



FAQ

Flex Shipping Documentation

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

LAST UPDATED
2026-09-26

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FAQ

Can I create several storefront shipping options?

Yes. Create one method for each option, give each a unique method code and assign its own rates, package settings and optional rules.

Can rates differ by postcode?

Yes. Use a postcode range for ordinary bands or a full-match regular expression for more complex formats.

What happens if several rates match?

The method's conflict strategy chooses the first match, the cheapest calculated result, or the cheapest result within the best priority group.

Can the extension price every package separately?

Yes. Set the method and its rates to **Per Package** calculation scope. Each built package must have a matching rate.

Can one product always ship alone?

Yes. Map a product attribute as **Pack Mode** and give the product the `always_single` value. Use `separate_max_n` when a package may contain a limited number of units.

What if a product has no dimensions?

The method can be blocked, use zero, or use custom defaults. Choose the behavior under **Missing Attribute Policy**.

Are virtual products included in package weight and volume?

No. Virtual products are excluded from physical package building.

Does a free-shipping cart always make Flex Shipping free?

Not in every pricing mode. For shipment-level weight pricing, the price weight can become zero or use Magento's remaining free-method weight. Fixed and package-based rows follow their own calculations.

Can I test a rate without placing an order?

Yes. Save a realistic quote, then run it through the simulator on the Flex Shipping Audit page.

Does the audit log clean itself up?

Yes, when Magento cron is running and **Audit Retention (Days)** is greater than zero. Set it to **0** to keep entries indefinitely.