



FAQ

Order Split Documentation

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

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EXTENSION
[Magento 2 Extension Order Split](#)

FAQ

Does the customer place several orders?

The customer completes one checkout. The extension submits separate Magento orders after resolving the groups.

What happens when every item has the same vendor and source?

The plan has one group, so Magento creates the original single order.

Can one product be copied into several vendor orders?

No. A multiselect value is treated as one combined group key. One quote item remains in one split group.

Can one item's quantity be divided between MSI sources?

No. A source is accepted only when one source covers the full requested quantity. Otherwise the configured source-missing fallback applies.

Does an empty payment allowlist block all methods?

No. An empty list allows all payment methods.

Can each split use a different shipping method?

The extension copies and revalidates the method selected on the original quote. It does not ask the customer to choose a different method for each group.

Are the original cart totals always preserved?

Only proportional mode is designed to allocate the original totals. Recalculate mode lets Magento calculate every split quote again, so promotions, shipping or tax may differ.

What happens if one split order fails during creation?

The extension attempts to cancel orders already created in that submission and restore the original quote's reserved number. Check Magento and payment-provider state before retrying.

Why are created orders missing from the Order Splits grid?

Registry storage may have failed after the orders were created. Magento cron retries

pending mappings every 15 minutes and the extension raises an Admin notification.

Is there a REST or GraphQL API for split groups?

No. Configuration and related-order review are handled in Magento Admin and the storefront order views.