Subject: Anyone else having trouble opening a shop?
Posted by Kaede on Mon, 07 Feb 2011 18:31:27 GMT
View Forum Message <> Reply to Message

Is anyone else having trouble opening a shop? I fill everything in and click the button, and nothing happens.

Subject: Re: Anyone else having trouble opening a shop?
Posted by cniemira on Wed, 09 Feb 2011 17:24:41 GMT
View Forum Message <> Reply to Message

Same!

I thought it might be the javascript blockers I have enabled in Firefox, but I switched and tried two other browser... no luck.

Subject: Re: Anyone else having trouble opening a shop?
Posted by Youknowwho4eva on Wed, 09 Feb 2011 18:09:57 GMT
View Forum Message <> Reply to Message

This is no good. I'll start bugging the people that can help

Subject: Re: Anyone else having trouble opening a shop?
Posted by ana on Wed, 09 Feb 2011 18:30:16 GMT
View Forum Message <> Reply to Message

Officially bugged! Lemme see what going on here guys...

Subject: Re: Anyone else having trouble opening a shop?
Posted by ana on Wed, 09 Feb 2011 18:42:57 GMT
View Forum Message <> Reply to Message

FYI that was "bugged" in a good sense. It was the short-hand wording for "issue registered. Thank you for the heads up, Michael.

Subject: Re: Anyone else having trouble opening a shop?
Posted by cniemira on Wed, 09 Feb 2011 18:57:23 GMT
View Forum Message <> Reply to Message

I was just able to create a shop! Just waiting on a manual review.

Thanks!

Subject: Re: Anyone else having trouble opening a shop?
Posted by ana on Wed, 09 Feb 2011 19:11:27 GMT
View Forum Message <> Reply to Message

Can you guys give me any more detail on the problem, and what happens? @Kaede, you put in all the information and it just hung there, with no response from the page?

Subject: Re: Anyone else having trouble opening a shop?
Posted by Kaede on Thu, 10 Feb 2011 03:56:20 GMT
View Forum Message <> Reply to Message

Yep, I put in the info, and nothing happened. I was expecting something along the lines of a "Thank-you, we are reviewing your request and will get back to you shortly." message, but it looked like nothing happened at all if I clicked the "save" button. (I was using Chrome, and I believe it did say "javascript error. ")

Still, it must have gone through since I got a notification today letting me know the shop had been opened.

Subject: Re: Anyone else having trouble opening a shop?
Posted by ana on Thu, 10 Feb 2011 16:23:16 GMT
View Forum Message <> Reply to Message

Ok, it definitely does sound like a Javascript error.

I'm glad it finally worked out for you two, but I'll still have the dev team take a look.

Subject: Re: Anyone else having trouble opening a shop?

Posted by ElizabethsCreativePursuits on Tue, 01 Mar 2011 01:46:54 GMT
View Forum Message <> Reply to Message

As an FYI on this issue, I have been trying to open a shop and haven't had any success, but I'm waiting patiently.

Subject: Re: Anyone else having trouble opening a shop?
Posted by Bunrattypark on Wed, 02 Mar 2011 03:02:38 GMT
View Forum Message <> Reply to Message

Me too, same as above.

Subject: Re: Anyone else having trouble opening a shop?
Posted by ana on Wed, 02 Mar 2011 03:41:38 GMT
View Forum Message <> Reply to Message

Sorry to hear it, guys. @Elizabeth, @Bunrattypark I'm hoping you two can give me a little more info so I can provide the dev team with as much detail as possible.

1. Which browsers did you try this in?

2. Which operating systems are you both running?

3. When did you both have this problem?

Is there anyone else on this thread who's still experiencing the same issue?

Subject: Re: Anyone else having trouble opening a shop?
Posted by ElizabethsCreativePursuits on Wed, 02 Mar 2011 19:14:37 GMT
View Forum Message <> Reply to Message

Hi, Ana,

I'm using Internet Explorer 8 and Windows Vista. I tried several times on Feb. 28 to open the shop before posting in this thread, but nothing happened when I clicked on the button to open the store. I'm in the U.S., on EST (GMT-5), just to help keep the timeline of events straigtht.

I think I know now what was happening, though.

Since I'm in the U.S., Shapeways didn't need a VAT number from me to open the shop because I will be responsible for collecting and paying the taxes myself.

However, as with the others above, there was no immediate reaction or message from the site itself to show that my information had been processed and was being reviewed for approval.

Meanwhile, I used Creator and a photo to create a 3D photo, just to see what it would look like, and I saved the model. The e-mail that the model had become printable was sent out at 2:32 AM EST, Mar. 1.

Then, the e-mail saying that my VAT, or lack thereof, had been checked and my business information had been approved was sent out at 3:17 AM EST, Mar. 1.

When I opened and read that e-mail, I came back to the site, clicked the button to open the store, and at that time the Javascript opened to ask for the business name and URL that I wanted to use. I filled that in and received a message that my shop had been opened and, when that information had been reviewed and approved, my shop would be unlocked.

The e-mail that said my store had been unlocked was sent out at 8:34 AM, Mar. 1.

So, it seems as if everything is actually working as it should. All that's missing is some sort of immediate response from the site, a message that lets those who try to open shops know that the first set of information, the billing and shipping addresses and so forth, has been received and needs to be reviewed and approved before the button to open the shop will respond to being clicked. There is a message that does say that the VAT or Chamber of Commerce number must be approved before a store can be opened, but that apparently isn't enough to make it clear enough to some of us that Shapeways did receive our information. It was also confusing to me, particularly after I realized that Shapeways did not need a taxpayer ID from anyone outside of the EU.

Thanks for you attention and help,

Elizabeth

Subject: Re: Anyone else having trouble opening a shop?

Posted by Bunrattypark on Sat, 05 Mar 2011 21:04:09 GMT
View Forum Message <> Reply to Message

I have tried every evening this week, but always the same, I cannot access the SAVE function to open the shop. I have used Firefox and IE9, with Vista, and the latest version of Java uploaded.

Any word of progress on this issue? Many thanks...

Subject: Re: Anyone else having trouble opening a shop?
Posted by bluelinegecko on Mon, 07 Mar 2011 18:32:35 GMT
View Forum Message <> Reply to Message

Having the same issues with crome and IE8. Can't open a shop with either because it wont save my info

Subject: Re: Anyone else having trouble opening a shop?
Posted by Bunrattypark on Tue, 08 Mar 2011 10:53:42 GMT
View Forum Message <> Reply to Message

I downloaded Google Chrome, and managed to open the shop that way.

Subject: Re: Anyone else having trouble opening a shop?
Posted by ana on Tue, 08 Mar 2011 17:27:47 GMT
View Forum Message <> Reply to Message

Hey guys, sorry about the glitches here.

@Bunrattypack, switching browsers is how I eventually got shop creation to workl, only I started in Chrome, and was eventually successful in Firefox.

Last I heard the development team was trouble shooting this. I'll try and get an update on where things are at.

Subject: Re: Anyone else having trouble opening a shop?

Posted by horstnyc on Tue, 08 Mar 2011 20:28:52 GMT
View Forum Message <> Reply to Message

I've definitely been able to reproduce this issue. It looks like a javascript problem on the page that's preventing the button from submitting its input to our web server.

I've bumped this up to a high priority and am hoping to fix it in the next couple days.

-Ben

Subject: Re: Anyone else having trouble opening a shop?
Posted by horst on Fri, 11 Mar 2011 20:29:00 GMT
View Forum Message <> Reply to Message

I see everyone on this thread now has a working shop. Can anyone follow through and let me know what breakthrough solved the problem(s) for you?

I've continued testing and the functionality has been working much more solidly for me lately. Could be related to some ongoing work we've been doing...

-Ben

Subject: Re: Anyone else having trouble opening a shop?
Posted by ElizabethsCreativePursuits on Sat, 12 Mar 2011 01:36:35 GMT
View Forum Message <> Reply to Message

Hi, Ben,

I posted a follw through above in response to a request for information from Ana. Now, I just have to master MeshLab.

Elizabeth

Subject: Re: Anyone else having trouble opening a shop?
Posted by bluelinegecko on Sat, 12 Mar 2011 15:52:02 GMT
View Forum Message <> Reply to Message

For me it just took multiple trys with IE and chrome. The site eventually gave me an update that

my information was saved.I think that the information is saving as Elizabeth said, the site was just not giving any feedback that the save was successful

---

Subject: Re: Anyone else having trouble opening a shop?
Posted by horst on Mon, 14 Mar 2011 01:36:40 GMT
View Forum Message <> Reply to Message

Thanks for the updates, and don't hesitate to let me know if there is anything else we can help with.

-Ben

Subject: Re: Anyone else having trouble opening a shop?
Posted by DavidTsai on Mon, 18 Apr 2011 00:17:32 GMT
View Forum Message <> Reply to Message

Trying to set up shop too, and have no idea what some of the requested information is:

paypal e mail? - the e mail I have paypal contact me through?
Chamber of Commerce number? - never heard of this

also...
In the set up, why does my shipping address appear 3 times?

Please help me understand this. I just want to set up a shop with you guys.

Thanks

Subject: Re: Anyone else having trouble opening a shop?
Posted by horst on Mon, 18 Apr 2011 15:04:09 GMT
View Forum Message <> Reply to Message

David,

The PayPal email is your PayPal account ID--which we use to pay you when you make sales.

Chamber of Commerce number should not be necessary for most shop creators. Don't check the box indicating you are a business, and this won't appear for you.

You may have saved multiple shipping addresses, which would be why you see it three times.
--
We are deploying UI fixes to the shop creation process this week. I would be very happy to collect your feedback on the changes and how you feel about them compared to the current system.

Thanks,
Ben