

## **ShopSite Knowledgebase**

### **Why must the customer re-enter information when they make a mistake typing in the order form?**

Product: ShopSite SC

Versions: All

Platforms: All

Why must the customer re-enter information when they make a mistake typing in the order form?Solution ID: S03757

If the fields that are lost are the credit card fields (number, expiration date and billing address), then the data must be re-entered with every attempt to purchase. This is an intentional security feature of ShopSite.Solution ID: S03757

If the customer information fields are lost (name, address, etc.), this may be related to the cache settings of the user. If the cache settings of the browser are set to never check for newer versions of documents, then when you click back to the billing screen the browser will pull up the cached version of the billing screen, which does not contain the information that previously filled in by the customer.

This is specific to the customer's browser and can't be completely avoided. If a customer complains, suggest that they adjust their browser's cache setting to a non-zero setting.

<https://support.shopsite.com/KBase/questions/2173/>