Common Issues

Bulkgood Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

LAST UPDATED
2026-09-26

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EXTENSION
Magento 2 Extension Bulkgood

Common Issues

Start with the cart classification and the matching Table Rates row. Most missing-rate problems happen before product price priority is evaluated.

Bulkgood fields do not appear

Confirm that the module is enabled and setup completed:

```
php bin/magento module:status MageB2B_Bulkgood
php bin/magento setup:upgrade
php bin/magento cache:flush
```

Open a product attribute set and confirm that the Bulkgood attributes are assigned. Do not add database columns or backend models manually. A missing schema or attribute indicates an incomplete deployment that should be corrected through Magento setup.

Table Rates disappears for a bulk cart

Check all of the following:

1. Table Rates is enabled for the effective storefront scope.
2. The product's **Bulkgood** flag is **Yes** at the relevant website.
3. The imported file contains a `Bulkgood = 1` row matching the country, region, postcode and active condition.
4. The product is assigned to the website whose file was imported.
5. The carrier's ship-to-country restrictions allow the destination.

A product-level Bulkgood Price does not remove the need for the matching bulk row.

Ordinary carts receive the wrong rate

An ordinary-only cart uses `Bulkgood = 0`. Export the website's current Table Rates data and confirm that ordinary rows were not removed when the bulk rows were imported.

If the cart unexpectedly follows the bulk path, inspect every visible cart item and its website-scoped Bulkgood flag. One marked item changes the lookup for the whole cart.

Mixed-cart total is lower than expected

Bulkgood does not add an ordinary parcel row and a bulk freight row. A mixed cart uses one `Bulkgood = 1` lookup for the entire cart. Make that row or the selected product calculation represent the complete intended charge.

Some bulk products are missing from the amount

The first price source with any usable values wins at cart level. If only one product has a country price, that country source can be selected without adding general prices from other products.

Give all products values in the intended first source, change the source order, or use Table Rates as the complete cart price.

Country tier does not change

Confirm the active Table Rates condition. The tier threshold uses item row weight, discounted item row value or item quantity. It does not use cubic volume. Check values immediately below and above the threshold and ensure a zero-threshold base row exists when required.

Configuration appears stale

Save in the correct scope, then clean configuration cache:

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

Enable diagnostic logging for one controlled checkout if the result remains unclear.