


Action

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)

 23 Jun 2014 11:12:01 BST
Transaction ID: [4YV799637A743743E](#)

Dear Jason Pengelly,

You sent a payment of 5.60 GBP to www.warestreetmarket.com.

It may take a few moments for this transaction to appear in your account.

| Merchant | | Instructions to merchant | |
|--|------------|---------------------------------------|-----------|
| www.warestreetmarket.com | | You haven't entered any instructions. | |
| Description | Unit price | Qty | Amount |
| Total price | £5.60 GBP | 1 | £5.60 GBP |
| Subtotal | | | £5.60 GBP |
| Total | | | £5.60 GBP |
| Payment | | | £5.60 GBP |

Charge will appear on your credit card statement as "PAYPAL *WWWWARESTRE"

The status of your order No. [C6U4](#) has been changed to confirmed.

Hi Buyer,
Thank you for your order at <http://www.warestreetmarket.com/newsite/>

| Billing address | Shipping address |
|---|---|
| Mr Good Buyer 40 Solent Road BH6 4BP Bournemouth Dorset United Kingdom Telephone: 07968961325 | Mr Good Buyer 40 Solent Road BH6 4BP Bournemouth Dorset United Kingdom Telephone: 07968961325 |

Summary of your order

| 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 | | | £ 2.10 |
| Final total | | | £ 5.60 |

Payment method : PayPal




Picture

We are pleased to confirm the creation of your order No. [C6U4](#) at <http://www.warestreetmarket.com/newsite/> on the 23 June 2014 at 10:09

Hi Buyer,
Thank you for your order at <http://www.warestreetmarket.com/newsite/>

| Billing address | Shipping address |
|---|---|
| Mr Good Buyer 40 Solent Road BH6 4BP Bournemouth Dorset United Kingdom Telephone: 07968961325 | Mr Good Buyer 40 Solent Road BH6 4BP Bournemouth Dorset United Kingdom Telephone: 07968961325 |




Summary of your order

| 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 | | | £ 2.10 |
| Final total | | | £ 5.60 |

Your customer

| Billing address | Shipping address |
|---|---|
| Mr Good Buyer 40 Solent Road BH6 4BP Bournemouth Dorset United Kingdom Telephone: 07968961325 | Mr Good Buyer 40 Solent Road BH6 4BP Bournemouth Dorset United Kingdom Telephone: 07968961325 |

Summary of your sale

| 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 |
| Customer final total | | | £ 4.00 |

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 |

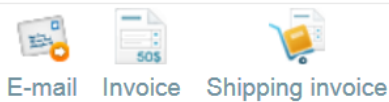
- When drill down to order in Joomla (opposite) , can see that the shipping costs are not correct.

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)



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:: Boumemouth | £ 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

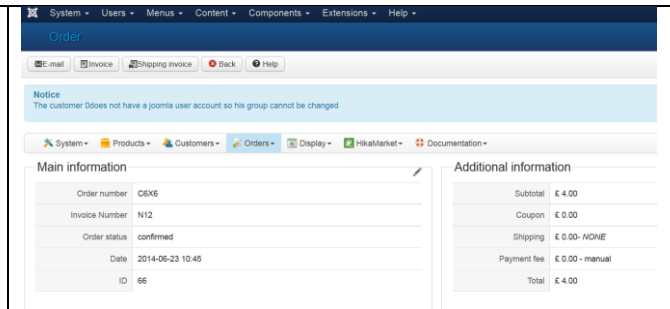
Words: 125

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 Odoes not have a joomla user account so his group cannot be charged"
- Order disappears from the pay section



The screenshot shows the Joomla! administrator interface for an order. At the top, there is a navigation menu with items like System, Users, Menu, Content, Components, Extensions, and Help. Below the menu, there are tabs for E-mail, Invoice, Shipping invoice, Back, and Help. A blue notice box states: "Notice: The customer Odoes not have a joomla user account so his group cannot be charged". Below the notice, there is a breadcrumb trail: System > Products > Customers > Orders > Display > HikaMarket > Documentation. The main content area is divided into two columns: "Main information" and "Additional information".

| Main information | |
|------------------|------------------|
| Order number | C6X6 |
| Invoice Number | N12 |
| Order status | confirmed |
| Date | 2014-06-23 10:45 |
| ID | 66 |

| Additional information | |
|------------------------|-----------------|
| Subtotal | £ 4.00 |
| Coupon | £ 0.00 |
| Shipping | £ 0.00 - NONE |
| Payment fee | £ 0.00 - manual |
| Total | £ 4.00 |