Common Issues

Product Fees Documentation

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

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EXTENSION
Magento 2 Extension Product Fees

Common Issues

Fees Do Not Show Anywhere

Checklist:

1. Module is enabled:
   - `php bin/magento module:status MageB2B_Productfee`
2. Extension is enabled in config:
   - `productfee/general/enabled = Yes`
3. Fee type is active in admin
4. Product fee assignment exists for the correct website
5. Assigned amount is greater than zero

Fees Show In Cart Item, But Not In Totals

- If `productfee/tax/include_in_subtotal = Yes`, there is no separate "Product Fees" totals row.
- In that mode, fees are part of subtotal.

Fees Show In Totals, But Not Under Cart Items

- Check `productfee/display/cart_checkout`:
  - If set to "Do not display", the per-item breakdown block will not render.

Fee Tax Is Always 0.00

Checklist:

1. `productfee/tax/apply_tax = Yes`
2. Fee type is marked as taxable
3. A valid tax class is available for the fee context

Emails: Totals Row Shows, But Per-Item Fee Rows Are Missing

- Per-item rows in emails are controlled by `productfee/display/email`.
- Totals row visibility in sales documents is controlled by `productfee/display/sales`.
- Verify both settings are configured as intended.

Percent Fee Differs Between Product Page And Cart

In some setups, percentage presentation can differ by context (product page vs cart calculation base).
Validate with a real product/cart test and ensure pricing configuration is consistent across websites.

Multi-Website Setup: Fees Missing On One Store

- Fee assignments are website-scoped.
- Ensure assignments exist for each website that should show fees.