

Incorrect Multiplication of gross values

Posted by quayfee - 04 Feb 2011 18:00

Hi,

Having installed last weekend (thanks again for the great support), I handed the installation over to my client and they have found some inconsistencies in the calculations.

It appears that things are being multiplied incorrectly.

One example is in the 'Customers > Top Gross income' Report. The gross value is being multiplied by the number of items ordered. So one order is for £109.20 (5 products), but the gross income for that customer (who only placed that order) is shown as £546, not £109.20. This is for all orders and appears to be across all customer based reports.

Please let me know if you would like further information.

I should also point out that my client also said that he was impressed with the potential of the suite and was looking forward to using it for a long time.

Many Thanks

Keith

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Re: Incorrect Multiplication of gross values

Posted by FlameAndWell - 05 Feb 2011 10:12

I also encountered the same issue and look forward to resolving it. Thanks!

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Re: Incorrect Multiplication of gross values

Posted by latitudweb - 09 Mar 2011 23:19

Dear colleagues,

We've been having many difficulties when trying to replicate this behaviour in our systems (both test and production systems). I assume you're using the latest version (1.3.2).

The only question that comes to mind is whether these customers might have placed the order more than once and that the VirtueMart integration settings treats all these incomplete transactions as also successful transactions.

This is what we can do to work it out for once and for all. This is the SQL query that comes out of the Sales Analytics tool to build the 'Customers > Top Gross income' Report:

```
[code]SELECT
    CONCAT_WS(' ', u.first_name, u.last_name) as user_name,
    SUM(o.order_total) AS gross_income,
    SUM(o.order_total - (o.order_tax+ o.order_shipping + o.order_shipping_tax)) AS net_income,
    SUM(o.order_tax) AS taxes,
    SUM(o.order_shipping) AS shipping,
    SUM(o.order_shipping_tax) AS shipping_taxes,
    COUNT(DISTINCT(o.order_id)) AS n_orders,
    SUM(i.product_quantity) AS n_items,
    SUM(o.coupon_discount) AS coupon_discount,
    SUM(o.order_discount) AS order_discount
FROM `jos_vm_orders` AS o
LEFT JOIN `jos_sa_order_segmentation` AS t ON o.order_id = t.order_id
LEFT JOIN `jos_vm_order_item` AS i ON i.order_id = t.order_id
LEFT JOIN `jos_vm_user_info` AS u ON u.user_id = t.user_id
WHERE t.cdate>='2011-02-08' AND t.cdate
```

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Re: Incorrect Multiplication of gross values

Posted by latitudweb - 09 Mar 2011 23:30

Also, please bear in mind that when Sales Analytics is installed for the first time, the VirtueMart successful status that is set in the integration parameters is 'Confirmed'. This transaction status is alright for downloadable products (items that won't be delivered).

But if you run a deliverable goods store, the VirtueMart transaction status moves on from 'Confirmed' to 'Shipped'. If this is your case, you should change this parameter in the Sales Analytics configuration.

Kind regards.

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Re: Incorrect Multiplication of gross values

Posted by cswikoff - 22 Jun 2011 16:01

Same problem. I have one customer that purchased 6 items for \$49.82. In SA it shows that she has purchased 18 items. It then multiplies 18 items by \$49.82 and shows that her purchase was \$896.76. I do have a different option to the problem in SA. Actually, I would rather just have the sale of \$896.76. So, if you can give me a way to do that I'll be delighted. analytictools.latitudweb.com/components/.../emoticons/smile.png

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Re: Incorrect Multiplication of gross values

Posted by hlbg - 04 Jul 2011 14:26

I have the same problem here.

Joomla 1.5.23 and VirtueMart 1.1.9. Sales Analytics 1.4.0.

I've tried your SQL query. But it throws an error:

SELECT

CONCAT_WS(' ', u.first_name, u.last_name) as user_name,

```
SUM(o.order_total) AS gross_income,

SUM(o.order_total - (o.order_tax+ o.order_shipping + o.order_shipping_tax)) AS net_income,

SUM(o.order_tax) AS taxes,

SUM(o.order_shipping) AS shipping,

SUM(o.order_shipping_tax) AS shipping_taxes,

COUNT(DISTINCT(o.order_id)) AS n_orders,

SUM(i.product_quantity) AS n_items,

SUM(o.coupon_discount) AS coupon_discount,

SUM(o.order_discount) AS order_discount

FROM `wbx_vm_orders` AS o

LEFT JOIN `wbx_sa_order_segmentation` AS t ON o.order_id = t.order_id

LEFT JOIN `wbx_vm_order_item` AS i ON i.order_id = t.order_id

LEFT JOIN `wbx_vm_user_info` AS u ON u.user_id = t.user_id

WHERE t.cdate>='2011-05-01' AND t.cdate
```

Re: Incorrect Multiplication of gross values

Posted by cswikoff - 04 Jul 2011 15:50

Thanks hlbog. I hope this gets us closer to a solution. I really love this extension, but right now it is not usable. My client doesn't trust the data, which is understandable. If there are others out there that can give some details to help find the problem, or if someone found a solution, I'm sure everyone would appreciate it.

Re: Incorrect Multiplication of gross values

Posted by hlbog - 04 Jul 2011 18:39

I guess I have figured out the problem. It is on the database queries.

I was debugging the Customer's reports only, but the other cases are similar.

This is original query that gather the data for the Customer's report (Top Gross) list.

[code]

```
SELECT CONCAT_WS(' ', u.first_name, u.last_name) AS user_name, SUM(o.order_total) AS  
gross_income, SUM(o.order_total - (o.order_tax+ o.order_shipping +o.order_shipping_tax)) AS  
net_income, SUM(o.order_tax) AS taxes, SUM(o.order_shipping) AS shipping,  
SUM(o.order_shipping_tax) AS shipping_taxes,COUNT(DISTINCT(o.order_id)) AS n_orders,  
COUNT(i.order_item_id) AS n_items, SUM(o.coupon_discount) AS coupon_discount,  
SUM(o.order_discount) AS order_discount
```

```
FROM `wbx_vm_orders` AS o
```

```
LEFT JOIN `wbx_sa_order_segmentation` AS t
```

```
ON o.order_id = t.order_id
```

```
LEFT JOIN `wbx_vm_order_item` AS i
```

```
ON i.order_id = t.order_id
```

```
LEFT JOIN `wbx_vm_user_info` AS u
```

```
ON u.user_id = o.user_id
```

```
WHERE t.cdate>='2011-05-01'
```

```
AND t.cdate='2011-05-01'
```

```
AND t.cdate
```

```
=====
```

Re: Incorrect Multiplication of gross values

Posted by cswikoff - 04 Jul 2011 19:55

Wow,

Thanks for looking into that and posting your findings. I'm sure the developers appreciate it. I know I do. I am hoping it gets us really close to a final solution.

Thanks again.

Craig

```
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```

Re: Incorrect Multiplication of gross values

Posted by latitudweb - 05 Jul 2011 11:13

Hi Helder,

Thanks a lot for your help, we really appreciate it.

We'll check your query and we'll release an updated Sales Analytics version fixing this bug.

Again, thanks a lot.

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