
Subject: Co-Creator Issue

Posted by [ana](#) on Thu, 29 Dec 2011 17:42:15 GMT

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Hi guys,

I wanted to give you all a heads up about a co-creator bug that my team and I have uncovered. For a portion of co-creator orders placed between Dec 1st-21st, the template models were sent to production instead of the personalized models. Our dev team uncovered the bug and fixed it as of last week.

Only a portion of co-creators were affected and we've caught the bulk of these in QA. We understand how important this time of year is for shopowners, and we're taking measures to solve this issue for both you and your customers. CS will be in touch with you directly if you've been affected.

If you have any more questions about individual orders, please contact service@shapeways.com.

Thanks,
Ana

Subject: Re: Co-Creator Issue

Posted by [Maethius](#) on Wed, 04 Jan 2012 15:50:44 GMT

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Question, if I may;

Does the co-creator function split profits between two or more file creators? If so, is the split 50%/50% or can it be manually set per case?

Thanks much for your time!

Subject: Re: Co-Creator Issue

Posted by [mctrivia](#) on Wed, 04 Jan 2012 16:29:25 GMT

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no. co-creates are between designer and purchaser. purchaser can request personalizations.

Subject: Re: Co-Creator Issue

Posted by [Maethius](#) on Wed, 11 Jan 2012 16:09:58 GMT

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Thanks for the reply. (sorry for the delay in replying to the reply, as things have been nuts around here lately! Babies and toddlers are merciless energy bundles!)
