Subject: Shop payments and sales not updating?
Posted by SheilaMunro on Tue, 21 Feb 2012 06:13:06 GMT
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Since Feb. 08 I haven't seen one single sale register in my shop... Anyone else having the same issue? The "Last Payment", "Pending Payments" & "Next Payment" fields are all not updating correctly, everything else appears to be working fine though.

Thanks,
Matthew & Sheila
Dropping Form Designs

Subject: Re: Shop payments and sales not updating?
Posted by Bathsheba on Wed, 22 Feb 2012 11:50:05 GMT
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I agree these numbers are incorrect.

"Last payment" still shows January's number, but off by a few cents. "Next payment" says Feb 15, which is of course past, and the number is off by over $170. "Pending payment" I haven't checked.

I'm afraid I don't really feel like submitting this to the user-feedback section, reviewing my vote allocations etc. Suggestions are a nice thing to vote on, but bugs should only need to be reported once.

Subject: Re: Shop payments and sales not updating?
Posted by duann on Wed, 22 Feb 2012 14:22:27 GMT
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Hey Bathsheba,

We are aware of the discrepancy,

Dev team are on it right now,

We will post an update ASAP

Thanks for your patience

Subject: Re: Shop payments and sales not updating?
Posted by Bathsheba on Wed, 22 Feb 2012 22:05:21 GMT
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Awesome, thanks.

Subject: Re: Shop payments and sales not updating?
Posted by SheilaMunro on Thu, 23 Feb 2012 04:08:09 GMT
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Yeah it's interesting, I'm noticing funds switch back and forth between the "Next Payment" and "Pending Payment" fields as well on a daily basis.

Subject: Re: Shop payments and sales not updating?
Posted by duann on Thu, 23 Feb 2012 15:00:21 GMT
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Hey all,

Thanks for letting us know but please hold tight as the developers ensure that any issues are crushed forever.

Once we are sure we have everything square we will ensure your payments are properly balanced.

We also have people now working on shop owner reporting tools so you will be able to have more metrics to better understand your sales and therefore optimise your shops and product pages.

Thanks again for your understanding.

Subject: Re: Shop payments and sales not updating?
Posted by robo3687 on Mon, 05 Mar 2012 03:11:16 GMT
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any updates on this Duann?

Subject: Re: Shop payments and sales not updating?
Posted by aeron203 on Wed, 14 Mar 2012 18:13:40 GMT
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Just looking for an update. I have noticed the pending payment amount dropping continuously, and the 15th is tomorrow. The numbers are way off. Will this be fixed in time?

Subject: Re: Shop payments and sales not updating?
Posted by robo3687 on Wed, 14 Mar 2012 22:50:23 GMT
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i noticed the other day the numbers finally corrected themselves...for about an hour...

since then the money is still continuing to shuffle around and the last payment figure is off by about $100...

it'll be interesting to see what actually happens.....

Subject: Re: Shop payments and sales not updating?
Posted by Bathsheba on Wed, 21 Mar 2012 10:53:10 GMT
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bump

I'm sorry to nag, but this needs fixing.

Subject: Re: Shop payments and sales not updating?
Posted by ana on Wed, 04 Apr 2012 00:25:10 GMT
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Thanks Bathsheba. An update is on the way.

Subject: Re: Shop payments and sales not updating?
Posted by nancyliang on Wed, 04 Apr 2012 23:13:38 GMT
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Hey guys,

So over the past month we've been working on overhauling finance related processes (this and other things). While working on the overhaul, we've discovered more things that need optimizing and unfortunately that has pushed back the project's release date--we want to make sure we hit ALL the bugs and inefficiencies in the system!

That said, we recognize that this is a major problem and crucial information for you guys. So we'll look into these specific issues (rather than tackling all finance related fixes in one swoop) and just focus on getting you the right data. It is a change in the strategy of how to go about fixing this, but it should give you the info you need.

We're currently the necessary pieces to deliver this more targeted info and fix this specific info for you. I'll have an update for you end of next week. Feel free me email me (nancy@shapeways.com) with any questions in the meanwhileThanks so much for your patience.

Nancy

Subject: Re: Shop payments and sales not updating?
Posted by nancyliang on Mon, 16 Apr 2012 15:06:39 GMT
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Hey guys,

Some urgent issues grabbed ahold of me and wouldn't let go next week, so I didn't get as much time to dig into this. Apologies!

However, we should have some time this week to check it out.

We have some hypothesis on where the issues are, but we need to run a few more checks to be sure.

Thanks for your patience,

Nancy

Subject: Re: Shop payments and sales not updating?
Posted by aegidian on Mon, 16 Apr 2012 18:14:43 GMT
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When will this month's payments be made?

Subject: Re: Shop payments and sales not updating?
Posted by B1lancer on Tue, 17 Apr 2012 06:31:02 GMT
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Sometimes it feels like paying shop owners is low on the priorities list. The numbers are constantly changing, payment is rarely paid on the 15th, normally 16th or 17th and what I get paid often doesn't add up with what's in the excel document.

Last month I tried to find some combination of payments that would add exactly add up to what I was paid, but I could only find a sum which was slightly greater or slightly lower than what I was paid.

Very confusing!

It's a pain trying to run a business when the numbers I am going to be paid keep changing. I find it hard to muster the enthusiasm to develop on Shapeways sometimes, it used to be a joy!

Kindest Regards,

Jack

Subject: Re: Shop payments and sales not updating?
Posted by Bathsheba on Tue, 17 Apr 2012 06:57:17 GMT
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Well said.

Subject: Re: Shop payments and sales not updating?
Posted by bdickason on Tue, 17 Apr 2012 15:22:56 GMT
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Hi guys,

We completely agree that this is a huge problem and are figuring it out right now. It should be completely, 100%, crystal clear what you are paid, when you will be paid, and that number should always match what goes into your bank account.

Correcting the communication and calculation of your payments is my personal #1 priority right now.

Subject: Re: Shop payments and sales not updating?
Posted by Jettuh on Wed, 18 Apr 2012 14:12:35 GMT
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Hi all,

I'm really sorry for all the inconvenience and delays, but I finally have some good news.

The payments are being made as we speak!

We will make sure that this will not happen again next month

Have a wonderful day all!

Kind regards,
Mitchell Jetten
Customer Service

Subject: Re: Shop payments and sales not updating?
Posted by virtox on Wed, 18 Apr 2012 15:32:35 GMT
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Oooh, I love ShapeWaysPayDays

Thanks guys!

Subject: Re: Shop payments and sales not updating?
Posted by aegidian on Wed, 18 Apr 2012 15:39:08 GMT
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Good to have things working properly again.

Subject: Re: Shop payments and sales not updating?
Posted by bdickason on Wed, 18 Apr 2012 16:16:39 GMT
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aegidian wrote on Wed, 18 April 2012 15:39Good to have things working properly again.

Just to clarify, although the payments have sent out, we still have an issue with the proper values being displayed on the 'Manage Shop' pages (Current Payment / Next Payment / Pending Payments / Payment History).

I'm currently diving into why this is happening and should have an update shortly.

Subject: Re: Shop payments and sales not updating?
Posted by B1lancer on Wed, 18 Apr 2012 20:08:19 GMT
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Until the numbers in the shop section are displaying correctly would it not be logical to remove them? There is nothing in the shop section to say the numbers displayed are incorrect, so unless you read the forum then you'll go on assuming that the numbers are correct.

It would only take a moment to disable the function, or apply some red text below to state the numbers are incorrect. It's very frustraiting, I was using the numbers on the shop interface in spreadsheets, so now I have a whole load of spreadsheets which are useless

And still the incorrect numbers are displayed as if they are fact.

Regards,

Jack

Subject: Re: Shop payments and sales not updating?
Posted by bdickason on Thu, 19 Apr 2012 04:20:47 GMT

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Thanks B1lancer, your suggestion is a great one and we've made the change tonight

I posted a quick update in the Official Announcements forum about this issue.

We've released a short term fix to allow you to get immediate visibility into your finances and payments. We're also hard at work on a long term fix, and I'll post more about that tomorrow.

Click here for the short term fix (and please excuse the ugliness!!)

Thank you so much for your patience. We want to build the best site possible for you guys, and I know that at the moment, it feels like we're working against you, rather than with you.

Subject: Re: Shop payments and sales not updating?
Posted by stop4stuff on Thu, 19 Apr 2012 10:28:51 GMT
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Hi Brad,

Thanks for sorting out the shop payments yesterday - you wouldn't believe how good the timing was.

And just to let you know, my shop payments worked out correctly to the penny

Cheers,
Paul

Subject: Re: Shop payments and sales not updating?
Posted by MitchellJetten on Thu, 19 Apr 2012 11:51:41 GMT
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Great to hear Paul!

next time we will make sure that the timing will be even better... like "on-time"

Subject: Re: Shop payments and sales not updating?
Posted by stop4stuff on Thu, 19 Apr 2012 14:50:29 GMT

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I'll raise my glass to you Mitchell, thank you for putting up with me pestering you this week and being so polite too

---

Subject: Re: Shop payments and sales not updating?
Posted by bdickason on Wed, 02 May 2012 18:53:35 GMT
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Quick update guys, we're going to have this fixed for good by May 15th (the next pay period).

Subject: Re: Shop payments and sales not updating?
Posted by tebee on Wed, 16 May 2012 00:12:20 GMT
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Are you you guys still working on this ? The figures I'm seeing on the new mysales page seem to be not only wrong but changing when I go back.

It's currently showing nothing due in may but a rather nice large figure due in June.

Tom

Subject: Re: Shop payments and sales not updating?
Posted by matt_atknsn on Wed, 16 May 2012 00:24:46 GMT
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tebee wrote on Wed, 16 May 2012 00:12Are you you guys still working on this ? The figures I'm seeing on the new mysales page seem to be not only wrong but changing when I go back.

It's currently showing nothing due in may but a rather nice large figure due in June.

Tom

To add (I think the page refreshed a few moments ago), the figures are now showing sales for two months (under Sale Date: Mar 16 '12 - May 15 '12; Payment Date of Jun 15 '12...) quite a sum but sadly had to face reality of it being two months

Cheers!
-RoeT

Subject: Re: Shop payments and sales not updating?
Posted by robo3687 on Wed, 16 May 2012 00:29:36 GMT
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yeah my figures are all right except the most recent ones are displaying correctly

instead of showing a "march 16 '12 - april 15 '12" and "april 16 12' - may 15 '12" it seems to have lumped both payments into a single payment designated "nov 16 '11 - may 15 '12" that will be paid on june 15th....

but its a minor issue as the figures do seem to finally be correct and the issue seems to be how they're displayed...

also should say I'm quite happy with how this has been handled with shapeways finding and planning on paying lost sales and dealing out gift cards to affected stores...

Subject: Re: Shop payments and sales not updating?
Posted by stannum on Wed, 16 May 2012 03:46:51 GMT
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Things sold up to April 15th should be paid March 15th as the How We Pay info suggests? Or June as the Past Sales section says?

Past Sales table is a bit messy anyway, with no real table lines and all kind of formating issues pushing numbers around.

Subject: Re: Shop payments and sales not updating?
Posted by stop4stuff on Wed, 16 May 2012 05:18:41 GMT
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I didn't get what I was expecting & payment due for next month is showing more than double what it should be, and that payout will be a month too late for what the money was intended for.

Subject: Re: Shop payments and sales not updating?
Posted by virtox on Wed, 16 May 2012 06:42:54 GMT
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I got the exact same amount as last month, anyone else?

Subject: Re: Shop payments and sales not updating?
Posted by robo3687 on Wed, 16 May 2012 06:59:32 GMT
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now that you mention it...yeah....it was the exact same amount....

Subject: Re: Shop payments and sales not updating?
Posted by B1lancer on Wed, 16 May 2012 07:45:33 GMT
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Yes, I got paid the exact same amount as last month

This was supposed to be paid on the 15th, it was a day late.

The numbers are supposed to be correct, but the amounts which have been paid are different to the numbers.

This whole system system seems to have broken down, I have little trust anymore even in the spreadsheet, the rest of the numbers in the new calculator are wrong, the amounts paid are wrong and the payment is late.

I much prefered the old Shapeways 3 years ago, sure it was simpler, but it WORKED which as a

customer/co-partner with a shop was all that mattered to me.

The worst thing you can do when you have an issue like this is start giving out dates for when things will be corrected, with anything like this you can get unknown spanners in the works and missing a deadline you have set reduces trust and moral.

Kindest Regards,

Jack

Subject: Re: Shop payments and sales not updating?
Posted by stop4stuff on Wed, 16 May 2012 08:05:45 GMT
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virtox wrote on Wed, 16 May 2012 06:42I got the exact same amount as last month, anyone else?

Yep

Subject: Re: Shop payments and sales not updating?
Posted by tebee on Wed, 16 May 2012 08:59:10 GMT
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yes me too -- and strangely enough this s not the right figure

---

Subject: Re: Shop payments and sales not updating?
Posted by virtox on Wed, 16 May 2012 09:10:12 GMT
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Thanks all for confirming, all info has been forwarded and the proper people have been alerted. (Might take a few hours till US wakes up)

So far it seems like an honest (but stupid) mistake in payments.

And it looks like the new front-end has some minor issues, which I am sure will be fixed very soon.

But so far I have seen no sign that the order overview figures would be wrong.

And rest assured, in my 3 years as shop owner, all inconsistencies have ALWAYS been solved to full satisfaction.

Let's try to see it as growing pains?
(going from tens/hundreds of shop owners and (manual) payments to automated thousands(?) requires system upgrades)

And as far as I can tell, payments were made on the 15th ? (US time)

Cheers,

Stijn

Subject: Re: Shop payments and sales not updating?
Posted by bdickason on Wed, 16 May 2012 15:10:03 GMT
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Hey guys, we definitely made a mistake in shop owner payments this month. And yes it's a stupid mistake: we submitted last month's figures to paypal. Although we're mostly automated there is still some manual stuff involved.

We're working on resolving it now and will make sure that every shop owner gets paid what he/she is owed. Expect a more detailed follow-up email later today.

Also, we're aware that there are issues with the display side of the reports. Some of those are due to the incorrect payments, but we're working on other discrepancies that we've noticed.

Thank you for your patience.
Brad

Subject: Re: Shop payments and sales not updating?
Posted by natalia on Wed, 16 May 2012 15:13:44 GMT
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Well, this is embarrassing. It looks like we spoke too soon.

While we knew there would be a few discrepancies in reporting (and individuals were alerted), we were not anticipating to payout the incorrect amounts. My sincere apologies.

Here's what happened:
1.We submitted last month's sheet to paypal, instead of this month. So, as some of you have noticed, you got paid the exact same payment as last month.
2.On your shop 'My Sales Page', the figures are not matching up.

Here's how we will fix it TODAY:
We are submitting THIS month's payment to paypal and paying the difference.The end result is that TODAY everyone will have the correct May payment amount in their paypal account.

My Sales Page: The figures on your payments page will reflect the correct amounts.

We feel very silly indeed, so while the finance team is fixing the amounts, I am taking out all our collective frustration on the Shapeways bunny:

(thanks to Stephan Witte for the pic)

File Attachments

1) Screen Shot 2012-05-16 at 11.19.53 AM.png, downloaded 237 times

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Subject: Re: Shop payments and sales not updating?
Posted by stop4stuff on Wed, 16 May 2012 17:55:08 GMT
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Cool... glad to read that things are being sorted out.

Subject: Re: Shop payments and sales not updating?
Posted by tebee on Wed, 16 May 2012 21:11:04 GMT
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So do I understand correctly from Natalia's latest email ?

Having paid us the April shop payment twice (once at the right time in April, once again now) you are now going to pay us the full May's payment as well?

You would however, like us to refund the second April payment so Shapeways is not out of pocket .

Just how much does Shapeways stand to lose through this if we don't? Can we even refund it if, like me, you have spent it already? (Hey, money don't hang around in my account long these days !), though I'll have some again when you pay me again .

Tom

Subject: Re: Shop payments and sales not updating?
Posted by natalia on Wed, 16 May 2012 21:13:11 GMT
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Hi everyone,

As I explained earlier, we put the wrong shop payments in your account. D'OH!

We paid you the April amount and not the May amount. We're really sorry about this honest (and stupid) mistake. As you can imagine, we're hitting our heads against the wall since we just spent the last weeks laying down the foundation to eventually introduce a much simpler payment process.

We've emailed everyone affected and the correct payments should be hitting everyone's account ASAP.

edit: Tom, we posted at the same time! To clarify, we are leaving the choice of the refund totally up to you.

Thanks,
Natalia

Subject: Re: Shop payments and sales not updating?
Posted by carine on Wed, 16 May 2012 23:53:30 GMT

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Hi guys,

Check your inboxes! All **correct** May payments were just sent via PayPal.

Thank you all SO much for hanging in there. We are quite relieved to put this mess-up behind us and will be on watch to make sure everything goes smoothly. Please let us know via service@shapeways.com if you see anything fishy at all.

If it's of interest, Pete shared some of the back story on the blog: http://shpws.me/6Cpf

Thanks everyone!

Subject: Re: Shop payments and sales not updating?
Posted by WillLaPuerta on Thu, 17 May 2012 00:06:32 GMT
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Curse my honest nature . . . I just couldn't bring myself to keep it.

Subject: Re: Shop payments and sales not updating?
Posted by Bathsheba on Thu, 17 May 2012 18:51:22 GMT
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Me either. *sigh*

Everything on the sales page appears to make sense now. The history data is nice, but mainly it's great to see those numbers looking solid!

Subject: Re: Shop payments and sales not updating?
Posted by tebee on Thu, 17 May 2012 19:57:41 GMT
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The figures may be solid but are they right yet ? Just looked at mine and the May payment is not the same amount as I just received.

Neither seem to agree with the figure I calculate from the order overview. Maybe I should keep quiet - the money I received is the largest of the three figure.....

BTW I don't see any way of refusing to accept either of the Shapeways payments but it looks as though I could refund them - is this what you mean ?

Tom

Subject: Re: Shop payments and sales not updating?
Posted by natalia on Fri, 18 May 2012 08:03:31 GMT
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Hi Tom,

Yes, after 48 hours have passed, you have the option to 'refund' a payment, if you wish.

As for your figures not matching up, I've emailed service@shapeways.com so they can pull their numbers for you to cross reference against.

edit: I've let CS know, and they should be getting back to you shortly!

Best,
Natalia