

ShopSite Knowledgebase

Checkout screen reloads or returns to shopping cart when 'Enter' or 'Return' key pressed on the keyboard

Product: SC

Version: 6.0x and 6.1x

OS: ALL

Why does my checkout screen reload or send me back to the shopping cart screen when a shopper hits the 'Enter' or 'Return' key on their keyboard, and what can I do about it?

Solution ID: S05455

This is a known issue for Netscape v6.x and IE browser users. The issue is caused by IE (or Netscape v6 or greater) mistakenly thinking that the first submit button on the screen is the default action for the Enter/Return key. The issue will be fixed in a future version of ShopSite.

One workaround that you could implement now to make it act differently is to copy the HTML code from the HTML source of the Checkout screen for one of the other submit buttons on the screen (using an invisible gif for the submit images) that you WANT to be the default action, most likely the Submit This Order button, into one of the Preferences -> Store Text -> Checkout text fields that appears higher up in the page than the rest of the submit buttons. Then the Return/Enter key would trigger that submit instead of the one that was previously causing the problem.

Using the HTML for the Submit This Order button should work quite nicely; if the shopper is ready to complete the order (has all fields filled in properly) then the Return/Enter key would cause the order to be submitted. If they were not ready (some required fields were missing) then the JavaScript checking would cause a JavaScript pop-up telling them fields needed to be filled in, no reloading or lost information or returning to the cart should happen as a result of the Enter/return key.

<https://support.shopsite.com/KBase/questions/2224/>