General Troubleshooting for Custom Checkout Fields

Troubleshooting · https://wpfactory.com/docs/general-troubleshooting-checkout/

If a field you configured in Custom Checkout Fields for WooCommerce does not appear at checkout, first confirm that Enable/disable field is ticked on its tab and that you clicked Save changes. Then check its Visibility Options, because any category, product, role, country, or cart-amount rule hides the field when the cart does not match.

A field does not appear at checkout

1. Confirm the field's **Enable/disable field** option is ticked on its tab, and that you clicked **Save changes**.
2. Check the **Visibility Options** for that field. If any category, tag, product, user role, shipping class, country, or cart-amount rule is set, the field only shows when the cart and customer match it. Clear these to show the field for everyone. See Show checkout fields conditionally.
3. Confirm the field's **Section** matches where you are looking. An Order-notes field appears in the additional information area, not the billing block.

The field shows but is not saved to the order

1. Make sure you placed a test order after enabling the field. Field values are stored when the order is created.
2. Check the admin order edit screen, where saved custom fields appear in the billing, shipping, or order area. See Where custom field data is stored on the order.

Standard conflict checks

1. **Plugin conflict:** deactivate other plugins except WooCommerce and Custom Checkout Fields. If the issue clears, reactivate one at a time to find the cause.

2. **Theme conflict:** switch to a default theme such as Storefront or Twenty Twenty-Four. If the problem disappears, the theme is interfering, often with field order. In that case enable **Force fields sort by priority** on the General tab.
3. **Caching:** clear your browser cache and any caching or optimization plugin. Cached checkout markup can hide recent changes.
4. **Error log:** enable `WP_DEBUG` logging to capture any PHP notices related to checkout.

Still stuck?

Our team answers every ticket on the Custom Checkout Fields support forum.



CUSTOM CHECKOUT FIELDS FOR WOOCOMMERCE

See every feature and the pricing on the Custom Checkout Fields for WooCommerce plugin page.

View plugin →

Related articles

- Configuring a Custom Checkout Field’s General Options
- Where Custom Checkout Field Data Is Stored (Order Meta Reference)
- Custom Checkout Fields in Emails and Order Pages: Templates and Placeholders
- Shortcodes Available in Custom Checkout Fields
- What You Get with Custom Checkout Fields Pro