ShopSite Knowledgebase

When clicking on the back button, all of the customer's information is gone from the billing screen.

When a customer is placing an order, if they enter incorrect information such as a mistyped credit card number or they're missing a required field, ShopSite puts out an error message of what is incorrect and tells them to go back and fix the problem. The problem is that when they click on the back button for their browser, they're taken back to the billing screen but all of the information that they already answered is gone.
Solution ID: S03209
This is browser dependent, and more specifically dependant on your browser settings. If you have your browser set to not cache any documents, than no matter what happens when you click on the back button the order information isn't going to be there. Adjusting the cache settings to allow caching of documents will fix this problem.

https://support.shopsite.com/KBase/questions/2038/