



**SOFTWARESILOS**

# Customer Specific Prices

PDF Manual

MODULE

customerprice

LAST UPDATED

2026-03-12

# Quantity-Based Pricing Tiers

Customer Specific Prices · /customerprice/features/quantity-tiers

## Overview

Quantity-based pricing allows you to offer different prices based on the quantity a customer orders. Create graduated pricing where customers receive better rates when ordering larger quantities.

## How It Works

The system checks cart quantity against all price entries for the customer-product combination and automatically selects the best applicable price.

## Price Selection Logic

1. Find all prices for current customer + product
2. Filter by current website (if website\_id set)
3. Filter by current date (if from\_date/to\_date set)
4. Find entries where qty <= cart quantity
5. Select entry with highest qty that's still <= cart quantity

## Creating Quantity Tiers

### Example: Volume Discount

Create multiple entries with increasing quantity thresholds:

```
Customer: ACME Corp
Product: Widget ABC (SKU: WGT-ABC)

Tier 1: qty=1, price=$100.00 (1-9 units)
Tier 2: qty=10, price=$95.00 (10-49 units)
Tier 3: qty=50, price=$90.00 (50-99 units)
Tier 4: qty=100, price=$85.00 (100+ units)
```

## Price Application

Cart Quantity	Price Applied	Entry Used
1-9 units	\$100.00	Tier 1 (qty=1)
10-49 units	\$95.00	Tier 2 (qty=10)
50-99 units	\$90.00	Tier 3 (qty=50)
100+ units	\$85.00	Tier 4 (qty=100)

## Admin Setup

## Step 1: Create First Tier

Navigate to: **Catalog > Customer Prices > Add New**

```
Customer: Select customer
Product: Select product
Quantity: 1
Price: 100.00
```

**Save**

## Step 2: Add Additional Tiers

Click "Add New" again:

```
Customer: Same customer
Product: Same product
Quantity: 10
Price: 95.00
```

**Save**

Repeat for each tier.

## Best Practices

### Tier Design

#### Do:

- Use standard breakpoints (1, 10, 25, 50, 100, 250, 500)
- Ensure meaningful price differences between tiers
- Document tier structure in customer contracts
- Test price display in cart

#### Don't:

- Create too many tiers (3-5 is optimal)
- Use odd breakpoints (e.g., qty=7, qty=23)
- Create overlapping date ranges
- Set tier prices higher than previous tier

## Common Patterns

### Simple Bulk Discount

```
qty=1: $100 (base price)
qty=25: $90 (10% off for 25+)
qty=100: $80 (20% off for 100+)
```

## Fine-Grained Tiers

```
qty=1:    $10.00
qty=10:   $9.50
qty=25:   $9.00
qty=50:   $8.50
qty=100:  $8.00
```

## Large Volume Only

```
qty=500:  $7.50 (only activates at 500+)
qty=1000: $7.00 (1000+ units)
```

# Frontend Display

## Product Page

Shows available tier pricing:

- "Buy 10 for \$95.00 each"
- "Buy 50 for \$90.00 each"

## Cart

Displays applied tier:

- Quantity: 15
- Unit Price: \$95.00 (Tier 2 applied)

## Customer Account

"Download My Prices" includes all tiers in CSV export.

# Technical Details

## Database Structure

Each tier is stored as a separate row:

id	entity_id	customer_id	qty	value	from_date	to_date	website_id
1	123	456	1	100.00	NULL	NULL	0
2	123	456	10	95.00	NULL	NULL	0
3	123	456	50	90.00	NULL	NULL	0

## Unique Constraint

The combination must be unique:

- entity\_id + customer\_id + qty + from\_date + to\_date + website\_id

This prevents duplicate tier definitions.

## Combining with Other Features

### Time-Based Tiers

Create seasonal tier pricing:

```
Q1 2025 Tiers:  
qty=1, price=$95, from_date=2025-01-01, to_date=2025-03-31  
qty=50, price=$85, from_date=2025-01-01, to_date=2025-03-31  
  
Q2 2025 Tiers (different pricing):  
qty=1, price=$100, from_date=2025-04-01, to_date=2025-06-30  
qty=50, price=$90, from_date=2025-04-01, to_date=2025-06-30
```

### Multi-Website Tiers

Different tiers per region:

```
US Website (website_id=1):  
qty=1, price=$100  
qty=50, price=$90  
  
EU Website (website_id=2):  
qty=1, price=€85  
qty=50, price=€75
```

## Troubleshooting

### Price Not Applying

#### Check:

1. Customer is logged in
2. qty value is correct (must be  $\geq 1$ )
3. No date restrictions preventing activation
4. Website ID matches current website (or is 0)
5. Cache cleared after creating tiers

### Wrong Tier Applied

#### Verify:

1. Cart quantity meets tier threshold
2. No higher tier exists with lower price
3. Date ranges don't conflict
4. Website filter is correct

## Duplicate Entry Error

**Cause:** Attempting to create duplicate tier

**Solution:** Modify existing tier or change one of:

- qty value
- from\_date
- to\_date
- website\_id

## Next Steps

- [Time-Based Pricing](#)
- [Multi-Website Configuration](#)
- [Bulk Import with Add-On](#)