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Subject: Apparently i sold something?  
Posted by [pdb](#) on Tue, 19 Jun 2012 16:27:00 GMT  
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According to an email i received. One of my models has been bought.

Nothing is showing up on my shop.

Is this a mistake?

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Subject: Re: Apparently i sold something?  
Posted by [virtox](#) on Tue, 19 Jun 2012 16:53:06 GMT  
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Hi!

What kind of email did you get?  
Did it include an attachment?  
Does it show on : <http://www.shapeways.com/mysales> ?

Cheers,

Stijn

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Subject: Re: Apparently i sold something?  
Posted by [stop4stuff](#) on Tue, 19 Jun 2012 16:54:30 GMT  
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Did you check out your My Sales page?

Ninja'd by virtox

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Subject: Re: Apparently i sold something?  
Posted by [pdb](#) on Tue, 19 Jun 2012 18:56:42 GMT

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Heres what i recieve:

Hi,

The model (Model #512133) that someone ordered from your Shop is now being placed in a snug UPS box and is going to start its journey around the world to your customer!  
We thought you would like to know the status of your 3D printed physical version of your wonderful design!

Kind regards,

The Shapeways Service Team  
Ralph, Maartje, Kevin, Christel, Joost, Michon, Mitchell and Gary  
service@shapeways.com

Shapeways  
Passionate about creating  
www.shapeways.com

nope, nothing showing up on mysales, No attachments either, just that number?

Thanks for replying

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Subject: Re: Apparently i sold something?  
Posted by [stop4stuff](#) on Tue, 19 Jun 2012 19:02:10 GMT  
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Yes, that's the email that shows the model ordered (either by you or someone else) has been shipped... but what does your <http://www.shapeways.com/mysales> page say? - just click the link and it will take you to your model sales when you are logged in on your account.

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Subject: Re: Apparently i sold something?  
Posted by [virtox](#) on Tue, 19 Jun 2012 19:11:43 GMT  
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That message indicates a product being shipped, so you would be looking for a sale from a while

back.

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Subject: Re: Apparently i sold something?  
Posted by [VeryWetPaint](#) on Tue, 19 Jun 2012 19:44:11 GMT  
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Do you have any models with \$0.00 or a -0.00 markup?

In my experience, sales don't show up in the sales report if a model doesn't have any price markup.

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Subject: Re: Apparently i sold something?  
Posted by [stonysmith](#) on Tue, 19 Jun 2012 20:10:51 GMT  
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VeryWetPaint is entirely correct. If the model/material combination that the buyer selected had \$0 markup.. it's not (currently) listed in the shop sales at all. If you WANT no markup, but want to track sales, you'll have to put at least \$0.01 markup on each item.

Checking all of your current markups, as well as updating them all can be done easily with the CSV markup wizard. - but.. it won't change OLD sales that were at \$0.

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Subject: Re: Apparently i sold something?  
Posted by [pdb](#) on Tue, 19 Jun 2012 20:11:46 GMT  
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Ahh thats probably it.

I dont have a mark up.

ill change it to 10p just so i can see the sales.

Thx

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Subject: Re: Apparently i sold something?  
Posted by [stop4stuff](#) on Tue, 19 Jun 2012 20:23:30 GMT  
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Within the email will be a model number - construct a url in notepad etc, with the format  
www.shapeways.com/model/\*model number\*/ and you can find out what model it was.

imo, all model sales with or without markup should be reported

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Subject: Re: Apparently i sold something?  
Posted by [Salorian](#) on Mon, 17 Sep 2012 12:56:45 GMT  
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pdb wrote on Tue, 19 June 2012 20:11Ahh thats probably it.

I dont have a mark up.

ill change it to 10p just so i can see the sales.

Thx

I had the same experience with my shop - the "markup procedure" is soooo awkward (uploading excel etc.) , I deleted my shop right away.  
We fly to Mars, get an iphone5, which has more computing power than the whole Apollo13 mission - but here I have no chance to conveniently add my markup per model online but in Excel  
...

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Subject: Re: Apparently i sold something?  
Posted by [Youknowwho4eva](#) on Mon, 17 Sep 2012 13:30:20 GMT  
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Salorian wrote on Mon, 17 September 2012 12:56pdb wrote on Tue, 19 June 2012 20:11Ahh  
thats probably it.

I dont have a mark up.

ill change it to 10p just so i can see the sales.

Thx

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We fly to Mars, get an iphone5, which has more computing power than the whole Apollo13 mission - but here I have no chance to conveniently add my markup per model online but in Excel ...

Have you tried editing your markup by going through your models in edit mode? You can add/edit your markups by item by material on the site (no excel required).

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Subject: Re: Apparently i sold something?  
Posted by [Salorian](#) on Mon, 17 Sep 2012 13:42:24 GMT  
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I will give it a try, thanks for the hint. But I remember, that I tested the shop for about an hour or so, did not figure out an easy way for this markup stuff.

Thanks  
Heinz

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Subject: Re: Apparently i sold something?  
Posted by [Youknowwho4eva](#) on Tue, 25 Sep 2012 14:36:35 GMT  
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It is not obvious that you can edit them in this way, in edit mode, they markups look like links, but they are editable.

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