Successful Transaction Status

Posted by alex - 31 Oct 2012 12:45

Hello, me again. I've encountered a slight problem with Sales Analytics. The default setting for the successful transaction status is 'Confirmed' (Sales Analtyics > Settings > Integration). This means that when an order is manually changed in VirtueMart from 'Confirmed' to 'Shipped' the orders no longer show on the reports. I appreciate you can just go in and change the setting but I wondered if there was a way to show confirmed AND shipped orders on the same set of reports. If there isn't, just let me know too.

Thanks in advance once more.

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Re: Successful Transaction Status

Posted by latitudweb - 31 Oct 2012 16:27

Hello Alex,

You're right. On isntallation, the default setting for the successful transaction status is 'Confirmed' (which is the usual one for digital downloadable goods). But you can change this value in the settings.

In your case, if you want both 'Confirmed' and 'Shipped' statuses, just go to **Sales Analtyics > Settings > Integration** and select both of them in the combo.

Kind regards.

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Re: Successful Transaction Status

Posted by alex - 01 Nov 2012 08:41

Hello,

Many thanks for getting back to me so quickly. I'm afraid I was bit stupid and I thought it was a drop-down list whereby you could only select one option. I have now successfully selected both statuses.

Thanks again and sorry to be a pest!

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