Subject: What if I uploaded the wrong file?
Posted by JeremyMallin on Fri, 15 Mar 2013 16:13:12 GMT
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I just filled my first co-creator request, but I accidentally clicked on the wrong file to upload. Now it seems there is no way for me to correct this. Does anyone know of a way to cancel the customer's order and upload the correct file? I immediately sent a message to the customer and emailed Shapeways for help. Has anyone else had this problem before? Does anyone know what to do?

Subject: Re: What if I uploaded the wrong file?
Posted by JeremyMallin on Fri, 15 Mar 2013 16:52:14 GMT
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Shapeways responded to my message. Unfortunately the only way to handle it right now is for Shapeways to cancel out the order and ask the customer to reorder. Maybe this is something their web development team can work on in future improvements.

Subject: Re: What if I uploaded the wrong file?
Posted by stonysmith on Fri, 15 Mar 2013 17:06:20 GMT
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What are you suggesting that the web development team fix?

What would your proposed solution be in this case?

Subject: Re: What if I uploaded the wrong file?
Posted by JeremyMallin on Fri, 15 Mar 2013 17:23:16 GMT
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Not fix -- new feature. A button for product designers (Shapeways store owners) to cancel/refund an order and/or replace the model file before a co-creator order goes to manufacturing -- plus automatically alerting Shapeways that this has happened.

Subject: Re: What if I uploaded the wrong file?
Posted by JeremyMallin on Fri, 15 Mar 2013 17:25:31 GMT
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Or just a streamlined way of allowing store owners to quickly alert Shapeways to user mistakes like this one before the wrong model gets printed. (maybe a button to message Shapeways with specific order details already embedded).

Subject: Re: What if I uploaded the wrong file?
Posted by NimlothCQ on Thu, 21 Mar 2013 03:03:22 GMT
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Hi!

Just wanted to pop in and mention that we released Order Cancellation on the Order Status Page today. While it's not exactly what you're looking for, you can always message the customer and inform about canceling for now.

Cheers,

Christopher Carter

Subject: Re: What if I uploaded the wrong file?
Posted by JeremyMallin on Thu, 21 Mar 2013 03:47:14 GMT
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Wow. Thanks. Sounds good. I've been noticing that you've made a lot of nice enhancements to the site in the year or so I've been a customer/store owner. Good job.

Subject: Re: What if I uploaded the wrong file?
Posted by NimlothCQ on Thu, 21 Mar 2013 03:54:38 GMT
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JeremyMallin wrote on Thu, 21 March 2013 03:47Wow. Thanks. Sounds good. I've been noticing that you've made a lot of nice enhancements to the site in the year or so I've been a customer/store owner. Good job.
Thanks! It's been a tremendous team effort from everyone at Shapeways

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