Subject: Order not progressing
Posted by Spoors on Thu, 23 Oct 2008 09:27:46 GMT
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Hi,
I used the Black Detail offer, to order some objects. The progress of the order is still on "Paid". Normally I would already have received a confirmation that the printing had started.

Is there an issue with the Black Detail orders?

Cheers,

Jeroen

Subject: Re: Order not progressing
Posted by madox on Thu, 23 Oct 2008 09:37:43 GMT
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Ditto. First time order so I didn't know whether to expect any E-mail or status changes

Subject: Re: Order not progressing
Posted by pittuck on Thu, 23 Oct 2008 09:44:47 GMT
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I was just about to post to ask a similar question.

I think that they will have a small mountain of orders (mine is itself a considerable mole hill), I expect everyone at shapeways is working hard to get through the queue.

iirc they also mentioned using a different courier starting this week, and with shapeways touring the industrialised world I expect they are feeling just a tad pooped.

Anyhow, Keep up the good work!

I am sure I will be eagerly sitting by my front door in a week or so waiting for my parcel

- Martyn

Subject: Re: Order not progressing
Posted by joris on Thu, 23 Oct 2008 11:49:21 GMT
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There isn't an issue with the Black Detail orders. There is however an issue with the emails going out. We are trying to solve that now.

Joris

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Subject: Re: Order not progressing
Posted by Spoors on Fri, 24 Oct 2008 06:19:11 GMT
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Joris,
Thanks for the response ... hope to see the printed items arriving soon!

Cheers,

Jeroen

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Subject: Re: Order not progressing
Posted by daddymack on Fri, 24 Oct 2008 07:23:20 GMT
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joris wrote on Thu, 23 October 2008 07:49There isn't an issue with the Black Detail orders. There is however an issue with the emails going out. We are trying to solve that now.

Joris

Aah Joris, always the bearer of good tidings... Thanks

I went a little nuts on the black material here too... will be posting pics as they arrive

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Subject: Re: Order not progressing
Posted by joris on Fri, 24 Oct 2008 09:12:20 GMT
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Yeah, you're not the only one that went nuts.  The Objet Eden and Connex will be pretty busy the comming weeks.

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Subject: Re: Order not progressing
Posted by madox on Mon, 27 Oct 2008 13:01:57 GMT
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joris wrote on Thu, 23 October 2008 07:49There isn't an issue with the Black Detail orders. There is however an issue with the emails going out. We are trying to solve that now.

Joris

Ordered 11 days ago and status is still stuck on 'paid'
Is the web status linked to the email system somehow?

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Subject: Re: Order not progressing
Posted by pete on Mon, 27 Oct 2008 23:08:32 GMT
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yes the webstatus and emails are linked.

Please send us an email at the service ( at  ) address and we we can give you the latest status.

Peter

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Subject: Re: Order not progressing
Posted by madox on Fri, 31 Oct 2008 07:11:02 GMT
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Thanks...the delayed email was received and the package received very shortly after!

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Subject: Re: Order not progressing
Posted by madox on Fri, 05 Dec 2008 21:18:42 GMT
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This time around I got my first 'in production' message in under 2 days  Yay.  Improvement!

Thank you Shapeways...now to wait for the shipping message