enable logging to see which products are detected as bulkgood

## Calculation Method Not Working

**Symptoms:** Multiple bulkgood items not aggregating correctly

**Solutions:**

1. Verify calculation method setting:
  - **Stores > Configuration > Sales > Shipping Methods > Table Rates**
  - **Price Calculation Method**
2. Enable logging to see intermediate calculations



3. Check that all products have valid bulkgood prices

## Logging and Debugging

### Enable Detailed Logging

```
Enable logging
php bin/magento config:set carriers/tablerate/log_enabled 1

Clear cache
php bin/magento cache:flush

Perform test checkout

View logs
tail -f var/log/system.log | grep "MageB2B_Bulkgood"
```

### Disable Logging

```
php bin/magento config:set carriers/tablerate/log_enabled 0
php bin/magento cache:flush
```

## Getting Help

If you can't resolve the issue:

1. **Enable logging** and capture the log output
2. **Document the issue** with screenshots and steps to reproduce
3. Provide the following information when requesting help:
  - Magento version
  - Extension version
  - Log output
  - Configuration screenshots
  - Steps to reproduce

## Related Topics

- [Price Calculation](#) - Understanding price determination
- [Debug Logging](#) - Using the logging system
- [Configuration](#) - Configuration reference

# CSV Import Issues

*Bulkgood Shipping Extension · /bulkgood/troubleshooting/csv-import*

Resolve issues importing table rate CSV files.

## Common Issues

### Import Fails

#### Symptoms:

- Error message on upload
- Rates not appearing

#### Solutions:

1. Check CSV format (UTF-8, no BOM)
2. Verify column headers match exactly
3. Check for empty rows
4. Remove special characters

### Bulkgood Column Ignored

#### Symptoms:

- CSV imports but bulkgood not working

#### Solutions:

1. Column must be named exactly "Bulkgood"
2. Values must be 0 or 1 (not Yes/No)
3. No spaces in column name

### Wrong Rates Applied

#### Symptoms:

- Rates don't match CSV values

#### Solutions:

1. Clear config cache after import
2. Check store view scope
3. Verify condition column values
4. Check for duplicate rows

## CSV Format Requirements

Country,Region,Zip,Condition,Price,Bulkgood

| Column    | Format       | Example       |
|-----------|--------------|---------------|
| Country   | ISO 2-letter | DE, US, *     |
| Region    | Code or *    | BY, CA, *     |
| Zip       | Pattern or * | 80*, 90210, * |
| Condition | Numeric      | 0, 10, 100    |
| Price     | Decimal      | 25.00         |
| Bulkgood  | 0 or 1       | 1             |

## Validation

Before import:

1. Open in text editor (not Excel)
2. Check encoding is UTF-8
3. Verify no hidden characters
4. Test with small file first

## Related

- [Table Rate Setup](#)
- [Common Issues](#)

# Price Calculation Issues

*Bulkgood Shipping Extension · /bulkgood/troubleshooting/price-calculation*

Resolve issues with bulkgood price calculations.

## Common Issues

### Wrong Price Displayed

#### Symptoms:

- Shipping price doesn't match expected
- Price not updating with quantity changes

#### Solutions:

1. Enable debug logging
2. Check priority order
3. Verify calculation method
4. Review table rate CSV

### Price Not Applying

#### Symptoms:

- Bulkgood items showing \$0 shipping
- Standard rate used instead

#### Solutions:

1. Verify product has bulkgood attribute
2. Check table rate CSV has bulkgood column
3. Ensure CSV is uploaded for correct scope
4. Clear config cache

### Quantity Not Factored

#### Symptoms:

- Same price regardless of quantity

#### Solutions:

1. Enable "Calculate by Qty" setting
2. Check calculation method
3. Verify table rate conditions

## Debugging Steps

1. **Enable Logging**

Stores > Config > Table Rates > Enable Logging: Yes

## 2. Check Logs

```
tail -100 var/log/bulkgood.log
```

## 3. Verify Product Setup

- Is Bulkgood: Yes
- Bulkgood price (if using product attribute)

## 4. Review CSV

- Bulkgood column present
- Values are 0 or 1
- Country/region matches

## Related

- [Debug Logging](#)
- [Common Issues](#)

# Consolidated Shipping

*Bulkgood Shipping Extension · /bulkgood/use-cases/consolidated-shipping*

Combine multiple bulkgood items into single shipment pricing.

## Scenario

Multiple pallets shipped together at reduced per-unit rate.

## Configuration

### Calculation Method: Maximum

Use highest single rate (not sum):

- Pallet 1: \$50
- Pallet 2: \$50
- Pallet 3: \$50
- **Total: \$50** (not \$150)

### Tiered Consolidation

| Pallets | Rate  |
|---------|-------|
| 1       | \$50  |
| 2-3     | \$75  |
| 4-6     | \$100 |
| 7+      | \$150 |

## Implementation

Use quantity-based table rates with bulkgood flag:

```
Country,Region,Zip,Condition,Price,Bulkgood
,,*,package_qty,50.00,1
,,*,package_qty,75.00,1
```

## Related

- [Calculation Methods](#)
- [Quantity Calculation](#)

# Freight Forwarding

*Bulkgood Shipping Extension · /bulkgood/use-cases/freight-forwarding*

Configure bulkgood for freight forwarder rate structures.

## Scenario

Working with freight forwarders who charge by pallet/container.

## Rate Structure

| Unit              | Description   | Rate |
|-------------------|---------------|------|
| Half Pallet       | Up to 60x80cm | \$30 |
| Euro Pallet       | 80x120cm      | \$50 |
| Industrial Pallet | 100x120cm     | \$65 |
| Container LCL     | Per CBM       | \$80 |

## Implementation

### Product Attributes

Assign bulkgood type per product:

- `bulkgood_type`: half\_pallet, euro\_pallet, etc.
- `bulkgood_price`: Override default rate

### Table Rate CSV

```
Country,Region,Zip,Condition,Price,Bulkgood
,,*,package_weight,30.00,1
```

Use product-level pricing for different pallet types.

## Related

- [Priority System](#)
- [Table Rate Setup](#)

# International B2B

*Bulkgood Shipping Extension · /bulkgood/use-cases/international-b2b*

Configure bulkgood shipping for international B2B operations.

## Scenario

B2B wholesaler shipping pallets across Europe with different rates per country.

## Configuration

### Zone-Based Rates

| Zone      | Countries  | Pallet Rate |
|-----------|------------|-------------|
| Domestic  | DE         | €25         |
| EU Zone 1 | AT, NL, BE | €45         |
| EU Zone 2 | FR, IT, ES | €65         |
| EU Zone 3 | PL, CZ, HU | €55         |

### CSV Setup

```
Country,Region,Zip,Condition,Price,Bulkgood
DE,*,*,package_weight,25.00,1
AT,*,*,package_weight,45.00,1
NL,*,*,package_weight,45.00,1
FR,*,*,package_weight,65.00,1
```

## Best Practices

- Group similar countries into zones
- Update rates quarterly
- Consider fuel surcharges
- Document rate agreements

## Related

- [Country Pricing](#)



# Mixed Cart

*Bulkgood Shipping Extension · </bulkgood/use-cases/mixed-cart>*

Handle carts with both regular and bulkgood items.

## Scenario

Customer orders both small items (parcel) and large items (freight).

## How It Works

1. Regular items: Standard table rate shipping
2. Bulkgood items: Separate freight calculation
3. Combined total displayed at checkout

## Configuration

### Calculation Method: Sum

Both shipping costs added together:

- Parcel shipping: \$10
- Freight (2 pallets): \$100
- **Total Shipping: \$110**

## Priority Settings

Configure which price source takes precedence when items have multiple bulkgood flags.

## Example Cart

| Item                | Type     | Shipping     |
|---------------------|----------|--------------|
| Small parts (10x)   | Parcel   | \$10         |
| Pallet of materials | Bulkgood | \$50         |
| Heavy equipment     | Bulkgood | \$75         |
| <b>Total</b>        |          | <b>\$135</b> |

## Related

- [Calculation Methods](#)

# Multi-Store Setup

*Bulkgood Shipping Extension · /bulkgood/use-cases/multistore*

Configure different bulkgood rates per store view.

## Scenario

Multiple stores with different shipping origins or rate structures.

## Configuration

### Store-Specific Rates

Each store view can have:

- Different table rate CSV
- Different calculation method
- Different priority settings

### Setup Steps

1. Switch to store view scope
2. Upload store-specific table rates
3. Configure bulkgood settings
4. Test with sample orders

## Example

| Store    | Origin  | Domestic Rate |
|----------|---------|---------------|
| DE Store | Germany | €25/pallet    |
| US Store | USA     | \$45/pallet   |
| UK Store | UK      | £35/pallet    |

## Best Practices

- Document rate differences
- Use consistent product attributes
- Test each store independently
- Consider currency conversion

## Related

- [Table Rate Setup](#)
- [Country Pricing](#)

# Volume Shipping

*Bulkgood Shipping Extension · /bulkgood/use-cases/volume-shipping*

Calculate shipping based on volume rather than weight.

## Scenario

Large but lightweight items where volume determines shipping cost.

## Configuration

### Dimensional Weight

Set condition to use dimensional weight:

- $\text{Length} \times \text{Width} \times \text{Height} \div \text{Factor} = \text{Dimensional Weight}$
- Compare to actual weight
- Use higher value

### Table Rates

```
Country,Region,Zip,Condition,Price,Bulkgood
,,*,package_qty,25.00,1
,,*,package_qty,50.00,1
```

## Volume Tiers

| Volume (CBM) | Rate  |
|--------------|-------|
| 0-1          | \$25  |
| 1-2          | \$45  |
| 2-5          | \$75  |
| 5+           | \$100 |

## Use Cases

- Furniture shipping
- Insulation materials
- Packaging products
- Foam products

## Related

- [Calculation Methods](#)