URL Coupons: Troubleshooting Specific Issues

Troubleshooting · https://wpfactory.com/docs/specific-issue-fixes/

Troubleshooting specific URL coupon issues

If a coupon link is not behaving as expected in Coupons & Add to Cart by URL Links for WooCommerce, work through the checks below by symptom. All of the settings referenced live at **WPFactory > Coupons by URL** (also reachable at **WooCommerce > Settings > URL Coupons**).

Coupon not applying

- **Coupon code:** confirm the code in the URL is a valid, active WooCommerce coupon and matches the code exactly.
- **Coupon restrictions:** check the coupon is not blocked by its own usage restrictions (minimum spend, products, categories, or user roles) for this customer.
- **Guests and caching:** if it works for logged-in users but not guests, keep **Session > Force session start** on, then try **Force session start earlier and everywhere**, **Data storage type > Cookie**, and **Javascript reload**. See the guide on making URL coupons work for guests and cached sites.
- **Delay coupon:** if **Delay coupon** is enabled, the coupon is applied only after a product is added to the cart. That is expected behavior, not a fault.

Incorrect redirection

- **Redirect settings:** review **Redirect URL** on the **General** sub-tab (Pro). Remember a per-coupon redirect URL on the coupon itself overrides the global setting.
- **Conflicting plugins:** temporarily deactivate other plugins to rule out a conflict that changes the redirect.

WP Rocket cache issues

- **Empty cart after applying:** if you use WP Rocket, enable **WP Rocket: Disable empty cart caching** on the **Advanced** sub-tab.
- **Exclude key pages:** exclude the cart, checkout, and any coupon landing page from full-page caching.

Notice not showing on a landing page

- Some pages do not render WooCommerce notices. Add the `[alg_wc_url_coupons_print_notices]` shortcode (Pro) to that page's content so the coupon message is printed.

Still stuck?

Check your WordPress error log for plugin-related messages, then contact us with the details. Our team answers every ticket on the URL Coupons support forum.



URL COUPONS

See every feature and the pricing on the URL Coupons plugin page.

View plugin →

Related articles

- Make URL Coupons Work for Guests and Cached Sites
- URL Coupons: Additional Tips
- How to Translate URL Coupon Text with WPML and Polylang
- How to Set a Redirect URL Per Coupon

- How to Delay a URL Coupon Until a Product Is Added