Handling Users With Multiple Roles (Exceptions)

How to · https://wpfactory.com/docs/coupon-exceptions-multiple-roles/

When a user holds more than one role, Coupon by User Role for WooCommerce applies a disable or invalidate rule only if the user has a targeted role and none of the roles in the matching Exceptions field. An exception role always wins. Set exceptions at WPFactory > Coupon by User Role, in the Availability section.

The matching rule

A disable or invalidate rule applies to a customer when both of these are true:

- The customer has **at least one** of the roles you selected, **and**
- The customer has **none** of the roles in the matching **Exceptions** field.

In other words, an exception role always wins. If a user has both a targeted role and an exception role, the rule skips them.

A worked example

Say you invalidate all coupons for the **Customer** role, but one of your customers is also a **Shop manager** who should keep full access. Add **Shop manager** to the **Exceptions** field next to the invalidate list. Now:

- A plain customer is invalidated (has Customer, no exception role).
- A customer who is also a shop manager is allowed (has the exception role).

Where the exceptions fields are

1. Go to **WPFactory > Coupon by User Role** (also reachable at **WooCommerce > Settings > Coupon by User Role**).

2. Open the **Availability** section. Each of **Disable all coupons** and **Invalidate all coupons** has its own Exceptions field directly beneath it.
3. For a single coupon, the **Invalidate by user role** tab on the coupon has its own **Exceptions** field too.

Exceptions apply to disable and invalidate, not amounts

The disable and invalidate rules each have exceptions. The **Amount by user role** feature does not use exceptions: instead, when a customer has several roles, the first role with an amount set on the coupon is used. Plan overlapping roles accordingly.

Troubleshooting

- **An exception is not working.** Confirm the user actually holds the exception role (check their profile under **Users**), and that you added the role to the exceptions field beside the correct rule.
- **Everyone is exempt.** Check you did not add the same role to both the target list and the exceptions list.



COUPON BY USER ROLE FOR WOOCOMMERCE

Exceptions are free for the standard roles. Coupon by User Role for WooCommerce Pro lets you use custom roles as both targets and exceptions.

See what Pro unlocks →

Related articles

- Coupons by User Role: How to Reset a Settings Section
- How to Disable or Invalidate WooCommerce Coupons by User Role

- Coupons by User Role: Developer Hooks and Filters Reference
- Free vs Pro: Coupon by User Role for WooCommerce
- How Coupon Validation by User Role Works