Convert Currency Troubleshooting

Troubleshooting · https://wpfactory.com/docs/convert-currency-troubleshooting/

Fix currency conversion problems

When Payment Gateway Currency for WooCommerce does not convert prices, confirm Convert currency is ticked and the gateway has a target currency and conversion rate, and check Convert on in the General sub-tab. For mini-cart errors, enable Recalculate cart and Convert on AJAX. For prices converted twice, keep Cache prices on.

Prices are not converting at all

1. Confirm **Convert currency** (the "Enable section" checkbox) is ticked and a target currency plus a conversion rate are set for the gateway.
2. Check **Convert on** (General sub-tab). If set to **After checkout**, prices only convert on the thank-you page and final order, not in the cart.
3. Prices are skipped on single product pages unless you enable **Check single product page** (Advanced sub-tab).

Wrong rate displayed

1. Re-check the **Conversion rate** for the gateway.
2. If you use automatic rates, check the **Multiplier** (it multiplies each rate directly; ignored only when 0).
3. Clear caches and refresh. If you changed the shop currency, enable **Check shop currency** (Advanced sub-tab).

Wrong amount or currency in the mini-cart

1. Enable **Recalculate cart** (Advanced sub-tab).
2. Make sure **Convert on AJAX** (General sub-tab) is enabled.

Prices converted twice

Keep **Cache prices** on and, if needed, raise **Cache product ID** to **Product ID and product data** or **Product ID and product changes** (Advanced sub-tab).

Payment gateway problems

For PayPal, Stripe, or other integrations, check the matching switch in the **Compatibility** sub-tab, and confirm your **Current gateway fallbacks** (Advanced sub-tab) suit your setup. Enable **Debug** to log details to **WooCommerce > Status > Logs**.

Still stuck?

Our team answers every ticket on the Payment Gateway Currency support forum.



PAYMENT GATEWAY CURRENCY FOR WOOCOMMERCE

See every feature and the pricing on the Payment Gateway Currency for WooCommerce plugin page.

View plugin →

Related articles

- Convert Currency vs Restrict Currency: Which Mode to Use
- Convert Currency Advanced Options Explained
- Convert Currency Compatibility Options Explained
- Convert Currency Admin Options Explained
- General Options in Convert Currency