

Bold Discounts Admin Price Sync FAQs

This guide answers several frequently asked questions in regards to the functionality with the Admin Price Sync feature in Bold Discounts.

Can I delete the app while the sale is still active / turned on while using the Admin Price Sync?

It is not recommended to delete Bold Discounts while the discount groups are still on. This causes the sale to remain active on the storefront. Before deleting the app, all discount groups should be turned off and the sync allowed to fully complete.

If you have deleted the Bold Discounts without turning off the active discount groups, you need to reinstall the app and either:

- Turn off the active discounts groups and wait for the sync to fully complete.
 - Create a sale for 0% off for the affected products.
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Can my customers use discount codes if Admin Price Sync is enabled?

Yes, discount codes can be used to offer stackable discounts for products that are already receiving a discount via Bold Discounts.

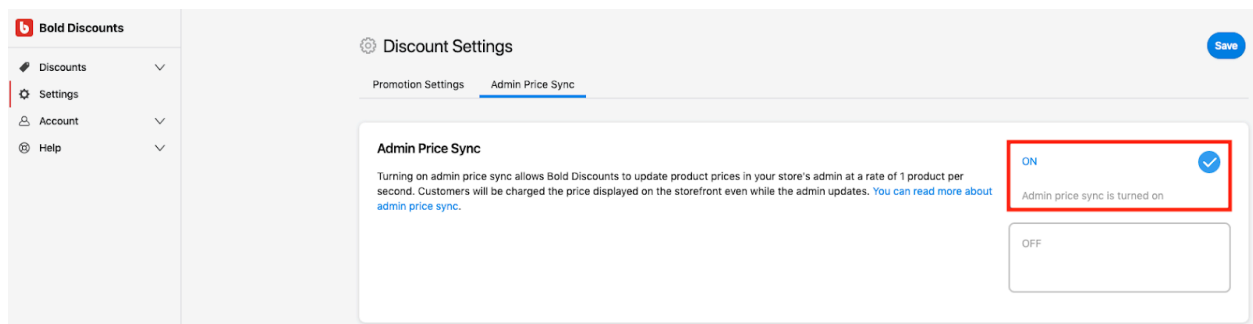
Note: When your discounts are in the process of syncing, Bold Discounts uses its default method to display the discounts on your storefront. During this time, your customers' orders will still go to Shopify's draft order checkout where discount codes are not applicable. Once the Admin Price Sync has completed its sync, your customers are directed to the regular Shopify checkout where they can use their discount codes.

How can I activate Admin Price Sync?

If you installed Bold Discounts on or after **October 7th, 2020**, the Admin Price Sync feature must be enabled by our team before it can be activated on your end. Please reach out to our [Customer Success team](#).

Once the feature has been enabled by our team (or if you installed Bold Discounts before October 7th, 2020), you can activate the feature within Bold Discounts by selecting **On** located in the **Admin Price Sync** tab on the **Settings** page.

Note: It is recommended to turn off all discount groups in Bold Discounts first before enabling Admin Price Sync. Afterwards, the discount groups can be re-enabled.



Remove existing Liquid code

Note: If you are using a vintage theme with the Liquid code installation, we recommend completing the steps below. If you are using an Online Store 2.0 with the app embed install, no further action is required.

Remove the following span codes from within your theme's code:

Unset

```
<span class="money" data-product-id="{{ product.id
}}">{{price}}</span>
```

Unset

```
<span class="bold-compare-at-price"  
data-product-id="{{product.id}}">{{price}}</span>
```

Removing these lines of code prevents a duplicate price appearing for products being discounted via Bold Discounts on your storefront.

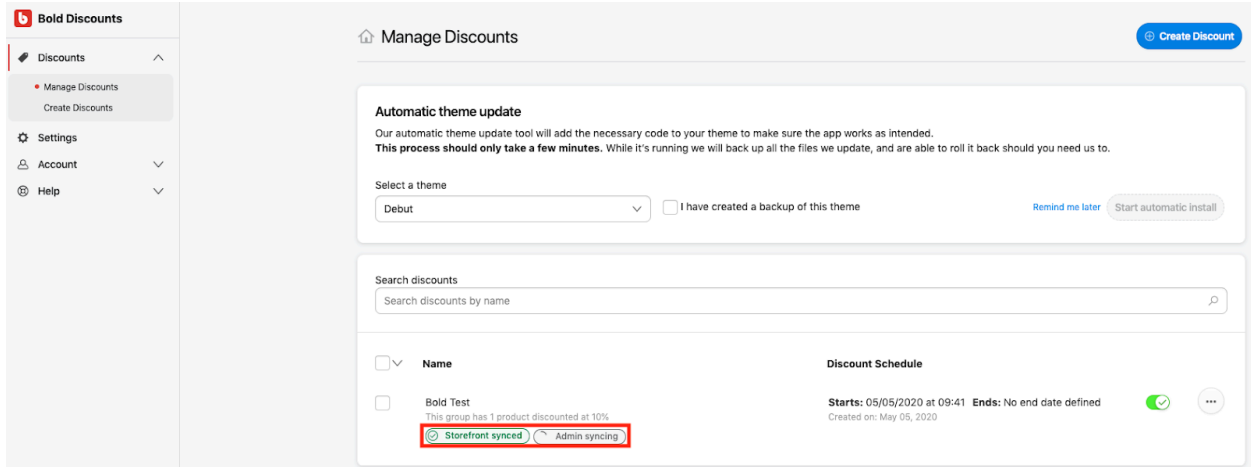
Please view **Step 4** and **Step 5** on the Installation **Guide for Vintage Themes** for instructions on how to locate the line of code in your theme files.

Note: If you are not comfortable with making these changes, please [reach out to our Customer Success team](#).

How does Admin Price Sync work on the storefront?

When Admin Price Sync is enabled, products that belong to an active discount group are discounted in your Shopify admin. The discounts being applied in the sync process can take approximately 1 hour per 1000 variants to complete. While the sync is in progress, your products are discounted on the storefront using the default method.

When a discount group is syncing, two different syncs are visible on each discount group. **Storefront syncing** represents the default method API discount and the price display on the storefront, and **Admin syncing** represents the discounts being applied to your product prices in the Shopify admin via the Admin Price Sync.

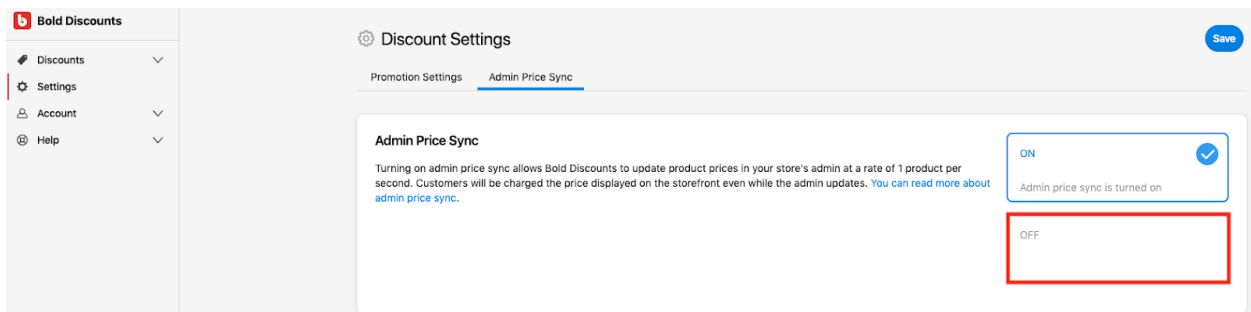


Once the syncs are complete, the discounted prices in the Shopify admin automatically display on the storefront.

How do I disable Admin Price Sync?

Admin price sync can be disabled within Bold Discounts by clicking **Off**, under the **Admin Price Sync** tab in the **Settings** page.

Note: It is important to turn off all discount groups in Bold Discounts and wait for the sync to complete before disabling Admin Price Sync. Once it's disabled, the discount groups can be re-enabled on the **Manage Discounts** page.



Is Admin Price Sync compatible with other third-party apps that use price rules or the draft order checkout?

Yes. Admin price sync is compatible with third party apps that use price rules to change product prices or use a draft order to apply discounts on the checkout page.

Note: Please ensure that the Admin Sync status on each discount group has completed before applying discounts from a third-party app. The sync can take approximately 1 hour per 1000 variants.

What are the benefits of using Admin Price Sync over version 1 of Bold Discounts?

Admin Price Sync functions similar to Bold Discounts version 1 - both discount your products in the Shopify admin. However, Discounts Powered by Bold Price Rules allows you to discount specific variants, where version 1 works on the product level only.

Additionally, when using Admin Price Sync, the discounts are applied to your products on the storefront right away, using the default API connection, while the discount group is still working to complete the admin sync.

Note: If you are uncertain of which version to use on your store, please [reach out to our Customer Success team](#) for further assistance. Our team can help determine which version of Bold Discounts is best suited for your store

What are the perks of enabling Admin Price Sync in Bold Discounts?

Because Admin Price Sync discounts your products in the Shopify admin, your discounts are visible on other sales channels, such as Shopify POS, Facebook or Instagram.

Note: If the discounts are visible in your Shopify admin and product page but not on other sales channels, please reach out to [Shopify Support](#) for further assistance.

Will a draft order be used on the checkout page for products discounted through Admin Price Sync?

The checkout that is used for Bold Discounts depends on whether Admin Price Sync is enabled and whether the sync has been completed on your discount groups.

Please see the table below to determine which checkout page your customers are directed to based on the status in Bold Discounts:

Setting / Discount Group Status	Checkout
Admin Price Sync - OFF	Draft Order
Storefront synced, Admin syncing	Draft Order
Storefront synced, Admin synced	Shopify Checkout

Discount group statuses can be determined on the homepage of the Bold Discounts admin under each discount group:

- Discounts ^
- Manage Discounts
- Create Discounts
- Settings
- Account v
- Help v

Manage Discounts

Create Discount

Search discounts

Search discounts by name

<input type="checkbox"/> Name	Discount Schedule
<input type="checkbox"/> Bold Test 3 This group has 1 product discounted at 39.99% Storefront synced Admin syncing	Starts: 01/05/2021 at 10:44 Ends: No end date defined <input checked="" type="checkbox"/> ... Created on: January 05, 2021
<input type="checkbox"/> Bold Test 2 This group has 1 product discounted at 50% Storefront synced Admin synced	Starts: 01/05/2021 at 10:43 Ends: No end date defined <input checked="" type="checkbox"/> ... Created on: January 05, 2021
<input type="checkbox"/> Bold Test This group has 1 product discounted at 10% Storefront synced Admin synced	Starts: 05/05/2020 at 09:41 Ends: No end date defined <input checked="" type="checkbox"/> ... Created on: May 05, 2020