Action	Picture
Step 1 • WSMB (Buyer) placed an order for two signs and one clock from WSMS • Signs £1 each + £1.60 for posting. Clock £1.50 plus 50p postage. Total £5.60 • Order C6U4 is created • WSM sends automated email to buyer - Correct (see opposite)	
Step 2 • WSMB (Buyer) pays for goods via Paypal and receives email from Paypal (correct - below) • WSM (info@warestreetmarket) receive a copy of email (correct – below) • Email sent to seller WSMS is incorrect (see opposite page) 	 Incorrect – Shipping costs are wrong in email to seller

Step 3

- Order in Joomla shows the incorrect total

Order number	Customer	Order status	Date	Vendor total	Total
C6U4	seawardside@ntlworld.com	shipped	2014-06-23 10:09	£ 4.00	£ 4.00

- When drill down to order in Joomla (opposite) , can see that the shipping costs are not correct.

Additional information

Subtotal	£ 3.50
Coupon	£ 0.00
Shipping	£ 0.50
	• Shipping costs (£ 0.50)
Payment fee	£ 0.00 - PayPal
Total	£ 4.00
Vendor fixed fees	£ 0.00
Vendor total	£ 4.00 ✔

Step 4

- Seller logs into WSM and sees incorrect total (below)
- Email button below also generates incorrect amount (see opposite)

E-mail   Invoice   Shipping invoice

ADDITIONAL INFORMATION

Subtotal	£ 3.50
Coupon	£ 0.00
Shipping	£ 0.50
	Shipping costs (£ 0.50)
Payment fee	£ 0.00 - PayPal
Total	£ 4.00

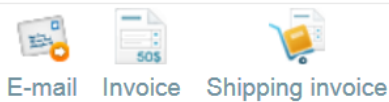| Name	Unit price	Qty	Total
Kids Alarm Clock	£ 1.50	1	£ 1.50
Wooden signs: Blue White font Custom Text:: Bournemouth	£ 1.00	1	£ 1.00
Wooden signs: Red White font Custom Text:: Southampton	£ 1.00	1	£ 1.00
	Subtotal		£ 3.50
	Shipping		£ 0.50
	Final total		£ 4.00

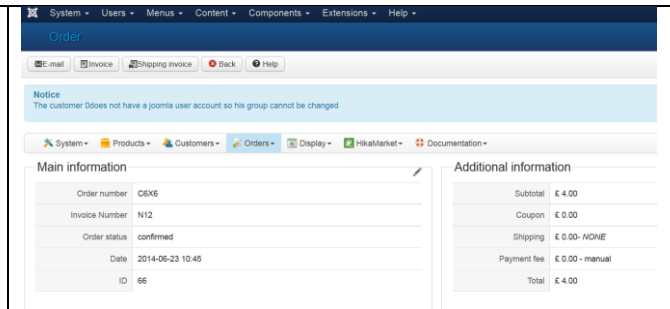Path: div » div.hikashop_online » a   Words: 125

Text version

Hi Buyer,

The status of your order No. C6U4
(http://www.warestreetmarket.com/newsite
/index.php?option=com_hikashop&ctrl=order&task=show&
cid[]=65&Itemid=962)
has been changed to shipped.

Once again, thank you for your order at
http://www.warestreetmarket.com/newsite/. We hope to see
you again soon.

Step 5

- Seller updates the status from confirmed to shipped (Correct)
- WSM administrator tries to pay WSMS via pay option and gets Joomla error message: "The customer 0does not have a joomla user account so his group cannot be charged"
- Order disappears from the pay section