



SOFTWARESILOS

Bulkgood Shipping Extension

PDF Manual

MODULE

bulkgood

LAST UPDATED

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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 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