

Why can't students see the coupon after it's been applied to a specific product?



To provide users with a better experience, the system has set multiple constraint rules for displaying coupon content. For example, if a merchant configures products for a coupon in the background, but learners cannot see them, the following situations may occur:

1. The selected products do not meet the usage threshold of the coupon.

Example: A merchant's coupon offers a 2 - yuan discount when the purchase reaches 10 yuan. If the merchant selects a 9 - yuan , it does not meet the usage threshold of the coupon, and the product will not be displayed on the learner's end.

PS: Multiple knowledge products cannot be purchased at once, while multiple physical products can.

2. The merchant has selected a course that is participating in a marketing event, and the coupon usage condition is set to be available only when purchasing products at the original price.

Example: The merchant sets the coupon to be available only when purchasing products at the original price, but selects products participating in time - limited discounts and flash sales. In this case, the products will not be displayed on the

learner's end.

3. There is a conflict between the super - member benefits and the coupon conditions.

Example: The merchant sets the condition that super - member discounted products cannot be used in combination with coupons. If the coupon selects relevant products, the relevant products will not be displayed when super - members enter the coupon collection page.

The above rules also apply to custom - recommended products. Recommended products may also not be displayed on the learner's end due to the above situations.

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