



SOFTWARESILOS

Order Split Extension

PDF Manual

MODULE

order-split

LAST UPDATED

2026-03-12

Common Issues

Order Split Extension · /order-split/troubleshooting/common-issues

Order did not split

Check the following:

- Products have a vendor attribute value
- At least two groups exist (otherwise no split is needed)
- The payment method is allowed
- Order Split is enabled in configuration

Split created only one order

This usually means all items ended up in the same group (same vendor and source). Verify vendor values and MSI settings.

Checkout blocked after enabling split

Check the following:

- Discount, shipping, and tax split modes use the same strategy
- The selected payment method matches your allowlist (or allowlist is intentionally empty for all methods)
- Order numbering conflict retries are high enough for your order volume

Shipping method unavailable for one split

If one split group cannot use the chosen shipping method, the configured fallback controls the result:

- Block checkout
- Keep a single order

Review the "Behavior When Shipping Method Is Missing" setting in Order Split configuration.

MSI source could not be resolved

If MSI cannot resolve a source for required groups, behavior depends on your fallback setting:

- Split by vendor only
- Keep a single order
- Block checkout