Subject: Pending Sales
Posted by norm24 on Wed, 05 Sep 2012 11:47:42 GMT
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"Pending Sales Temporarily Unavailable" When will the change back

Subject: Re: Pending Sales
Posted by natalia on Wed, 05 Sep 2012 17:08:12 GMT
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This is down due to us migrating our whole architecture (InShape 2.0) recently, it should be back soon.

All the issues related to InShape 2.0 and updates as bugs are getting fixed are in this thread:
http://www.shapeways.com/forum/index.php?t=msg&th=10587& amp;start=0&

Thank you for bearing with us!

Subject: Re: Pending Sales
Posted by stop4stuff on Wed, 05 Sep 2012 19:31:21 GMT
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Once fixed, will the xls file show all transactions missed during the 'broken' time?

Subject: Re: Pending Sales
Posted by natalia on Thu, 13 Sep 2012 18:40:39 GMT
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Yes indeed, it will show all your recent sales, and all past sales.

It will be back on Friday 14th - tomorrow!

Subject: Re: Pending Sales
Posted by stop4stuff on Fri, 14 Sep 2012 17:10:24 GMT

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End of the working day here in GMT land - no sign of anything being fixed yet

More than just a little bit pissed of with how this has gone.
Paul

[edit] 21:20 BST (=GMT +1), still nothing.

You guys in the US must be close to surprising shop owners with how much they can expect in tomorrow's Shop Payout.

Subject: Re: Pending Sales
Posted by pete on Sat, 15 Sep 2012 15:04:49 GMT
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Hi Paul,

We hear you! As you probably have seen by now, payments have gone out and the reporting works again!
The team has worked really hard and had to balance fixing this versus other open issues we had. Also with multiple currencies, VAT/sales tax etc it is complex and we did not want any new mistakes.

I can understand that not knowing exactly how much you made, when reporting was going to be fixed was frustrating and we are sorry for that.
We will work hard to prevent situations like these in the future.

The good thing is that with InShape we are in a much better place than before, which will enable us to grow, become more efficient and make less mistakes. We can now track orders at very detailed levels (perhaps we will expose some of that), but most of all we can now fully support our factory in NYC and develop new features faster and more reliable than before.

Stick around, we hope to surprise you in a positive way

Best,
Pete