



Common Issues

Customer Specific Prices Documentation

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

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Common Issues

A customer price does not appear

Check the record in this order:

1. The storefront customer is the customer selected in the record.
2. The product matches the product in the cart.
3. The requested quantity meets the minimum quantity.
4. The record is global or belongs to the current website.
5. The current date is within the optional date range.
6. Pricesystem is enabled for the website.

If the customer price is available but the final price differs, inspect the shared [price selection rule](#).

The wrong quantity tier applies

The closest eligible threshold wins. For a quantity of 24, thresholds 1 and 10 are eligible, while 50 is not. The quantity 10 record applies even if its numerical price is higher than the quantity 1 record.

Check for a website-specific record at the same threshold. It is preferred over the global record.

A scheduled price starts or ends unexpectedly

Both date boundaries are included. Confirm the store date and look for overlapping records with the same customer, product, quantity and website. End an old agreement before its replacement starts.

The customer cannot download prices

Confirm that **Enable download link** is active, the customer is signed in, and current records exist for that customer and website. Future and expired records are not included as active prices.

If the file opens in one column, change the configured CSV delimiter to match the spreadsheet application's import settings.

Import rows are rejected

Export a fresh template from the same Magento environment. Check the configured product and customer aliases, then verify customer, SKU, website, quantity, application type and date values. Keep date-range validation enabled while diagnosing the file.

Changes are not visible after saving

Flush Magento cache and retest with a clean customer session. If Pricesystem price caching is enabled, the cache may still contain the previous calculation until it is cleared or expires.