

## **ShopSite Knowledgebase**

**After using the Back button on the browser and then using the Forward button to return to my shopping cart, why is a second item added?**

Product: SC

Version: 4.x, 5.x

Platform: ALL

I added an item to my shopping cart. I used the browser Back button to return to my page, and then selected the browser Forward option to return to the cart screen. The item I originally ordered was added a second time. Why is that?Solution ID: S02476

The default "Add to Cart" button that ShopSite creates is a link to a URL that adds the specific item to the cart. If the cart is then exited by using the browser Back button (rather than ShopSite's "Return to Shopping" button) and then the Forward button is used to access the cart again, the "Add to Cart" URL has been reloaded. The product is then duplicated in the cart.

This difference in cart access URLs is easy to see if you examine the OrderAnywhere codes. Under Merchandising > OrderAnywhere, select any product and then select "Show Selected HTML." Notice the different endings for the URLs:

...function=add">[Add to Cart]

vs.

...function=show">[View Cart]

An item will be added each time the "=add" URL is used instead of the "=show." Any extra items may be removed by setting their quantity equal to zero and then selecting the ShopSite "Recalculate" button.

To avoid duplication, enter and exit the cart screens using the ShopSite options rather than the browser options.

<https://support.shopsite.com/KBase/questions/1945/>