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Subject: Currency choice problem: A solution is needed

Posted by [fx](#) on Sun, 16 Dec 2012 11:55:56 GMT

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I would like to be able to choose EUR or USD currency by myself, like I did before when I bought something at Shapeways. I would guess 99% of the online venues allow to do this.

I've got a shop, my markup is paid in USD. My Paypal account then shows a USD balance. If I buy something at Shapeways, why I'm forced to get through an additional step and lose money using the \*great\* PayPal exchange rate to pay a Shapeways order ?

Edit: I wanted to put this suggestion on your uservice feedback system, but it's broken. Can't log-in.

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Subject: Re: Currency choice problem: A solution is needed

Posted by [Magic](#) on Tue, 18 Dec 2012 19:40:22 GMT

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Yes I totally agree.

I would not have cared some years ago, when I used to have a EUR only Paypal account, but I had to transform it in EUR/USD account in order to refund Shapeways the day they paid our markups twice.

This means that now, the markups (that are in USD) go to the USD balance, but when i order models for myself, the money is taken from the EUR balance, and thus the exchange rate is applied. So for me, there is an inconsistency here: if I am paid in USD I should be able to pay in USD (at least until Shapeways will allow us to be paid in "Shapeways voucher" credits - without going through the Paypal process, and the 3.5% fee).

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Subject: Re: Currency choice problem: A solution is needed

Posted by [stop4stuff](#) on Tue, 18 Dec 2012 20:37:35 GMT

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Agrees, my choice is USD over Euro.

Did you also notice, the 'Yipee! You've sold models' email shows the markup in Euros?

Paul

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

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stannum](#) on Tue, 18 Dec 2012 21:08:31 GMT  
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Yes, the SW email is in euros... and the Paypal email and balance you get is in dollars. Everything here is USD based, markups are paid in dollars, per cm3 is tied to dollars, shipping in dollars, etc. All the other currencies are secondary (fluctuating exchange) or tertiary (not supported). Before summer Shapeways accepted USD as payment, now it just forces people into one or another currency.

Some numbers, based in exchange rates from a couple of weeks ago:

You earn 103.63 from markups or from designing models or from Ebay or whatever, SW related or not. Paypal does not force you to convert currency until needed, they will just keep their fee (3.5%); you end with exactly 100 dollars in your account (which will simplify the maths). Then you want to invest in new models at SW. You know, "print one to test, take photos, promote it" etc. If you are in a non-euro forced location, you have the full 100 dollars to spend. Fine.

But if you are in one of the euro forced places, Paypal will give you 73.53 euros, at the rate of 1.36, for the 100 dollars in your account. And SW will apply 1.297 as ratio when billing, which means it's like if you only had 95.39 dollars. If you live in the "wrong" place, you just lost more than 4 dollars, for nothing. Yeah, peanuts, but peanut after peanut, you get a truck load of discarded peanuts "just because this one was in the wrong side of the bag".

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [bartv](#) on Wed, 19 Dec 2012 09:24:40 GMT  
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Thanks guys,

I'll bring this up in today's product meeting and get back with an answer.

Bart

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [mkroeker](#) on Wed, 19 Dec 2012 10:12:51 GMT  
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How about a markup payment option that does not use that shady shadow bank, i.e. SEPA transfers at least within EU ?

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [Magic](#) on Wed, 19 Dec 2012 18:58:13 GMT  
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And what about adding the monthly earnings to our credit as an option?  
<http://www.shapeways.com/credits>  
We would get rid of the 3.5% Paypal fee.

Currently i spend more money than I earn (at Shapeways I mean ) So for me this would be very convenient.

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [bartv](#) on Thu, 20 Dec 2012 10:50:47 GMT  
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So I asked around yesterday: the currency selection was lost during our transition to our new internal system, 'Inshape'. It wasn't a design decision and there weren't any financial reasons behind it. The team is aware and will bring the option back, although they can't give ETA yet..

Other banking options are definitely being looked in to.

I'm currently asking about why we don't allow you to store your markup in credits. Will get back to you on that asap

Bart

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [virtox](#) on Thu, 20 Dec 2012 14:59:42 GMT  
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Please, please make this very HIGH priority!

I just payed 5% more than I should have too for an order

\$1.00 at shapeways translates to  $\hat{a}, -0.77$  on the site.  
That  $\hat{a}, -0.77$  at paypal exchanges at  $\hat{a}, -1.00 \rightarrow \$1.37$   
Result I pay : \$1.05 for \$1.00 :S

To be clear: I want to see and handle everything in dollars on the site.

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [bartv](#) on Fri, 21 Dec 2012 09:54:35 GMT  
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Yikes! Okay, we'll push it some more.

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [fx](#) on Tue, 22 Jan 2013 15:18:11 GMT  
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Hello,  
Any news ? Any ETA for a dropdown box which allows any buyer to choose either â,- or \$ ?

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [virtox](#) on Tue, 22 Jan 2013 15:21:27 GMT  
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Yes, any news?

If it should matter, I am not likely to order (much) until this has been fixed and I can choose to pay in dollars again...

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stop4stuff](#) on Tue, 22 Jan 2013 21:25:54 GMT  
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virtox wrote on Tue, 22 January 2013 15:21Yes, any news?

If it should matter, I am not likely to order (much) until this has been fixed and I can choose to pay in dollars again...

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Pretty much the same here.

Paul

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [natalia](#) on Wed, 23 Jan 2013 14:48:20 GMT  
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Hi guys

To add to Bart here we hear you and we're pushing hard for this. Now we have resources to work on improvement projects rather than bugs fixes we can tackle important issues like this one (and dare I say it...shipping)

Thank you for the detailed examples you've all listed here it makes it easier to argue the case.

I'll post an update by the end of the week!

Best  
Natalia

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stop4stuff](#) on Wed, 23 Jan 2013 15:36:31 GMT  
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This started in August last year when there was an overhaul of Shapeways website, it is not a bug, neither does the 'bug' need fixing, all that is simply asked is please put it back to how it was before, i.e. the choice of Euro or USD

Cheers,  
Paul

stop4stuff Modeller for hire Shapeways Shop - Controller Pendant Twitter YouTube

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Subject: Re: Currency choice problem: A solution is needed

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Posted by [stonysmith](#) on Wed, 23 Jan 2013 18:11:50 GMT  
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When you have moved to an entirely new software platform, such items have to be treated as a "bug".

You can't "go back" without losing all the benefits that the new platform brought with it.

The public may view it as "restoring function", but it was actually something left out of the new version by accident.

It requires NEW code to add it.

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stop4stuff](#) on Wed, 23 Jan 2013 18:35:48 GMT  
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Thanks for sharing that info stony - in all of the messages, emails & forum posts about this issue, this is the first time that information has been conveyed.

Cheers,  
Paul

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [natalia](#) on Thu, 14 Feb 2013 22:34:49 GMT  
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Hey guys,

I just want to update you on our progress on the currency options

First step is going to be to display the currency conversion rate used on the Model Edit page

This will show the current Exchange rate between USD and EUR on both the shop inventory markup modal as well as the edit model set-markup locations for your convenience and reference.

Hurray!

Stay tuned for the next phase...

Natalia

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stannum](#) on Fri, 15 Feb 2013 23:07:56 GMT  
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Something already changed. The email with payment info matches the Paypal one, both are in dollars.

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [fx](#) on Sun, 10 Mar 2013 10:56:34 GMT  
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Any news on this important topic? Last week, I uploaded a model and setting a markup in USD when you are forced to use EUR is really painful and unefficient. It's important to freely allow the customer or designer to select the currency he wants to use, when setting the markup AND in the checkout.

Making an API is a nice thing (although of limited use for non-programmers), but what about sorting out the long standing issues first ?

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [NimlothCQ](#) on Mon, 11 Mar 2013 06:34:20 GMT  
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[fx](#) wrote on Sun, 10 March 2013 10:56Any news on this important topic? Last week, I uploaded a model and setting a markup in USD when you are forced to use EUR is really painful and unefficient. It's important to freely allow the customer or designer to select the currency he wants to use, when setting the markup AND in the checkout.

Making an API is a nice thing (although of limited use for non-programmers), but what about sorting out the long standing issues first ?

Hi there [fx](#)!

You'll be happy to learn that we have several focus teams working on different projects at the same time While we had people working on the API, we also have people working on an option for currency choices both as customers and as shop owners.

For customers, the ability to choose USD or EUR as their currency to view the site and pay with Paypal.

For shop owners, the ability to enter markup values in either currency.

I can't give you an estimated date for these, but they are being defined as we speak so some point in the near future should see some movement on this issue!

Hope this helps!

Cheers,

Christopher Carter

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [fx](#) on Sun, 26 May 2013 07:11:22 GMT  
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Is this issue really THAT hard to solve ?

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stannum](#) on Mon, 01 Jul 2013 21:21:20 GMT  
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Maybe waiting for the EU to, first, fix the crisis. It will be a hard time meanwhile, no fix, no reinvestment. Add the rejected reprints issues, and not even motivation to test prototypes or launch, already tested, new products.

Edit: typo.

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [fx](#) on Wed, 21 Aug 2013 09:12:54 GMT  
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\*bump\* [edit] To be clear: When will the european shop owners be able to handle and to see everything in dollars, if they want to ? (dropbox to choose currency, either USD or EUR) [edit]

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [stop4stuff](#) on Thu, 10 Oct 2013 07:40:32 GMT  
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Bumpity, bump, bump!

Come on Shapeways, please get this 'freedom of choice' currency issue sorted out. It really does make Shapeways look bad when three of Shapeways staff have said there will be an answer to this, but none is forthcoming

Cheers,  
Paul

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [mkroeker](#) on Thu, 10 Oct 2013 08:43:39 GMT  
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They're probably waiting for the Greek prime minister's announcement of Eurozone's bailout plans for the US after October 17

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [fx](#) on Sun, 12 Jan 2014 10:52:30 GMT  
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natalia wrote on Wed, 23 January 2013 14:48Hi guys

To add to Bart here we hear you and we're pushing hard for this. Now we have resources to work on improvement projects rather than bugs fixes we can tackle important issues like this one (and dare I say it...shipping)

Thank you for the detailed examples you've all listed here it makes it easier to argue the case.

I'll post an update by the end of the week!

Best  
Natalia

Hello Natalia,  
Any news about this ? It was one year ago... :-(

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [Youknowwho4eva](#) on Fri, 25 Jul 2014 16:50:43 GMT  
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Please direct further comments to this post

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Subject: Re: Currency choice problem: A solution is needed  
Posted by [Youknowwho4eva](#) on Fri, 25 Jul 2014 16:51:34 GMT  
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Please direct further comments to this post

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