Common Issues

Quick Order Documentation

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

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EXTENSION
Magento 2 Extension Quick Order

Common Issues

Start by reproducing the issue in the same store view, customer group and login state as the buyer. Quick Order access, product visibility, prices and checkout methods all depend on that context.

The page returns a 404 (no-route) response

Confirm that Quick Order is enabled. For a signed-in buyer, check **Allowed Customer Groups**. For an unsigned visitor, check **Allow Guests**.

Navigation links have separate display settings. A missing link does not necessarily mean the route is disabled.

Search does not find a known product

Check the following in order:

1. The search text meets the configured minimum length.
2. The product belongs to the current website and is enabled.
3. Its catalog visibility and stock state allow it to be sold in this storefront.
4. Its product type is enabled in Quick Order.
5. Catalog and inventory indexers are current.

A row cannot be added

Verify the SKU, quantity and required product options. Also check Quick Order's row and per-item limits, followed by Magento's minimum quantity, maximum quantity, increment and stock rules.

A quantity changed before payment

Direct Order validates the list again against current product and stock rules. The page can adjust a quantity or remove an invalid line. Review the returned changes, correct the list if needed and continue only after the buyer accepts the result.

Direct Order is unavailable

Confirm **Allow Direct Order**. Guests also need **Allow Guests** and **Allow Guest Direct Order**.

If the action starts but cannot continue, check the required billing address, shipping address, guest email, shipping method and payment method. For a virtual-only order, no shipping method is expected.

No shipping or payment method appears

This usually comes from the regular Magento checkout rules rather than Quick Order itself. Test the same products and address in the normal cart. Review country restrictions, shipping conditions, cart totals, customer group and payment configuration.

On stores with the Mollie module installed, Quick Order registers a guarded version of Mollie's payment-method renderer so a missing `checkoutConfig.payment.mollie` cannot abort the payment step with a JavaScript error. If methods still do not render, check the browser console for a conflicting renderer override from another module or the theme.

The buyer's earlier cart was not restored

Check **Restore Previous Cart After Quick Order** and whether the Direct Order flow was started while a different active cart existed. Also check **Prompt When Cart Is Not Empty**. Reproduce once with a known item already in the normal cart.

Buttons do not respond

Open the browser console and network panel. If required JavaScript or static assets are missing, redeploy static content according to your normal release process and clear the relevant Magento caches.