Troubleshooting Multiple Fields and Pro Behavior

Troubleshooting · https://wpfactory.com/docs/troubleshooting-specific-pro-features/

If new field tabs do not appear when you run more than one field with Custom Checkout Fields for WooCommerce Pro, go to the General tab, set Custom fields number to the count you want, and click Save changes. If the number will not change from 1, you are on the free version, which is limited to one field.

New field tabs do not appear

1. On the **General** tab, set **Custom fields number** to the count you want, then click **Save changes** . The Field #2, Field #3 tabs only appear after saving.
2. If the number will not change from 1, you are on the free version. The field limit is 1 until you activate Pro. See Difference between the free and Pro versions.

A specific field is missing at checkout

1. Open that field's tab and confirm **Enable/disable field** is ticked.
2. Review its **Visibility Options**. Each field has its own rules, so Field #2 can be hidden while Field #1 shows. Clear category, product, role, country, and cart-amount rules to test.
3. If you use **By another field** visibility, confirm the referenced field ID is correct and that the controlling field is enabled. See Show checkout fields conditionally.

Fields appear in the wrong order

1. Set the **Priority** value on each field's Position Options. Lower numbers appear first within a section.
2. If the theme ignores priorities, enable **Force fields sort by priority** on the General tab.

Two fields share the same value or key

1. Each field's key includes its number, for example `billing_alg_wc_checkout_field_1` and `..._2`, so keys do not normally collide.
2. If you changed the **Fields ID** option, note that it changes the middle part of every field key. Existing orders keep the key they were saved with. See Where custom field data is stored on the order.

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

- General Troubleshooting for Custom Checkout Fields
- Where Custom Checkout Field Data Is Stored (Order Meta Reference)
- How to Add Dropdown, Multiselect, and Radio Fields
- Additional Checkout Fields: How to Reset a Settings Section
- Custom Checkout Fields in Emails and Order Pages: Templates and Placeholders