Incorrect Multiplication of gross values
Posted by quayfee - 04 Feb 2011 18:00

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Hi,

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

It appears that things are being mulitplied incorrectly.

One example is in the 'Customers > Top Gross income' Report. The gross value is being muliplied 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 an appears to be across all customer based reports.

Please let me know if you would like further information.

I should also point out the 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 latitudweb - 06 Jul 2011 09:29

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Hi everybody,

After we performed our tests, we'll go with this query (*beware of the table prefixes*):

[code]

SELECT

 u.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,

 (SELECT COUNT(order_item_id) FROM `jos_vm_order_item` AS o LEFT JOIN `jos_vm_orders` AS j ON o.order_id = j.order_id LEFT JOIN `jos_sa_order_segmentation` AS t ON o.order_id = t.order_id WHERE j.user_id = o.user_id AND t.cdate>='2011-05-01' AND t.cdate='2011-05-01'

  AND t.cdate

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Re: Incorrect Multiplication of gross values
Posted by hlbog - 06 Jul 2011 12:09

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Yes, it works perfectly!

Thanks for the support.

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Helder Garcia

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Re: Incorrect Multiplication of gross values
Posted by latitudweb - 06 Jul 2011 12:11

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Correction

After executing performance tests, finally this is the query to be used:

```
[code]

SELECT

 u.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.n_items) 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 (SELECT o.order_id, SUM(o.product_quantity) AS n_items FROM `jos_vm_order_item` AS
o LEFT JOIN `jos_sa_order_segmentation` AS t ON o.order_id = t.order_id WHERE
t.cdate>='2011-05-01' AND t.cdate='2011-05-01'

 AND t.cdate
```

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Re: Incorrect Multiplication of gross values
Posted by cswikoff - 06 Jul 2011 19:12

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Thanks everybody. It looks like you are getting there. So, can I add this query somewhere to fix the problem now, or would it just be better to wait for an update? If I can add this how and where do I add it?

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Re: Incorrect Multiplication of gross values
Posted by latitudweb - 06 Jul 2011 19:26

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We're testing some other query updates to improve performance, and we believe the new release will be ready very soon. But in the meantime, if you want to modify this query in your Sales Analytics

installation, you can run this query in the database (for example, via phpmyadmin):

UPDATE `jos_sa_report_queries` SET report_query='SELECT u.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.n_items) 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 (SELECT o.order_id, SUM(o.product_quantity) AS n_items FROM `jos_vm_order_item` AS o LEFT JOIN `jos_sa_order_segmentation` AS t ON o.order_id = t.order_id WHERE #TFWC# AND #OSWC# GROUP BY o.order_id) AS i ON i.order_id = o.order_id LEFT JOIN `jos_users` AS u ON u.id = o.user_id WHERE #TFWC# AND #OSWC# GROUP BY o.user_id #ROC#'

,

header_query

=

'SELECT 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.n_items) 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 (SELECT o.order_id, SUM(o.product_quantity) AS n_items FROM `jos_vm_order_item` AS o LEFT JOIN `jos_sa_order_segmentation` AS t ON o.order_id = t.order_id WHERE #TFWC# AND #OSWC# GROUP BY o.order_id) AS i ON i.order_id = o.order_id LEFT JOIN `jos_users` AS u ON u.id = o.user_id WHERE #TFWC# AND #OSWC#'
WHERE queries_id

=

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Beware of the table prefixes!!!!

This query will update Sales Analytics query #8, the one used for top customer reports.

Regards.

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Re: Incorrect Multiplication of gross values
Posted by latitudweb - 09 Jul 2011 15:37

We've just released Sales Analytics v1.5 to solve the accuracy issue when joining data from the order items table.

All our report queries have been reviewed, also to improve accuracy.

You can download the latest version here: analytictools.latitudweb.com/downloads/d...sales-analytics.html

For further information about reports data and accuracy, please read analytictools.latitudweb.com/products/sa...tics/how-to-use.html

Thanks to everybody for your collaboration. Any feedback about this tool is highly appreciated as it helps us improve how it works.

Kind regards.

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Re: Incorrect Multiplication of gross values
Posted by rcl - 23 Dec 2011 12:25

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I have found that the program calculates wrong data about items sold.I run report Products>#Items and it shows 10 and 2 sold items instead 1. (Pls. look attachment.) In both orders was sold about 1 psc of product ,but I see items q-ty 10 and 2. I need a true data ,how can I solve this problem?

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Re: Incorrect Multiplication of gross values
Posted by rcl - 27 Dec 2011 15:46

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somebody help please ....

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Re: Incorrect Multiplication of gross values
Posted by rcl - 02 Jan 2012 09:37

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as i see, support for Sales analytics - absolute zero.....

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Re: Incorrect Multiplication of gross values
Posted by cswikoff - 02 Jan 2012 13:19

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Actually, I have found their support to be quite good. However, you are posting on a thread that is six months old. It is possible that they don't monitor posts past a certain age. Have you tried creating a new thread? I was one of the early participants in this thread, but the update to v1.5 fixed my problem. If that didn't fix your problem your issue may be different.

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