Sitewide Discount Troubleshooting: Discount Not Showing or Applied Twice

Troubleshooting · https://wpfactory.com/docs/sitewide-discount-troubleshooting/

If a discount from Sitewide Discount for WooCommerce is not showing, shows twice, or shows old prices, the cause is usually a group setting, page caching or another pricing plugin. Check your groups at **WPFactory > Global Shop Discount** (also reachable at **WooCommerce > Settings > Global Shop Discount**) and work through the fixes below.

The discount does not show at all

Cause: the plugin, the group or the value is not set up so that the group applies.

1. On the **General** section, confirm **Global Shop Discount** (Enable plugin) is ticked.
2. Open the group and confirm **Enabled** is ticked.
3. Check that **Value** is a negative number. The default `0` means no discount and the group is skipped.
4. If **Date(s)** is filled in, hover its help icon to see the current site time and make sure it falls inside your range. Do not use hyphens inside dates (write `24.11.2026`, not `2026-11-24`).
5. Check **Product scope**. **Only products that are already on sale** skips products without a sale price.
6. Review every **Include** field. Each filled Include field must match, so a forgotten entry can exclude most of your catalog.
7. If the group uses **Users** or **User roles** Include, remember that guests never match. Test while logged in with a matching account.
8. If you use several groups with **Stop on first matching discount group** on, an earlier group may be matching first. See How to Discount Specific Categories or Products in WooCommerce.

Prices look right in the shop but not in the admin

Cause: discounts run on the storefront only by default.

1. Go to **General > Advanced Options**.
2. Tick **Apply discounts in backend** and save. The Products list and other admin screens then show discounted prices too.

Old prices still show after a change or when a scheduled sale starts or ends

Cause: the plugin calculates prices when a page is built, so any cached copy of a page keeps the prices it had when it was cached.

1. Clear your page cache (caching plugin, host cache or CDN) after saving discount changes and when a scheduled sale starts or ends.
2. If the price range of a variable product (for example "20 to 40") is still wrong, go to **WooCommerce > Status > Tools** and run **Clear transients**. WooCommerce caches variation price ranges, and a date-based start or end does not change the saved settings, so the cached range may not refresh by itself.
3. If you use role- or user-based groups, make sure your cache is not serving logged-in pages to other visitors.

The discount is applied twice

Cause: another plugin, often a currency switcher, reads the price more than once, so the discount is calculated on an already discounted price.

1. Go to **General > Advanced Options**.
2. Tick **Cache product prices** and save. The plugin then remembers each product's discounted price per currency during a page load instead of recalculating it.
3. If you use several groups, check whether **Stop on first matching discount group** is off. When it is off, every matching group is applied in turn, which is intended stacking.

4. If you ran **Tools > Save prices in DB for all products**, disable your discount groups. The discounted price is now stored as the sale price, so leaving groups on discounts it again.

Products that already had a sale price got an extra discount

Cause: with **Product scope** set to **All products**, the group discounts the current sale price.

1. Open the group.
2. Set **Product scope** to **Only products that are not on sale** and save.

A coupon does not apply to discounted products

Cause: Sitewide Discount applies its discount as a sale price, so WooCommerce treats those products as on sale. Coupons with **Exclude sale items** ticked skip them.

1. Go to **Marketing > Coupons** and edit the coupon.
2. Under **Usage restriction**, untick **Exclude sale items** if the coupon should work during the sale.

The sale products page is slow or out of date

Cause: the `[alg_wc_gsd_products]` shortcode checks every product in the store to find those on sale. With caching on, it keeps the list for 24 hours.

1. Add `use_transient="yes"` to the shortcode so the check runs once a day instead of on every page view.
2. Always include an `on_empty` attribute, for example `on_empty="No sale items right now."`, so the page has a message to show when nothing is on sale.
3. After changing discounts, go to **Tools**, tick **Delete transients** and save to rebuild the list.

The Save prices in DB tool timed out

Cause: the tool loads and saves every product in one request, which can exceed your server's time or memory limits on large catalogs.

1. Back up your database before you run the tool, because it has no undo.

2. If a run stopped partway, some products already have the discounted price saved as their sale price. Running the tool again with the same groups enabled would discount those products a second time, so restore the backup (or correct those sale prices) first.
3. Ask your host to raise the PHP time and memory limits temporarily, then run the tool again.

New discount group sections do not appear

Cause: group sections are created from the saved **Total groups** number.

1. On the **General** section, change **Total groups**.
2. Click **Save changes**. The page reloads and the new **Discount Group** links appear at the top.

Still stuck? Our team answers every ticket on the Sitewide Discount support forum.



SITEWIDE DISCOUNT FOR WOOCOMMERCE

See every feature and the pricing on the Sitewide Discount for WooCommerce plugin page.

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Related articles

- Sitewide Discount Developer Reference: Functions, Hooks and Shortcode
- Sitewide Discount Settings Reference
- Getting Started with Sitewide Discount for WooCommerce
- How to Give a Discount to Specific User Roles or Customers in WooCommerce
- How to Schedule a Sitewide Sale in WooCommerce