

Problem: Customers based in a non-US country do not get the discount applied that they should.
My example comes from Canada.

Here is our Wholesale Club App setup:

| Discounts | |
|---|---------|
| <input type="text" value="Filter discounts"/> | |
| Tagged with "Distributor" 60% discount for Levelset Mudule, Lighting Panel, Load Controls, Quick Order, Controllers... | Enabled |
| Tagged with "Dealer" 50% discount for Levelset Mudule, Lighting Panel, Load Controls, Quick Order, Controllers... | Enabled |
| Tagged with "discount10" 10% discount for Levelset Mudule, Lighting Panel, Load Controls, Quick Order, Controllers... | Enabled |
| Tagged with "discount20" 20% discount for Levelset Mudule, Lighting Panel, Load Controls, Quick Order, Controllers... | Enabled |
| Tagged with "HomeControls" 60.8% discount for Lighting Panel, Load Controls, Home page, Quick Order, Controllers... | Enabled |

The tag I will focus upon is “Dealer”

First, a US-Based user purchase:

Here is the user record:

← Kimberly Harms

Quilcene WA, United States • Customer for about 5 years

More actions

All time

Amount spent

\$0.00

Orders

4

Last order placed

#5502

Paid

Fulfilled

\$0.00

January 3, 2024 at 9:02 am from Draft Orders

TEST PGW

x 1

\$0.00

View all orders

Create order

Timeline

KH

Leave a comment...

😊

@

#

🔗

Post

Only you and other staff can see comments

Customer

Has a classic account

Contact information

kharms1000@gmail.com

+1 206-612-9635

Will receive notifications in English

Default address

Kimberly Harms

PO Box 267

Quilcene Washington 98376

United States

+1 206-612-9635

Marketing

Email not subscribed

SMS not subscribed

Tax exemptions

No exemptions

Tags

Dealer

Dealer x

Note that this user has the Dealer tag.


I add a few items to the cart:

Your cart

Subtotal

\$328.92

Checkout



PulseWorx WS1DL-6: Wall Switch/Dimmer-600W/5A

Price \$164.45 \$82.23

Color White

Quantity

4

\$328.90

x

Note that I'm seeing the 50% off as I should.

Now I'm at the "Pay Now" step. Here is what I see:

shop Pay

kharms1000@gmail.com

Delivery

☒ Ship



☐ Pick up



Ship to



Kimberly Harms, PO Box 267, Quilcene WA 98376, US

Shipping method



USPS Priority Mail - **\$16.64**

1-3 business days



⁴ PulseWorx WS1DL-6: Wall Switch/Dimmer-
600W/5A
White
DEALER (-\$328.88)

~~\$657.80~~
\$328.92

Subtotal \$328.92

Shipping \$16.64

Total USD **\$345.56**

TOTAL SAVINGS \$328.88

Correct 50% off!

Now a customer from Canada. NOTE: I had to create this user with a Canadian address and then to demonstrate the issue I used a VPN to make Shopify think I was in Canada. Without the VPN I wouldn't have seen this problem.

← Kimberly Canada

Calgary AB, Canada • Customer for about 21 hours

More actions ▾

< >

Last order placed

This customer hasn't placed any orders yet

Create order

Customer

Has a classic account

Contact information

test103@hcatech.com

+1 403-660-1860

Will receive notifications in English

Default address

Kimberly Canada

134 Rockyspring Gate Northwest

Calgary Alberta T3G

Canada

Marketing

☐ Email not subscribed

☐ SMS not subscribed

Tax exemptions

No exemptions

Timeline

KH

Leave a comment...

Post

Only you and other staff can see comments

Yesterday

You added the phone +14036601860 to this customer.

2:15 PM

You created this customer.

2:15 PM

Tags

Dealer ×

Note this user also has the “Dealer” tag.

I start my VPN, make it look I'm in Canada and then login as this Canadian user.

Here is a product page:



PulseWorx WS1DL-6: Wall Switch/Dimmer- 600W/5A

Dealer ~~\$227.00~~ **\$113.50**

Color
White

Quantity
5


Add to cart

At this point it knows I'm a dealer, so it shows the 50% off as expected.

In the cart, again as expected the right discounted value:

Your cart

Subtotal
\$1,135.00

 **Checkout**



PulseWorx WS1DL-6: Wall Switch/Dimmer-600W/5A

Price ~~\$227.00~~ **\$113.50**
Color White

Quantity
5

\$567.50 

But then on the "Buy Now" page it doesn't have the discount applied:

Express checkout

shop Pay

OR

Account

test103@hcatech.com

☐ Email me with news and offers

Delivery

☒ Ship

☐ Pick up

Country/Region
Canada

First name
Kimberly

Last name
Canada

Company (optional)

Address
134 Rockyspring Gate Northwest


+ Add apartment, suite, etc.

City
Calgary

Province
Alberta

Postal code
T3G

5



PulseWorx WS1DL-6: Wall Switch/Dimmer-600W/5A
White

\$1,135.00

Discount code

Apply

Subtotal

\$1,135.00

Shipping

\$187.00

Total

CAD \$1,322.00

##end##