Subject: shipping notifications
Posted by stop4stuff on Fri, 10 Dec 2010 16:31:32 GMT
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Shipping notifications have stopped working for me. I didn't get one yesterday for the UPS delivery today and UPS have notified me of a delivery for Monday, again with no Shapeways shipping notification.

Subject: Re: shipping notifications
Posted by stop4stuff on Mon, 13 Dec 2010 18:50:37 GMT
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Yesterday, Sunday, I recevied three shipping notifications... presumably these were for models that I had ordered, there was no model name.

I have just received another shipping notification, again with no reference to what model it is and if it is one of my orders, or someone else's.

Please can the notifications be sorted out as it is getting rather confusing.

Cheers,
Paul

Subject: Re: shipping notifications
Posted by Magic on Mon, 13 Dec 2010 21:35:34 GMT
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Same thing for me. I received the UPS notification without any Shapeways message and then, 2 days after, 4 messages "Your model has been shipped" (there were 4 items in my package) with the name of the model missing.
Now I have a fifth item waiting (in Metal so the fabrication is longer), and I received a fifth "your model has been shipped" today. Is it this model? A model a custumer ordered? Who knows?
These messages with this bug (model name missing+late) are currently useless and confusing.

I think most of the messages need to be reviewed (but this will be for another thread)

Subject: Re: shipping notifications

Posted by Drawn-SteelHero on Tue, 21 Dec 2010 13:35:13 GMT
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I certainly agree that it'd be useful if the shipping messages contained info as to which model has been shipped. I received seven shipping notices the other day, and have no idea which models they were (I have suspicions on several, but seven is a weird number, as a lot of the models I think were bought come in pairs).
It's not exactly essential for me, but it'd be nice to know.

Andy

Subject: Re: shipping notifications
Posted by virtox on Tue, 21 Dec 2010 16:25:56 GMT
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Same here.

I have reported this to service@ a few days ago, they know and are working on a fix.

@magic / regarding improvements : fire up a topic I'll chime in
I have already requested several additions to all the emails we get, I will look it up. If we combine all the requests it should speed things up

For now: it might also be handy if the shipment notification were to also show an orderlinenr/ordernr or original order date.

Cheers,

Stijn