



**SOFTWARESILOS**

# **Flex Shipping Documentation**

PDF Manual

MODULE

flex-shipping

LAST UPDATED

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# Common Issues

*Flex Shipping Documentation · /flex-shipping/troubleshooting/common-issues*

## **No Flex Shipping method returned in checkout**

Check method active status, website scope, and active window. Then verify rate ranges and method conditions.

## **Unexpected rate selected**

Review conflict strategy and priority settings for overlapping rates.

## **Shipping amount differs from expectation**

Confirm calculation scope (shipment vs package), package splitting strategy, and attribute mappings for weight/volume.

## **Hard to explain result to support team**

Use simulator output and audit trace together to verify and communicate the exact decision path.