Subject: New customer cannot check out
Posted by lensman on Fri, 31 Aug 2012 23:54:10 GMT
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How very appropriate that I'm posting this message after posting THIS in the forum when I questioned why a new customer has to become a Shapeways member in order to buy something...

A customer of mine is trying to place a nice large order and cannot proceed to the Billing screen. She has shown me a screen-shot where she has entered her shipping address and when clicking on the Billing button nothing happens!! She has tried this numerous times (in Internet Explorer) with no luck.

Has anyone heard of any new customers having a similar problem?

Glenn

Subject: Re: New customer cannot check out
Posted by virtox on Sat, 01 Sep 2012 10:26:13 GMT
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Not the exact same thing, but I heard from an existing customer that during the checkout process they suddenly had to re-enter their shipping address.
Other than that it seemed to work ok.
So there is definitely something off with the checkout procedure.

Subject: Re: New customer cannot check out
Posted by Youknowwho4eva on Tue, 04 Sep 2012 12:28:23 GMT
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That's definitely no good, I've forwarded this post on as that needs to be fixed PDQ.

Subject: Re: New customer cannot check out
Posted by natalia on Tue, 04 Sep 2012 14:30:24 GMT

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Hi Glen,

Is she trying to enter a different billing and shipping country? I just tried to checkout as a new customer and it is working for me, so I'd love to find out what exactly is going wrong so we can fix it ASAP

Feel free to forward me her screen-shot please!
natalia@shapeways.com

Thank you!

Subject: Re: New customer cannot check out
Posted by lensman on Tue, 04 Sep 2012 18:09:50 GMT
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@Natalia - thanks, but I have Chantal working on this now. And I couldn't show the screen shot here since it shows the customer's name and address. Thanks anyway.

Glenn

Subject: Re: New customer cannot check out
Posted by natalia on Tue, 04 Sep 2012 18:24:34 GMT
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Glen - great!