



FAQ

Customer Specific Prices Documentation

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

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FAQ

Does Pricesystem Core need a separate purchase?

No. The shared core package is included with Customer-specific prices and is installed as a dependency.

Which price applies when several quantity tiers match?

The record with the highest minimum quantity that does not exceed the requested quantity applies. The module does not choose the cheapest eligible tier.

Can a price be limited to one website?

Yes. Select a website in the price record. A record scoped to **All Websites** acts as the global option; a matching website-specific record is preferred at the same quantity threshold.

Can I schedule a contract price?

Yes. Use the optional **From** and **To** dates. Both date boundaries are included. Leave either side empty for an open-ended period.

Can I enter a discount instead of a final price?

Yes. Application types include fixed price, nominal or percentage surcharge, and nominal or percentage discount. For relative calculations, confirm which product price attribute is used as the base.

Why does another price win in the storefront?

Customer Price supplies one candidate price to Pricesystem. The shared selection rule then compares it with other available types such as special price, tier price or price-list price. Review [price selection](#) and the position of `customer_price`.

Can customers download their agreed prices?

Yes. Enable the download link in configuration. The signed-in customer receives current, applicable customer price records as CSV. The delimiter and enclosure are configurable.

How should I maintain thousands of records?

Use the CSV Import/Export package or the REST API. Export a template first and test a small batch before running a full synchronization.

Is GraphQL available for storefronts?

Yes, through the optional GraphQL package. The `myCustomerprices` query uses the signed-in customer context.

When should I use Price Lists instead?

Use Price Lists when a reusable set of prices should be assigned to one or more customers. Use Customer-specific prices when the agreement directly names a customer and product.