
Subject: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Fri, 04 Jan 2013 23:40:14 GMT
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For the past month or two Ive had a phew emails saying people have bought some parts and yet the "My Sales" page displays nothing. This is the third time I have recieved an email saying someone has bought something and yet the My Sales page is totally blank.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Sat, 05 Jan 2013 19:58:05 GMT
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Recieved another email today again, whats going on shapeways?!

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [mkroeker](#) on Sat, 05 Jan 2013 23:26:04 GMT
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Can you try with another browser (and/or operating system) in case it is a web page design issue ?
(In any case you are probably better off emailing service directly instead of posting in the forum)

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Sun, 06 Jan 2013 00:00:13 GMT
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I tried another browser and its the same thing. I dont think that would be the problem anyway as its more likely to be a server-side/database issue.

I guess I will need to contact them directly.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [stannum](#) on Sun, 06 Jan 2013 00:11:28 GMT
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Maybe the sales were cancelled?

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Sun, 06 Jan 2013 00:17:27 GMT
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It is possible ofcourse but for all 4 orders to be made over different times and not 1 show up on my account is strange.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [stonysmith](#) on Sun, 06 Jan 2013 01:37:42 GMT
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Download your Order Overview and see what it says.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Sun, 06 Jan 2013 02:26:47 GMT
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Its blank.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [stonysmith](#) on Sun, 06 Jan 2013 03:50:40 GMT
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The Excel file is completely blank?

I'm talking about the Sales Overview Spreadsheet available at
<http://www.shapeways.com/shop/download-payments-overview>

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Sun, 06 Jan 2013 04:09:34 GMT
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The column names are there but thats it. It feels like shapeways email automation system is playing games with me.

Subject: Re: My Sales page blank and yet I receive emails reporting purchases
Posted by [bartv](#) on Mon, 07 Jan 2013 12:23:00 GMT
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Sorry to hear that! This doesn't sound right.

I'm forwarding this message to our Customer Service team. If they can't figure it out, we'll ask our developers to look in to this.

Bart

Subject: Re: My Sales page blank and yet I receive emails reporting purchases
Posted by [ChristelH](#) on Mon, 07 Jan 2013 13:25:46 GMT
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Hi Richard,

I am very sorry to hear this is blank.
I have figured out what has happened and sent you an email about this.

Kindly,
Christel Hagens
Customer Service Agent

Subject: Re: My Sales page blank and yet I receive emails reporting purchases
Posted by [Malcr001](#) on Mon, 07 Jan 2013 20:09:14 GMT
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Thank you ChristelH,

For those wondering it was because I had not setup markup on any of my items. I always thought there was a default markup value but apparently not. So I have gained nothing from my sales which is frustrating to say the least.

One thing I feel should be approved on is ALL sales should still show up on my sales page regardless of whether I made any markup or not as they are still essentially sales made. If this had been the case I would have spotted the problem on my first sale.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Bathsheba](#) on Mon, 07 Jan 2013 21:54:49 GMT
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I too would like an indication of when items without markup are sold.

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [Malcr001](#) on Mon, 07 Jan 2013 22:24:43 GMT
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I tried to post this on shapeways feedback page but I could'nt post it. Have they stopped taking feedback now?

Subject: Re: My Sales page blank and yet I recieve emails reporting purchases
Posted by [bartv](#) on Tue, 08 Jan 2013 07:59:57 GMT
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There's a problem with the login on the feedback pages.. I'll forward this suggestion to our product team!

Bart
