



FAQ

Pricesystem Documentation

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

LAST UPDATED
2026-10-13

SOURCE
[Open this article online](#)

EXTENSION
[Magento 2 Extension Pricesystem](#)

FAQ

Do I need to buy Price System separately?

No. Price System is the shared calculation layer installed with Customer Price, Price Lists, Category Price and Product-Customer Matrix. You buy the pricing product that fits the way you maintain prices; its installation includes the required Price System package.

What is a price type?

A price type is one source of a possible customer price, such as Customer Price, Pricelist, Base Pricelist, Category Price or Product-Customer Matrix. Each installed pricing product first resolves its own valid records. Price System then compares the resulting candidates and chooses the final value.

How does Price System choose the final price?

It collects candidates valid for the current product, customer, quantity, website and date. The configured strategy then chooses the lowest value, highest value, first valid type in a priority order, or a formula result when Advanced Config is installed.

This is the second selection stage. A price product may already have resolved several internal rows before it presents one candidate to Price System.

What is a base price list?

A base price list is a Price List marked **Is Base Pricelist**. It appears in Price System as the separate price type **Base Pricelist**. It is not attached to a particular dealer list and does not automatically fill gaps by itself.

For the usual fallback behavior, use **Price Priority Order** and place **Pricelist** before **Base Pricelist**. Price System then uses a valid regular-list price when one exists and continues to the base list when the regular-list type has no applicable price.

For example, a dealer list might contain a negotiated price for Product A, while the base list contains Product A and Product B. With that priority order, the dealer gets the negotiated value for Product A and the base-list value for Product B.

With **Lowest Price** or **Highest Price**, the two types are ordinary competing candidates. The base-list value can win even when a regular list also has a value. Keep base-list validation enabled so each website has one unambiguous list for this role.

Is Magento's catalog price still used?

Magento's catalog price remains the product's normal price and can be the reference for relative calculations and display. Whether a custom candidate replaces it depends on the enabled price types, calculation settings and final selection strategy.

How do quantity tiers work?

Stored price records can become valid from a specified quantity. Price System evaluates the current item quantity and uses the applicable break from each price type before comparing the resulting candidates. Test every threshold, including the quantity immediately below it.

What is the base price for a discount or surcharge?

Relative application types need a reference value from their owning pricing product and configuration. The global **Custom original price** also affects the reference used by shared calculations and display. A fixed application type already represents the final unit price and does not need a percentage base.

Can one customer use a different selection strategy?

Yes, with Advanced Config. It can override the global strategy for a customer or customer group and provide a custom type order or formula. A customer-specific override and a group override should be tested together so their precedence is intentional.

Why does My Prices differ from the product page?

The page can be limited to selected price types and can merge Base Pricelist rows into the Pricelist section. The storefront final price may also reflect cross-type selection, quantity and current product context. Treat My Prices as an account view of available stored prices, not as a substitute for testing checkout.

When should I clear or warm the Price System cache?

Normal Admin saves invalidate the relevant pricing data. Use targeted cache cleaning after imports, deployment or investigation of stale results. Cache warm-up is useful after large pricing changes when the first customer requests should not perform all calculations on demand.

What does Price Adjustment change?

Price Adjustment updates stored records in selected price types. Preview shows the affected rows and proposed values; applying the job writes those changes. It does not merely add a temporary storefront discount. Keep the queue consumer running and review the preview before submitting a large job.

Are calculated prices available through APIs?

Optional REST/SOAP and GraphQL add-ons expose pricing functions for integrations. The base package focuses on Magento calculation and storefront behavior. See [Optional packages](#).

Why does the custom price column show "N/A" in the admin?

With Advanced Config, the column falls back to **N/A** when the reference price cannot be calculated — typically because the type configured as **Custom original price** is also restricted to discountable products and the product is not discountable. Magento warns about this combination when the Pricesystem configuration section is saved. See [Advanced Config](#).

How do I investigate one unexpected price?

Use one customer, SKU, quantity, website and date. List every matching record by price type, then follow [Common Issues](#). Enable the Price System log only for the short reproduction and disable it afterward.