



SOFTWARESILOS

Quick Order Extension

PDF Manual

MODULE

quick-order

LAST UPDATED

2026-03-29

Common Issues

Quick Order Extension · /quick-order/troubleshooting/common-issues

Quick Order page shows access denied

Check:

- Quick Order is enabled
- The customer group is allowed
- Guest access is enabled (for guests)

Items are not added

Make sure:

- SKUs are valid
- Quantities are greater than zero
- The product type is allowed

Direct order cannot continue

Check whether required checkout data is missing:

- Billing or shipping address
- Guest email (guest flow)
- Shipping method (if required)
- Payment method (if required)

Items changed before payment

Quick Order can adjust quantities or remove lines before payment if constraints require it (for example stock/limit checks). Review the updated lines and confirm again.

Shipping method is unavailable in direct order flow

If no shipping method can be used for the current data, direct checkout cannot proceed until address/method requirements are satisfied.