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Subject: InShape 2.0 Launched...CO-CREATORs FIXED!

Posted by [natalia](#) on Sun, 19 Aug 2012 12:43:02 GMT

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Hi guys,

After an incredible journey and intense hard work, InShape 2.0 is live now!

Read all about the details here:

<http://www.shapeways.com/forum/index.php?t=msg&th=10575& amp; amp; amp; amp; amp;start=0&>

Since we did such a major overhaul, you may notice a few bugs, if you do, please report them here or in the main post so we can get onto them straight away!

A few things to watch out for:

Co-creators are being worked on right now, so they may not be functioning as expected just yet

UserVoice is down for the moment, but should be restored shortly!

Thank you for your patience while we make history!

Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [lawrs1](#) on Sun, 19 Aug 2012 14:13:09 GMT

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Yep Just created my shop and it says the public shop page doesn't exist, also will not allow me to upload logo's etc for the shop

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [WillLaPuerta](#) on Sun, 19 Aug 2012 14:39:54 GMT

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I can't upload images to my models.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [opresco](#) on Sun, 19 Aug 2012 16:09:56 GMT  
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1. Problems uploading pics.
  2. Problems editing text.
  3. Problems in MY Orders (now It only shows the stupid, unidentifiable model numbers I'm getting bombarded with in e-mails!. For the past few months I complained repeatedly about this; Service said they're well aware of this, half of the shops having the same problem; promised to fix it ASAP.
  4. My Sales not available.
- 

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Sun, 19 Aug 2012 16:51:27 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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Thanks guys!

If you can post screenshots of the errors you get it would be super, but any feedback is great!!

We really appreciate all the help!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Sun, 19 Aug 2012 17:00:03 GMT  
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As said above, I cannot edit pictures in my shop. Clicking on the edit button does nothing at all.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 19 Aug 2012 17:47:39 GMT  
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yep - from [http://www.shapeways.com/forum/index.php?t=post&reply\\_to=52776&quote=true&](http://www.shapeways.com/forum/index.php?t=post&reply_to=52776&quote=true&)

natalia wrote on Fri, 17 August 2012 18:06

...

Hi If you do spot something that is not quite right, post it here and we'll get right on it!

....

Where, do you want responses?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stonysmith](#) on Sun, 19 Aug 2012 18:12:00 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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natalia wrote on Sun, 19 August 2012 16:51 Thanks guys!  
If you can post screenshots of the errors you get it would be super, but any feedback is great!!  
We really appreciate all the help!

It's also very helpful if you would include which Browser and OS you are using.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [SGDesigns](#) on Sun, 19 Aug 2012 18:17:04 GMT  
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Feed only displaying one or two most recent updates but not keeping history past 1 or 2 most current updates to feed.

<http://www.shapeways.com/feed>

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Sun, 19 Aug 2012 18:59:12 GMT  
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pinddle wrote on Sun, 19 August 2012 17:00 As said above, I cannot edit pictures in my

shop.Clicking on the edit button does nothing at all.

Windows XP and Firefox 14.0.1

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [opresco](#) on Sun, 19 Aug 2012 19:14:57 GMT  
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Everything seems to work fine now.  
Except "Feed of the Future" that only shows my Tweet for  
<http://shpws.me/elHA> .  
I'm using Firefox 14.0.1

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 19 Aug 2012 19:20:56 GMT  
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How did you get to 'Feed of the Future'?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [SGDesigns](#) on Sun, 19 Aug 2012 19:26:36 GMT  
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[www.shapeways.com/feed](http://www.shapeways.com/feed)

I got this puppy as my home page.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 19 Aug 2012 19:29:40 GMT  
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Yes, I know, but how does any 'normal' person find the link?

[stop4stuffModeller](#) for hire [Shapeways](#) [Shop](#) [Twitter](#)

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [opresco](#) on Sun, 19 Aug 2012 19:39:35 GMT  
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Shapeways Homepage --> Under Popular Tags -->on the right-->  
"See what's Popular Now"  
<http://www.shapeways.com/feed>  
Now it does not show anything

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 19 Aug 2012 19:44:41 GMT  
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lol... I was looking though all of the links on every page except the home page - Doh!

[stop4stuffModeller](#) for hire [Shapeways](#) [Shop](#) [Twitter](#)

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Sun, 19 Aug 2012 20:21:01 GMT  
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A minor change that happened is in the "my models view" newest is worked out from the time you last updated a model, rather that from the time you uploaded it originally .

So if you update a model it now becomes your newest model.

I can't decide if this is a good or bad thing.

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stonysmith](#) on Sun, 19 Aug 2012 20:58:30 GMT  
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tebee wrote on Sun, 19 August 2012 20:21 So if you update a model it now becomes your newest model.

hm.. I would LIKE that feature.

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However.. it seems that they may be sorted Newest by DATE, rather than Newest by TIME. The model I just uploaded went to spot 3.. after two (hidden) models I uploaded this morning.

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [natalia](#) on Sun, 19 Aug 2012 21:17:38 GMT

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Thanks guys, all bugs you've noted so far have been logged and queued to be fixed over the next day or so.

This is the biggest thing we've ever done and all hands are on deck to make it the BEST thing too!

Stay tuned and thank you for your patience!

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [tebee](#) on Sun, 19 Aug 2012 21:56:29 GMT

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Another minor change is we don't get any "thanks for uploading a model" confirmation when we update an existing model .

Also updates and new models seem to have stopped working now, but I guess this may be some sort of temporary glitch ?

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stop4stuff](#) on Mon, 20 Aug 2012 07:17:14 GMT

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A few more for you Natalia

Very small shells get removed from a model - <http://shpws.me/eoli> should be the same as <http://shpws.me/eolk> - the latter was fixed before upload using NetFabb Cloud Service

Deleting a model doesn't refresh the My Models page to show the model as deleted. (Win XP,

tried with both IE8 and Chrome)

Previous orders in 'My Orders' look to have the shipping time added to today's date regardless of whether or not the order has already been shipped, e.g. an order I place on May 24th and received June 21st is showing 'Your order will ship by September 5th' .

Paul

stop4stuffModeller for hireShapeways ShopTwitter

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [tebee](#) on Mon, 20 Aug 2012 12:40:32 GMT

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For me, at least a Major problem.

We seem to have lost all options for selecting currency and/or vat.

I'm probably a bit unusual in that although I live in the EU most of my sales are to the US so i get paid in dollars. My Shapeways shop payment also comes in dollars.

So most of my prices/markups are worked out in Dollars. I can now only see the equivalent euro price in my models and the detail page.

When I now add an item to my shopping cart it adds it in Euros and when I come to pay it only gives me the option to pay in Euros.

As I normally have Dollars in my Paypal account this means I have to convert it first which results in a currency exchange loss every time I want to buy something.

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [Youknowwho4eva](#) on Mon, 20 Aug 2012 12:54:59 GMT

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stop4stuff wrote on Sun, 19 August 2012 19:44lol... I was looking though all of the links on every page except the home page - Doh!

On every other page you can just click on Discover!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Mon, 20 Aug 2012 15:36:03 GMT  
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Tom, I've reported the currency issue.

Paul - model delete is working now, previous orders also do have the correct dates now. A few past orders say 'pending' but they no longer have the wrong date.

The model changing via NetFabb is being worked on!

Thank you!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [BillBedford](#) on Mon, 20 Aug 2012 15:42:33 GMT  
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A search on My Models page only searches the visible models rather than all available models.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [Youknowwho4eva](#) on Mon, 20 Aug 2012 15:50:45 GMT  
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Make sure you have "All Models" selected instead of "Public". I just tested and I see all my models, not just visible ones.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Mon, 20 Aug 2012 16:02:19 GMT

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Hi everyone, we wanted to share a quick update after the epic release of our architecture.

First, thank you for your patience with us! We've done an incredible amount of testing, but some bugs are inevitable when rewriting a full system. We are currently attacking issues with the full force of our brilliant development team -- prioritizing the things that matter the most to you!

Namely, we're making sure that key website functionality (uploading, ordering etc) and 3D printing are running smoothly. Things are improving by the minute, and you should have a seamless experience very soon!

In the meantime, please continue to post here if you see anything or have any issues.

Thank you from the Product and Development Teams!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Mon, 20 Aug 2012 19:22:23 GMT  
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itallics don't work  
bold don't work

[edit] summat went awry?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Mon, 20 Aug 2012 20:51:27 GMT  
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I see that too, thanks Paul.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [coolbutpointless](#) on Tue, 21 Aug 2012 00:06:20 GMT  
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I believe I've spotted a glitch in my orders page.

Firstly, I'm seeing what I assume are "internal" invoices for some of my orders(the PDF link starts

with INT).

Second, after reviewing a couple of my orders placed before the change, I have an order showing that I owe \$0.35 when I have actually paid it in full.

It's also adjusted my expected delivery date to 2 days later than it was originally (from 29 August to 31 August). I'm not sure if this is a bug or just simply more up to date delivery times and such!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Wed, 22 Aug 2012 10:20:18 GMT  
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Found another bug

I uploaded a 1mm cube to find out what the 'model failed' email says these days (related to this post about automated checks)

Anyhow, the email came in;  
Quote:Hi Paul,

Uh oh! Seems like your model needs a bit more love before our robots can work their magic.

The 3D model 1mm cube you recently uploaded didn't pass all our automated checks, so it's not yet ready for 3D printing.

- Your model was too small for any of our 3D Printers.  
Our printers have a minimum bounding box size (h x w x d) of 0.25 x 0.25 x 0.25 cm / 0.098 x 0.098 x 0.098 inches.  
Don't fret, we have a tutorial explaining how you can scale your product:  
<http://www.shapeways.com/tutorials/converting-with-accutrans> -3d.

However, the model is printable in Alumide and Polished Alumide as can be found at <http://shpws.me/ezd6> and <http://shpws.me/ezg9> - (another duplicated upload.)

Paul

[stop4stuffModeller](#) for hire [Shapeways](#) [Shop](#) [Twitter](#)

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Wed, 22 Aug 2012 12:15:37 GMT  
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I'm not sure if this is a bug or not;

Some forum avatar images are larger than the old 85 x 85 pixels, e.g.  
<http://www.shapeways.com/forum/index.php?t=msg&th=10608&start=0&>

I see in the account settings, the image can be upto 200 x 200 - is this correct?

Paul

stop4stuffModeller for hireShapeways ShopTwitter

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [SGDesigns](#) on Wed, 22 Aug 2012 12:40:25 GMT  
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I noticed on my sales page, its showing up as unavailable and no longer displays my recent sales earnings that haven't yet been transferred.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Wed, 22 Aug 2012 14:57:27 GMT  
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---

Hi guys!

A quick update:

We've been knocking out issues left and right, mainly focusing on functionality behind the scenes so your orders are getting produced. You may be seeing slightly different emails at the moment for sales, and we've made them clearer going forward.

The feed is now fixed!

Issues we are still working on:  
My sales page is not displaying (this will be fixed soon Sal)  
Co-creators

Paul, forum avatars can be 85x85 pixels.

Thank you for your patience as we continue to squash bugs!

Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [dgr2](#) on Wed, 22 Aug 2012 16:42:42 GMT  
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All my previous cancelled orders are now listed in My Orders as Pending. They even have provisional shipping dates. The cancelled orders are all the ones with no UPS tracking number listed. And all my orders now have the same address for shipping and billing when this was not the case when they were raised. I use a different shipping address from my billing address and now this is mixed up.

My current and live order 137734 which was supposed to be shipped today now states the 31st. And it just says Pending in My Orders, not even in production, although I received an email on the 18th to say that it was in production. Is this current order going to be completed and shipped?

There are problems in My Models too. Now it won't let me look at the models when I click on them. It seems to think I am not logged in. They are still there (I think and hope!) but when you select one to look at it no images appear and it says "This model is no longer publicly available."

I have emailed Support and sent screen shots but I thought I should raise my problems here as well.

For the record changing things in one big go like this was stupid and irresponsible. Any idiot knows you should phase in big changes, particularly on a live system. If not you get wholesale problems that are difficult to track down because everything has moved at once. Do you guys like making work for yourself and giving us heart-attacks?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Wed, 22 Aug 2012 19:26:46 GMT  
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---

Hi Natalia,

Forum avatar images can also be 200 x 200 pixels, which doesn't look good in forum posts  
And the same image is used for my little icon when I'm logged in which just looks

Does the same image get used anywhere else? if not force it back to 85x85 pixels please.

Paul

stop4stuffModeller for hireShapeways ShopTwitter

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### File Attachments

1) [dodgy-image.JPG](#), downloaded 381 times

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stonysmith](#) on Wed, 22 Aug 2012 20:17:38 GMT

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Paul, did you try anything larger than 200x200?

I saw one member who had an image that was like 800x800.. really messed up the forum messages.

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stop4stuff](#) on Wed, 22 Aug 2012 20:30:18 GMT

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Yep, my image right now should be 400 x 400 but it seems like Shapeways software is resizing to maximum 200 x 200

stop4stuffModeller for hireShapeways ShopTwitter

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stonysmith](#) on Wed, 22 Aug 2012 20:52:29 GMT

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dgr2 wrote on Wed, 22 August 2012 16:42

For the record changing things in one big go like this was stupid and irresponsible.

Let's not be too harsh here. They're working hard to fix things.

From my (limited) understanding, this change required significant re-structuring of the underlying database. There are times when you can't make just incremental changes.. the only option is to bite the bullet and change it all.

---

Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [natalia](#) on Wed, 22 Aug 2012 20:54:48 GMT

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Dgr2,

I'm logging your issues right now and will let you know when they will be resolved.

Yes, your current order will be produced and shipped.

Paul, thanks for your demo we can force it back, and in fact it's already been fixed, it will be pushed live with tonights release, and your avatars will be 85x85 on the forums!

Thank you for your patience everyone, as Stony mentioned, this is not something that could have been done incrementally, as it was a complete change in the architecture of the site.

I will keep you posted of our bug quashing progress!

---

Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stop4stuff](#) on Thu, 23 Aug 2012 06:07:00 GMT

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Hi Natalia,

Still a couple of issues with the account image

1. My image is 85 x 85 pixels, but it is not being displayed as such.
2. I'm unable to change the image when using my normal browser, IE8 (I had to use Chrome for that & I don't like Chrome)

Paul

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [SGDesigns](#) on Thu, 23 Aug 2012 09:09:17 GMT  
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Natalia - No worries. I know functionality/production comes first. Thanks for the update.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [Dragoman](#) on Thu, 23 Aug 2012 12:53:19 GMT  
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I still see a problem with the upload, or at least with the rendering of the images.

Some 6 hours ago this morning, I uploaded this model and received the "model is now available" mail a few minutes later. The model info on the page looks OK, but the picture still says "Rendering Image, please be patient, it just takes a minute"

This model updated last weekend after the change also has not been rendered - the 3d render you see is of an older version.

Greetings  
Karl Heinz

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Thu, 23 Aug 2012 16:35:25 GMT  
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Hi guys,

Just an update, a lot of bugs have been sorted since the release, we are still focusing on the most important ones to ensure functionality across the site.

Being worked on currently:

Rejections - so we can quickly assess your models and refund instantly if they will be rejected  
Sales Insights - both the my sales page and emails  
Production -getting your orders out on time or earlier.

Fixed:  
Model uploads  
Uploading images and descriptions to your shop pages  
Avatar size is correct  
Previous orders showing correct dates  
Currency displays correctly in cart  
Credits can be applied at checkout

Thank you for your continuing patience as we implement InShape 2.0!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [lensman](#) on Thu, 23 Aug 2012 19:32:45 GMT  
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opresco wrote on Sun, 19 August 2012 19:39Shapeways Homepage --> Under Popular Tags  
-->on the right-->  
"See what's Popular Now"  
<http://www.shapeways.com/feed>  
Now it does not show anything

I had not seen the "Feed" either... but when clicking on "load more models" all it does is add the same models onto the bottom of the existing screen. Hit it again and the same thing happens - so now the same set of models are repeated three times...

(Windows 8 and Google Chrome)

Glenn

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [SGDesigns](#) on Thu, 23 Aug 2012 19:56:19 GMT  
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I get the same. It shows the feed, everything looks ok until I load more. It just duplicates everything.



iPhone using Safari

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [dgr2](#) on Fri, 24 Aug 2012 15:40:40 GMT  
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I have now received two notification emails about the upload of a model called 'kingsring 15 sw original' to MY Models in my account which is not mine. This isn't my model and shouldn't have been uploaded into my account. I didn't create or upload this model.

Your system is now coming apart. I have forwarded the two emails I received to Customer Support and will leave the model where it is for now so you can find it. But you have to deal with this at your end. I don't want my models going to other accounts so I would assume that other users would not like it either. The real owner of this model may not even know that their model has gone to another account. I no longer know if my models are in other accounts.

Please remove 'kingsring 15 sw original' from my models in my account and sort your software knickers out.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Fri, 24 Aug 2012 18:25:39 GMT  
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Hi dgr2,

I've removed the model from your account, it was uploaded by Brad to test the issue you listed earlier about your models not displaying correctly.

Normally we test in the beta version of our site, but because this issue was dealing with your specific models, we had to test it live.

His (and my) sincere apologies that we did not delete the test model, and let you know that we were testing it.

Please rest assured that your models are only in your account, and this model is a test we use, it is not another users.

It was not an incorrect upload, just Brad testing!

Apologetically,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [dgr2](#) on Fri, 24 Aug 2012 22:24:40 GMT  
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You gave me a heart-attack.

Thanks for letting me know.

Any news on the pending dates and billing address issues I had?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Sat, 25 Aug 2012 08:38:40 GMT  
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I'm getting 500 internal server error trying to download the markup CSV ( using Chrome)

"The website encountered an error while retrieving  
<http://www.shapeways.com/myshop/?myshopuri=/udesign/myshop/downloadMarkupCSV&currency=dollar>. It may be down for maintenance or configured incorrectly".

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [Calistotash](#) on Sat, 25 Aug 2012 20:57:35 GMT  
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I'm not sure if this is a bug with the new update or not, but it only started showing up after it.

Trying to upload a couple of .zips with the .png texture map and either an .X3D or a VRML file (I'm trying both, as there's something going wrong with my uploads, it's not uploading at the right scale no matter what I do, but that's a different problem).

Your upload page says this: "If your zip contains any STL, OBJ, or WRL files please select a Unit of Measure. For other file types this is not needed. " Yet I am forced to select a unit of measure for

the .X3D file.

Another bug, on this page <http://www.shapeways.com/tutorials/supported-applications> , the information has been duplicated.

(Edit: I can finally upload in colour again, but the unit of measurement issue is still there.)

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [BillBedford](#) on Mon, 27 Aug 2012 09:02:57 GMT  
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Links on the feed page give an error, in Safari it's 'because the server is not responding'

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [fakebusker83](#) on Mon, 27 Aug 2012 09:03:21 GMT  
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Hi Natalia,

I am not sure if this is related to the InShape update, but since the dates are so coincidental I've decided to give it a shot and post some feedback.

Since 18th August (which I believe to be the date the InShape update is applied), I haven't been getting any 'Yippee!' emails to update me on sales. Also, I've checked my Order overview records and indeed, my last recorded sale was on 18th July. (I guess we can rule out my email filter blocking those emails as spam. I've checked and it doesn't appear to be the case.)

As I have always been getting a 'Yippee!' email at least once every 3 days, not receiving a single one for more than a week threw me off. I suspect it's either a bug in the system, or more horrifyingly that my customers have all decided to abandon me on the same day.

Additionally, 'Payment Status' on the .xls file for almost all my items ordered since 16th July read as 'Unsettled', but many of these orders are already produced and shipped. I did get my latest payment for for the month of July - August so I figured the .xls file was wrong. It just struck me as odd.

I've contacted customer service and got in touch with my buddy Joost, but the issue still remains unresolved.

Hope you guys can help out. Or I'll starve.

EDIT: Hm. I guess my issue has been reported before, or something similar to it:  
<http://www.shapeways.com/forum/index.php?t=msg&th=10657&start=0&>

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Mon, 27 Aug 2012 10:22:17 GMT  
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---

I have had exactly the same thoughts myself. I normally get a sale every other day or so and my last sale was on the 17th. Now I do sometimes go longer without sales but have been starting to get more and more suspicious that something was wrong, what you have said seems to confirm this.

So either there is something about the new site that is frightening potential purchasers away or something stopping them completing their purchases or they are still buying stuff and Shapeways is just not telling us.

So which one is it ????

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Mon, 27 Aug 2012 10:30:41 GMT  
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I think this is part of the general chaos that is InShape 2.0.  
If I look at My Sales I see : Pending Sales Temporarily Unavailable.  
Until it is fixed we are all in the dark about our sales.  
I hope the end result will be worth all this agro.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Mon, 27 Aug 2012 17:23:08 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hi everyone,

I understand your concerns about not seeing your sales, so let me first reassure you:

You are all still making sales! We are tracking and recording everything accurately on our end. We're getting orders, producing them and shipping them out as normal. Nothing has changed in the Shapeways service. What is happening at the moment is as shop owners you lack transparency into your sales on the site (both emails and my sales page).

I know this has been frustrating, and I'm right there with you.

I do have some good news: the "yippee" emails will be going out again in the next day or so which will let you know every time you make a sale.

I will also get an update on the my Sales Page later today and will post it as soon as I know.

Thank you for hanging in there! We're getting there!

Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [fakebusker83](#) on Tue, 28 Aug 2012 02:45:02 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Thanks Natalia,

That's good to know! Looking forward to the fixes!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [Dragoman](#) on Tue, 28 Aug 2012 05:00:11 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Not sure if it has been mentioned before. The email informing that an uploaded model are available no longer have the model's name in the title, I found that quite an useful detail.

Greetings  
Karl Heinz

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [eNonsense](#) on Tue, 28 Aug 2012 12:21:40 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

I'm not sure if you saw my separate thread (didn't see this one first), but it seems that there are

still issues with uploading banner & logo images to the stores. The edit buttons are not working or are acting funny depending on which browser you are using. I posted details about it here.

<http://www.shapeways.com/forum/index.php?t=msg&th=10672& amp; amp; amp;start=0&>

Do you guys really need to test it with my personal account? It seems like I'm not the only person reporting this issue, so that seems kind-of silly.

Also, as an aside, you put a banner size notation of 960x125 on the banner frame, but you didn't put a size notation on the logo spot, which just has a shopping cart icon when empty. It would have been helpful and made sense to include if you were doing it in the other field. I measured and figured it was something like 220x165. Is that correct? Eliminating the guess work will just make things consistent between stores and look better in the store list.

Thanks

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [opresco](#) on Tue, 28 Aug 2012 16:44:39 GMT  
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All Shapeways in the News buttons:

"The server at shpws.me is taking too long to respond."

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Tue, 28 Aug 2012 21:52:04 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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Thanks Ovidu,

We are working to fix this ASAP!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [FreakyShape](#) on Wed, 29 Aug 2012 09:08:13 GMT  
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---

The payment page still doesn't work since the 19th august.  
The excel sheet is not update too.  
When it will be fix?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [dgr2](#) on Wed, 29 Aug 2012 19:08:05 GMT  
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---

I just checked the UPS tracking link that has appeared in My Orders today and you are sending my order to the wrong address.

ETA: This is now being dealt with by customer service who have contacted me directly. Hopefully it will get fixed soon!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Wed, 29 Aug 2012 19:16:31 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hi Guys,

A quick update:

The "Yippie You Sold Something from your Shop" Emails are being sent as of today, and they detail the model name and a link to it, so you can see exactly the items you've sold.

We are still working hard to get the My Sales Page and Excel sheet up to date as soon as possible.

I've logged all the bugs listed in this thread and we've fixed a fair few along the way:

- Past orders have correct ship dates
- Ship dates are showing correctly on Current Orders
- Italics and Bold work in Forum posts
- Model failed email has links to the model
- Single signon for UserVoice works

We are fixing bugs everyday and I will continue to update daily what is being fixed!

Thank you,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Wed, 29 Aug 2012 19:29:50 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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Hi dgr2,

I have PM'd you.

For future reference, and for everyone, contacting [service@shapeways.com](mailto:service@shapeways.com) is actually the fastest way to get a response - they are in a position to change shipments, fix orders and generally help out with any requests.

I can rarely fix these kinds of requests over the forum!

Thank you for your understanding, and please know that CS has seen your email so they are on the case.

Best,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [dynath](#) on Wed, 29 Aug 2012 19:42:19 GMT  
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Has anyone tried to download the markup CSV since InShape 2.0 launched? When I click the download link it thinks for a time and then shows server error "Error 500, Windows cannot display" in IE9, "Server Error, Website encountered error" on Chrome

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [PuzzleForge](#) on Wed, 29 Aug 2012 19:43:48 GMT  
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Hello-

This is a small issue relative to some others here, but it seems that the ability to see which orders



are "in production" has been removed from the "my orders" page. I would just like to cast a vote to keep that feature. I always love knowing what point in the pipeline each of my orders is. I still get the emails that my order is on to the robots, which is great. But that info is lost from the "my orders" page.

Congrats on the upgrade, and good luck sorting through remaining issues.

Thanks!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [AD-Edge](#) on Thu, 30 Aug 2012 04:22:30 GMT  
[View Forum Message](#) <> [Reply to Message](#)

I've noticed the Yippee emails are coming through again today - good to see.

Are we going to see a 'summary yippee' email for all the sales we've had but haven't had email notifications for during this update time?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Thu, 30 Aug 2012 08:09:26 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Two issues relating to pricing and the shopping cart.  
Advertised price is in USD. Shopping cart price is in Euros.  
USD is static pricing whereas Euro price fluctuates and there is no option to choose USD as payment currency.

Sales related.  
Yippee! email are come through again , however there is no record of this sale in the xls spreadsheet download

Paul

[stop4stuffModeller](#) for hire [Shapeways](#) [Shop](#) [Twitter](#)

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Thu, 30 Aug 2012 08:21:01 GMT  
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---

I had a US customer complain about the opposite - he was seeing prices in Euros, but it then asked him for a different price in \$ when he came to check out.

Unfortunately I've had no further response from him when I tried to put him directly in contact with Shapeways customer service. As the sales spreadsheet is still not working I've no idea whether he has just given up or sorted it out himself .

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Thu, 30 Aug 2012 10:13:15 GMT  
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---

Aaaarg!!!

So now I've just logged in to find the pricing in 'My Models' is in Euros!!!  
I don't want Euro pricing, it makes no sense to me when the USD pricing is static!

stop4stuffModeller for hireShapeways ShopTwitter

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Thu, 30 Aug 2012 10:25:11 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

This currency thing is seriously flawed.

I logged out, cleared cookies, then went to one of my models.

The default location is UK (probably picked up through IP addressing) so I changed my location to United States - the currency still shows in Euros - it makes no sense to me whatsoever at all that someone choosing US as their location should be presented with a foreign currency that has no bearing on the actual price of the model calculated in USD at upload.

Should Shapeways care to carry on using Euros as a means of pricing, please put somewhere obvious (e.g. model page) the exchange rate that Shapeways are using for the USD to Euro conversion.

Paul

stop4stuffModeller for hireShapeways ShopTwitter

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Thu, 30 Aug 2012 11:01:31 GMT  
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---

Do we know how Shapeways is deciding what currency to use - it doesn't seem to be either your physical location worked out from your IP or the destination country you select . though it looks as if it selects your destination country from IP.

I have 3 Id's all set up with the same address(in France) - 2 are currently showing prices in \$ and one in â,-

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Thu, 30 Aug 2012 15:32:30 GMT  
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---

Hi guys,

I hear the confusion, and since this is a few different issues, I hope this clarifies a few things:

Shapeways is registered as a business in both the US and the EU, and not in the UK, so we can only offer Euros and Dollars (and not Pounds Sterling)

Our website is in US Dollars, and we convert to Euros. We have always updated the conversion rate manually once a month (on the 1st). We do this unless the currency jumps dramatically, then we update it more often to be accurate.

The price you see is determined by your shipping address. You can not manually change it, sorry.

Currency is determined by SHIPPING address - so in your cart, when you choose your shipping country it will switch between Euros/Dollars - this is a way to see what it costs in each currency should you wish to do so.

Remember you can't have different billing and shipping addresses - they must be in the same country, so it is possible you get to the checkout page in the 'wrong' currency, but you wont be able to checkout if your billing and shipping addresses do not match.

Best,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [fx](#) on Thu, 30 Aug 2012 15:49:50 GMT  
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---

Hello Natalia,

About the Euro / USD thing: I can't understand why you changed this. I think the best option for currency is always to allow the customer to choose by himself. My markups get paid in USD. I don't want to go through an additional currency conversion (and of course, additional fees) when I use my markup to buy things...

In my opinion, this IS a bug that needs to be corrected.

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Thu, 30 Aug 2012 15:51:18 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hi Calistotash

I've reported these bugs - it appears the model upload one has already been fixed.

Thank you!

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Thu, 30 Aug 2012 16:32:57 GMT  
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---

At the very, very, very least there needs to be some way for us shop owners to view and set the prices in \$

I think there are a few people like me, who are based in Europe, but who sell mostly to the US . There is now no way we can set our prices to be a nice even round amount of dollars if we so desire. Even if we did laboriously work out conversion manually, if the Euro rate fluctuates, with

the markup being in euros the price the customer sees will also fluctuate. Not being able to tell people what your prices will be from one month to the next is not exactly good situation to be in either.

Tom

---

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Thu, 30 Aug 2012 16:33:56 GMT  
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---

Natalia,

I'm sorry, Euro/USD decided by billing/shipping address is not democratic.

What option do I have now?

I live in the UK and am very proud that we still have our Great British Pound, I do not and will not use Euros, however I am happy to use USD

Think of it from our point of view, there are now three stages of currency conversion, each stage costing us money.

Please change the choice of currency back to what the user decides they are happy with, after all Shapeways do not lose money whatever the currency.

Oh, and why does the website give Euro pricing when not logged in and I select US as the country?

Paul

---

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Thu, 30 Aug 2012 16:53:19 GMT  
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---

I think i've thought of a possible work around for this that will at least get me back the ability to set and see prices in \$ even if I can't order in them. If anyone can tell me if this would work or not I

would appreciate their input.

If I change the delivery address of my main ID from France to the US ( it doesn't have to be my US address just any US address) I should then start seeing prices in \$.

If I want to order anything myself I will need to set up a second ID and upload a second copy of the models I want to order to that then order from there with my correct delivery address.

It's a bit messy and wastes my time and Shapeways server space but at least it should get around this problem.

Oh course it does not get around the problem of us being paid in dollars and having to pay in Euros and so losing a few % each time.

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Thu, 30 Aug 2012 20:12:51 GMT  
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---

Tom,

There's workarounds for everything, however when I build a model which is priced in USD (static) by Shapeways and I use USD to be paid and am used to USD payments to Shapeways, to me there's no point in jumping through hoops for a workaround when all that needs to be done is change the currency options back to how they were before.

tbh, I'd rather get a friend in the states to order on my behalf and forward the order on to me than try to deal with a fluctuating pricing system.

Paul

---

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Thu, 30 Aug 2012 21:57:40 GMT  
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---

I'm in the UK but I am seeing all prices in dollars. The only time I can see Euros is in the basket if I try to buy something. So why are others not able to see prices in dollars, even their own products? I think the euro vs dollar pricing system should be adjusted so that only people actually in the euro zone have to pay in euros. Those outside are better off paying in dollars.

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stop4stuff](#) on Thu, 30 Aug 2012 22:45:42 GMT

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---

Did you add your shipping address yet?

It seemed to me, that when I filled the new required data for shipping in 'My Account' pricing went from USD to Euro in 'My Models'

I am in the UK, part of the so-called 'Euro Zone' that doesn't use Euros. Shapeways calculates model price in USD which is a static value whereas the Euro price of a model can fluctuate depending upon whatever undisclosed number Shapeways use for their USD/Euro exchange rate. USD pricing is simple, it's what it says. Euro pricing means messing around with a calculator using the model volume and material pricing to figure out just what the model really costs (in USD) before faffing about calculating the exchange rate.

And when a local asks me how much for whatever I happen to be wearing, they're not going to be impressed when I tell them I ain't got a clue.

Paul

---

---

Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [dgr2](#) on Fri, 31 Aug 2012 03:55:16 GMT

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---

Natalia,

When you said that the billing address and shipping address must match or you can't complete the order and go to check out, is it just the country that has to match? Or is it the whole address? I use a different billing and shipping address, but they are in the same country, the UK. Can I keep to this in future?

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---

Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stonysmith](#) on Fri, 31 Aug 2012 04:46:55 GMT  
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I am pretty sure that she only meant "the same country".

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Fri, 31 Aug 2012 14:10:00 GMT  
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stop4stuff wrote on Thu, 30 August 2012 22:45Did you add your shipping address yet?  
It seemed to me, that when I filled the new required data for shipping in 'My Account' pricing went from USD to Euro in 'My Models'  
Paul

I haven't ordered anything since the InShape2 launch, and haven't changed any of my details.  
I plan to order something this weekend, I'll let you know what happens.

---

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Fri, 31 Aug 2012 17:37:05 GMT  
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Head to <http://www.shapeways.com/addresses> and fill in the info required

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Sat, 01 Sep 2012 22:41:13 GMT  
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---

Am I right in thinking the "Yippee! You've sold models through your Shapeways Shop" emails are now coming as soon as anyone buys something rather than once a day as before ? I've had three today at various times.

Think I prefer it this way.

Tom

---



Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [AD-Edge](#) on Sun, 02 Sep 2012 09:17:23 GMT  
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---

Any more updates? Guessing there's some more technical issues going on behind the scenes still.  
Just wanting to be able to keep track of my sales again soon :/

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Sun, 02 Sep 2012 17:55:24 GMT  
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---

Having completed my order I am now only seeing prices in Euros.

I think us non Euro-zone Europeans should be able to choose Dollars as the default currency.

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 02 Sep 2012 18:08:51 GMT  
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---

pinddle wrote on Sun, 02 September 2012 17:55 Having completed my order I am now only seeing prices in Euros.

I think us non Euro-zone Europeans should be able to choose Dollars as the default currency.

I think as Shapeways price models in USD at a static value, anyone in the world should have the choice to pay for their purchases in whatever currency they choose. Today's exchange rate is about 2.1 % over what I've calculated Shapeways conversion to be - add in VAT and us europeans paid in dollars from Shapeways shop payments have the privilege of losing a good chunk via PayPal, Shapeways undisclosed exchange rate and VAT on top of purchase price & shipping

Paul

[stop4stuff](#) [Modeller for hire](#) [Shapeways Shop](#) [Twitter](#) [YouTube](#)

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Sun, 02 Sep 2012 18:28:45 GMT  
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As of today I seem to have stopped getting the "Thanks for uploading a model" emails when uploading a new model.

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---

Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [mkroeker](#) on Sun, 02 Sep 2012 18:58:20 GMT

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Seeing that shapeways has a presence in the netherlands, it is also not quite clear to me why they require Europeans to register with paypal just to open a "shop" instead of just asking for the IBAN of a regular bank account.

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [lensman](#) on Sun, 02 Sep 2012 19:11:36 GMT

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tebee wrote on Sun, 02 September 2012 18:28As of today I seem to have stopped getting the "Thanks for uploading a model" emails when uploading a new model.

This was working for me as of yesterday... however, I did notice that when UPDATING an existing file I did not get that message. Not too big a deal unless one is concerned that the upload didn't work. I merely wait for the "Your model is ready..." email.

Glenn

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [BillBedford](#) on Sun, 02 Sep 2012 19:27:29 GMT

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mkroeker wrote on Sun, 02 September 2012 18:58Seeing that shapeways has a presence in the netherlands, it is also not quite clear to me why they require Europeans to register with paypal just to open a "shop" instead of just asking for the IBAN of a regular bank account.  
Credit checks?

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 02 Sep 2012 19:33:26 GMT  
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BillBedford wrote on Sun, 02 September 2012 19:27mkroeker wrote on Sun, 02 September 2012 18:58Seeing that shapeways has a presence in the netherlands, it is also not quite clear to me why they require Europeans to register with paypal just to open a "shop" instead of just asking for the IBAN of a regular bank account.  
Credit checks?

IBAN = International Bank Account Number = already have verification because you have a bank account = why would anyone need a credit check to be paid by Shapeways?

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Sun, 02 Sep 2012 19:50:11 GMT  
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---

I just went back to my first order in 'My Orders'

The numbers are wrong - they are a reflection of what is charged today, not what was charged in July 2010

VAT was charged at 19% not 20%

Shipping was free if the order was over \$25 not a flat \$9.50 shipping charge

Overall the invoice shows money as still due and shows the order will ship by 18th September

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [pinddle](#) on Sun, 02 Sep 2012 19:54:14 GMT  
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---

tebee wrote on Sun, 02 September 2012 18:28As of today I seem to have stopped getting the "Thanks for uploading a model" emails when uploading a new model.

I've had several of those emails today and yesterday. But I'm not sure if I got one for every upload I made.

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---

Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [stop4stuff](#) on Mon, 03 Sep 2012 18:22:30 GMT

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---

Friday, a Yipee email came through with the markup in the USD currency.

Today, a Yipee email came through with the markup in the Euro currency.

Please sort this out, I would like to use USD!

And, how will this effect the hidden shop earnings?

I am not prepared for the earnings side of things to be kept hidden and will voice my concerns at every opportunity!

Very upset,  
Paul King

nufsed

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [tebee](#) on Mon, 03 Sep 2012 20:00:12 GMT

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I've managed to get my shop back to \$ by changing my address to 1600 Pennsylvania avenue, Washington, 20500 District of Columbia ..

But this means I can't order anything myself, but at least it gets my shop prices back to matching the figures in all my costing spreadsheets - this would be even more messy for me as I spend part of the year in the euro zone and part in Asia, which I assumes is still using \$ prices.

On a brighter note the yippee messages now tell you if you have sold something without mark-up . The bad part of this is that I found this out by someone ordering something in a material it should not be available in - I'd recently added this product(and loads of others) and have been unable to easily check I've got all the materials set right as someone has not got around to getting the

mark-up CSV working yet.....

Tom

---

---

Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [Dragoman](#) on Tue, 04 Sep 2012 07:28:53 GMT  
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---

A new feature in the materials column of a model i uploaded:  
<http://www.shapeways.com/model/688235/>

I assume the red exclamation mark indicates some kind of error?  
The e-mail did not indicate anything special, only the standard text:  
> Using our Mesh Medic technology, we were able to correct a few issues with your model file.

I also don't understand why alumide doesn't have the mark, but WSF does.?

The actual issue maybe that the item is too small (I scaled it incorrectly), but it would be nice if I could see somewhere what the issue is, exactly.

Greetigns  
Dragoman.

#### File Attachments

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1) [shw\\_04.09.png](#), downloaded 355 times

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [stop4stuff](#) on Tue, 04 Sep 2012 07:40:36 GMT  
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The exclamation mark indicates the model has some small features/wall thicknesses and that it is not suitable for printing in that material.

Alumide seems to have been ignored in this process as a 1mm cube will show as a printable model in 'My Models', even though a rejection email will be sent for the model.

As for, Using our Mesh Medic technology, we were able to correct a few issues with your model file, this is sent with every upload acceptance email regardless of whether there was actually anything wrong with the model or not.

Paul,

stop4stuffModeller for hireShapeways ShopTwitterYouTube

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Tue, 04 Sep 2012 07:52:30 GMT  
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It's not a new feature , it sneaked in some time ago  
<http://www.shapeways.com/blog/archives/1421-New-Automated-Checks-for-Your-Uploads-to-Shapeways-UPDATE.html>

Yes, I too, missed that announcement and posted about it on here when I first saw it

It does have a mouseover explaining what it is.

It's not infallible - I've got models flagged by it where not only can I not find what it is complaining about, but that have subsequently been printed in the materials it says will not print. Most times it does seem to work though.

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [Dragoman](#) on Tue, 04 Sep 2012 10:53:04 GMT  
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Thanks for teh explanation. I missed teh mouseover - guess I'm too impatinet.

Greetings  
Dragoman

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Subject: Re: InShape 2.0 Launched today, notice anything?

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Posted by [natalia](#) on Wed, 05 Sep 2012 16:54:15 GMT  
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Hey guys,

In case you missed it I put a lengthy update in this thread:

<http://www.shapeways.com/forum/index.php?t=msg&th=10718&goto=53604>

But in summary:

We're still working on the MySales page. Good news is that this pay period (15th Sept) everyone will get paid regardless of whether you meet the \$30 minimum.

UserVoice is working, but single-sign on is not.

and we continue to log and fix bugs everyday.

I will continue to post updates until we are done.

Best,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [natalia](#) on Fri, 07 Sep 2012 21:47:51 GMT  
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An update on the big picture, as we've been working on this for weeks now...

Hi Guys,

I hear your frustration, and believe me, it has been for me as well, knowing that our systems changes are affecting our community.

InShape 2.0 was a monumental change in architecture affecting everything from production turnaround time to pageload times. We needed to move the monster stone so we can make changes faster in the future. (Read all about it here:

<http://www.shapeways.com/blog/archives/1580-Big-Changes-Coming-to-Shapeways-this-Weekend.html> )

Since the update, our small team has been working around the clock to ensure that core processes like orders being made and shipped were minimally affected.

While we've focused on production first, we know that shopowners have been impacted as well

and we've had one of our senior developers working like mad so that hopefully next week we'll have some good news on the shopowner front both in terms of sales visibility and co-creators.

Despite a lack of insight into our bugs queue, we have been resolving a large volume of bugs every day that could potentially have affected a large portion of our community and in the near future will be in a much better place than we ever were.

Thank you for your continued patience everyone, I will have more news next week!

Best,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [tebee](#) on Mon, 10 Sep 2012 22:53:16 GMT  
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I've just found a new, if fairly minor bug. on the shop inventory page <http://www.shapeways.com/shop/inventory> if you select materials on a model. when you close the materials page down and go back to the original page you have lost the scroll bars on that page and can't move to another model. I'm using Chrome Version 23.0.1255.0 dev-m

Tom

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Subject: Re: InShape 2.0 Launched today, notice anything?  
Posted by [lensman](#) on Tue, 11 Sep 2012 16:01:51 GMT  
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Just logged in to see the new front page design... On the right is a huge box to click on to "See What's Trending Now". This takes you to the Feed of the Future page - great, but you STILL haven't fixed the problem with this page: When a user clicks on the Load More button at the bottom all that happens is the SAME page is tacked on to the end of the existing page - NO new models are shown.

I wrote about this myself in the past - as have others - and yet you introduce this new HUGE clickable link on the home page which leads to a broken part of the site. Doesn't inspire confidence.

Glenn



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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [natalia](#) on Tue, 11 Sep 2012 16:40:31 GMT

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Update from the front lines...

CSV markup page is now LIVE!

Right this minute, you can now download your CSV markup - which allows you to see markups in either Euro or USD.

<http://www.shapeways.com/shop/markup-csv>

More updates later today, just wanted to share this as soon as it was released!

Best,  
Natalia

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Subject: Re: InShape 2.0 Launched today, notice anything?

Posted by [tebee](#) on Tue, 11 Sep 2012 16:55:53 GMT

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Thanks, it's good to have that back

Keep making progress

Tom

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Subject: Re: InShape 2.0 Launched... MY SALES PAGE RETURNS!

Posted by [natalia](#) on Tue, 11 Sep 2012 20:48:16 GMT

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Hi guys,

Some of you have expressed concern over not seeing your sales since August 18th....and I'm EXTREMELY EXCITED to share that the My Sales page is going live on Friday!

We want to reassure you that despite you not being able to view them, we have been tracking and recording all sales and earnings data the entire time. While we work to have the "My Sales" pages fixed and available on Friday Sept 14th, we understand that some of you might want some insight into your earnings a little sooner, given that payments will be done on the 15th of this month.

If you would like to see your sales before the My Sales page goes live on Friday, Josh, our VP of Engineering, is more than happy to provide you with a spreadsheet of your sales from this period. Just email me directly and I will get them to you pronto!

Once again, thank you for your patience, and feel free to reach out with any questions!

Best,  
Natalia  
natalia@shapeways.com

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Subject: Re: InShape 2.0 Launched... MY SALES PAGE RETURNS!  
Posted by [tebee](#) on Sat, 15 Sep 2012 05:43:28 GMT  
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natalia wrote on Tue, 11 September 2012 20:48Hi guys,

Some of you have expressed concern over not seeing your sales since August 18th....and I'm EXTREMELY EXCITED to share that the My Sales page is going live on Friday!

We want to reassure you that despite you not being able to view them, we have been tracking and recording all sales and earnings data the entire time. While we work to have the "My Sales" pages fixed and available on Friday Sept 14th, we understand that some of you might want some insight into your earnings a little sooner, given that payments will be done on the 15th of this month.

.....

Well it seems to have got to Saturday the 15th just about everywhere in the world and it would appear the "My Sales" page still is not working.

So where are we up to on these ? I assume we are still getting paid today?

Tom

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Subject: Re: InShape 2.0 Launched... MY SALES PAGE RETURNS!  
Posted by [natalia](#) on Sat, 15 Sep 2012 06:21:31 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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Hi Tom,

Hold tight! We're almost there ...  
<3 the working-through-the-night NY Team & Natalia

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Subject: Re: InShape 2.0 Launched... MY SALES PAGE RETURNS!  
Posted by [natalia](#) on Sat, 15 Sep 2012 06:43:37 GMT  
[View Forum Message](#) <> [Reply to Message](#)

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Hey guys you've all probably seen this email we sent out earlier today with your payments:

Hi Guys,

We'd like to thank you for making the Shapeways marketplace amazing and we are happy to share a few improvements we think you'll be excited about.

We've improved the way we process payments in order to pay you faster for your sales. We are getting rid of the "30 day freeze period" so your markup is ready for payment to you as soon as items that you've sold are shipped. For example, if your item is shipped on the 14th, you will get paid the markup for that item the very next day on the 15th. If your item is shipped on the 15th or 16th, you will be paid the following month on the 15th. Please be aware that until you earn more than US\$30 in markups, no payment will be made. Additionally, for this month only, we are paying everyone, regardless of whether you met the \$30 minimum, in order to clear the books and start fresh.

With every monthly payment that we deposit into your PayPal account, we will send you an email notification with the total amount paid and a link to a report detailing all items sold.

This link will take you to the improved "My Sales Page" which gives you a detailed view of your sales history. We are providing absolute transparency into your sales on an item by item basis. We are showing you pending, confirmed and past sales all in one easy place.

With our new data structure, we are able to break each order down into its individual items and thus eliminate any discrepancies. We now show your exact markup to be earned as soon as each item ships.

We know that many of you already run your business on Shapeways, and this is a huge step towards making that a much better experience.

For more information on specific scenarios and examples, feel free to check out 'How we Pay' or the Shops FAQ's.

As always, feel free to contact us if you have any questions or concerns,

Best,  
Natalia and the whole Shapeways Team

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I also wanted to provide some additional information: As you look through your history on the My Sales page, you may notice some small discrepancies in reporting prior to August 15th. These reflect the payment corrections we made in May and they are now clearly visible as a result of this update in our reporting.

As we move to an item by item invoicing system all information on the My Sales page after August 15th is accurate to the double decimal point and it eliminates any potential rounding errors, or errors caused by splitting and combining of orders.

If you have any more questions, concerns or feedback, the entire service team will be back on Monday.

In the meantime, we're here on the forums for you

Best,  
Natalia

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Subject: Re: InShape 2.0 Launched... MY SALES PAGE RETURNS!  
Posted by [tebee](#) on Sat, 15 Sep 2012 06:49:18 GMT  
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OK I'll forgive you then - I assume you are just too busy to let us know then ?

Actually for me this is probably divine retribution - I was a programmer for 27 years so I know what it's like at your end . Now I get to experience what I doled out to my users.....

Tom

Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [AD-Edge](#) on Sat, 15 Sep 2012 07:00:30 GMT  
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Pending sales page is back online \*edit\* I like how its now broken into two sections, the pending sales and confirmed sales.

And I just received my first Shapeways payment, good stuff! I look forward to future 15th's

And heres hoping the team can do that relaxing thing again sometime soon? If you all still remember what that is of course

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [natalia](#) on Sat, 15 Sep 2012 07:03:15 GMT  
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@AD: Yeah... I think relaxing may involve catching some zzzzzz's for us now!

@Tom: haha indeed! thanks for your patience. I guess the early bird catches the.....brand new payments!

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [jlevine](#) on Sat, 15 Sep 2012 07:04:54 GMT  
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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [fakebusker83](#) on Sat, 15 Sep 2012 07:20:51 GMT  
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Minor, minor nitpick...the order overview XLS files are still not updated...

But seriously, who needs that now? The My Sales page is providing all the information I need so far, it seems that the XLS file feels superfluous at the moment.

Everything looks great, guys! The page layout looks clean and informative, I can't ask for anything else.

Now, go sleep! We love you Shapeways!

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [tebee](#) on Sat, 15 Sep 2012 07:59:27 GMT

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yes thanks guys and gals

You've done a good job - in the end

Think this is much better than what we had

But as usual I'm not 100% satisfied - can I request the first change ?

In the unshipped orders can we have the date the order was placed too please? Then we can tie these back to the yippie! emails.

A good(bad?) user is never satisfied.....

Tom

---

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [natalia](#) on Sat, 15 Sep 2012 08:24:23 GMT

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Thanks Tom, we'll add it to the list of improvements for next time

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [tebee](#) on Sat, 15 Sep 2012 08:37:31 GMT

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Now I'm sure InShape 2.0 isn't really like this :-

courtesy of Help Desk comic <https://www.eviscerati.org/comics/comic/hd/2004/06/what-they-tell-you>

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [TomZ](#) on Sat, 15 Sep 2012 08:57:46 GMT

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As much as I am still annoyed by the currency issue, I have to say you did an awesome job on the way markups are processed. For my accounting it is a whole lot easier we now have everything on a single invoice rather than spread across individual invoices for each sale.

I would still like the spreadsheet to be updated because it is convenient for doing calculations such as figuring the total sales per model.

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [AD-Edge](#) on Sat, 15 Sep 2012 09:31:08 GMT

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For those wanting a spreadsheet - you can make one by opening the PDF in adobe acrobat, then going File>Save as>Spreadsheet - there will be options here for many different file formats including an excel spreadsheet or XML (handy)

Obviously this will only work when you have the invoice summary given on the 15th of every month, so you wouldnt be able to do it for the sales of a month 'in progress', but you still end up with the spreadsheet in the end anyways.

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [lensman](#) on Sat, 15 Sep 2012 11:23:52 GMT

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AD-Edge wrote on Sat, 15 September 2012 09:31For those wanting a spreadsheet - you can make one by opening the PDF in adobe acrobat, then going File>Save as>Spreadsheet - there will be options here for many different file formats including an excel spreadsheet or XML (handy)

Sorry, but not everyone has the paid version of Adobe Acrobat, and the free Adobe Reader doesn't let you do that - unless you pay and subscribe to an online conversion.

So, to put my vote in too, I would still like to be able to download an Excel sheet. For the amount

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of sales I get it's really not a big deal to add the figures myself to a spreadsheet, but for users with many sales that would be a pain.

Having said that, congrat's to the Team for the end result. Looks great.

Glenn

---

Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [stonysmith](#) on Sat, 15 Sep 2012 13:28:38 GMT  
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From the developers very early this morning:

Quote:...we are also working on restoring the xls spreadsheet order overview.

---

Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [AD-Edge](#) on Sat, 15 Sep 2012 13:42:40 GMT  
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Good to hear, theres certainly not really any reason in not providing the spreadsheet information, I just thought Id share the way I've temporarily been able to make one for this most recent sales summary we all received today. Didnt realize the non-paid version didnt have these features either.

---

Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [bdickason](#) on Sat, 15 Sep 2012 14:21:15 GMT  
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Thanks TomZ!

As Stony mentioned above, we're working on restoring the Spreadsheet so you can have full visibility into what you've sold and what happened to each and every transaction.

We understand that the currency issue is a big one and will be looking into this shortly after the dust settles from yesterday's (today's!) release.



Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [natalia](#) on Sun, 16 Sep 2012 02:16:37 GMT  
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Thanks for all the positive feedback guys!

It's so good to hear we're making you happy. YAY

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [Bathsheba](#) on Sun, 16 Sep 2012 18:13:20 GMT  
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Nice to see the sales come back. Thanks! And dittoes: the new invoices are fabu, but need a spreadsheet format.

What I want that for is to make stats: bar graphs of quantity of each design sold, quantity of each material sold, quantity of each material within a design, and quantity of each design within a material. I don't know if there are any plans to offer stats on sales as part of the site, but that's where I'd want to start....

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [Dragoman](#) on Sun, 16 Sep 2012 19:41:01 GMT  
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I'd like to join the chorus

a) keep up the good work bug-hunting. I've doing that for many years, too, and see you are making progress.

b) Here's another vote to bring back the excel-sheet soon.

Greetings  
Dragoman

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Subject: Co-Creator?  
Posted by [Bathsheba](#) on Mon, 17 Sep 2012 19:39:37 GMT  
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---

Sorry if I'm behind the times, but is Co-Creator fully back yet?

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [natalia](#) on Wed, 19 Sep 2012 00:29:30 GMT

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Update:

The feed is fixed!

woo!

I will have an update on co-creators on Wednesday.

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Subject: Re: InShape 2.0 Launched today, My Orders Still Wrong

Posted by [dgr2](#) on Sun, 23 Sep 2012 18:04:35 GMT

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I have been away from Shapeways for a week or two to let the dust settle. Unfortunately I came back to find that some things still haven't changed.

In the My Orders page all the orders are wrong because they state the same address for both billing and shipping, despite my having flagged this up before. And not only are all the orders wrong in this way, but all the PDF invoices are wrong as well. For the record, the billing address is my own address, the shipping address is to someone else. This is quite clear in My Addressess. Please correct all the orders and invoices to reflect the correct billing address and the correct shipping address. And please kill the stupid computer gizmo that puts up a 'Your Order Will Ship By date' on the orders because it is either irrelevant, or wrong. You have a Targer Ship Date and an Actual Ship Date on the My Orders page so you don't need it. At the moment its telling me orders will ship on January 1st even when they have already shipped. At least it now knows when orders have been cancelled.

I have a Store Credit for \$26.96 listed in My Credits. Can someone tell me where this came from and what it is for?

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!

Posted by [natalia](#) on Wed, 26 Sep 2012 14:02:59 GMT

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Hi dgr2,

I have forwarded your specific questions about the store credit and addresses to customer service and they will be in touch shortly.

The ship-by order date on the invoices is correct now also.

Thanks!  
Natalia

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [stop4stuff](#) on Thu, 27 Sep 2012 20:50:13 GMT  
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Nothing doing about choice of currency yet?

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Subject: Re: InShape 2.0 Launched today, MY SALES RETURNS!!  
Posted by [pete](#) on Fri, 28 Sep 2012 01:57:33 GMT  
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Hi Paul,

as you might have noticed, we just re-enabled the co-creators on the site. It was a major effort and we have fixed many bugs that existed in the old version.

There is quite a list of feature requests / bug fixes as a result of our new architecture (Inshape) and product and dev are working really hard to get them all done in the right order.

We are aware and you are not the only one requesting this, however we are also committed to make Shapeways easier to use for everyone and sometimes its hard to balance that against features. We will keep you posted.

best,  
Pete

---

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Subject: Re: InShape 2.0 Launched...CO-CREATORs FIXED!

Posted by [virtox](#) on Wed, 03 Oct 2012 14:58:34 GMT

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I would like to vote in for the currency selection. At least on the model edit pages.

As a European shop owner I seem to be stuck with fluctuating euro prices and euro markups when using the edit page?

So I am stuck with downloading CSV editing and uploading..

(Assuming that this is working again?)

Cheers,

Stijn

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