ShopSite Knowledgebase

v6.2.1 Pro thankyou.cgi patch for 'phantom product' appearance

PRODUCT: ShopSite PRO
VERSION: 6.x
PLATFORM: ALL
I am using ShopSite Pro, and occasionally when viewing and/or downloading my orders I see an extra product in the order that does not figure into the order total, and was not in the email receipt. What is happening and what can I do?
Solution ID: S5469
The issue is caused by an incorrect number of items being recorded in the order due to an un-applied coupon added by the shopper (un-applied in that their shopping cart did not meet the coupon's criteria). In these cases, merchants may see an extra product at the end of the order in the View Order screen, and/or an extra product at the end of the order in the tab-delimited order download file.
A thankyou.cgi patch for ShopSite v6.2.1 has been issued for all supported platforms to resolve this problem. The patch is available for download on the ShopSite reseller FTP site, contact your ShopSite reseller/hosting provider in order to have the patch applied to your ShopSite if you are experiencing this problem or are using the Coupon feature. Once applied, the patch will prevent the issue from occuring in future orders.
The issue will also be resolved for future versions of ShopSite.
Note that even with this problem occuring, shopper information, payment information, and totals in the orders are still correct, and that product information displayed on the thankyou screen and in the email receipts is also correct (i.e. the extra product will not be in the email receipts, including the order notification email sent to the merchant).

https://support.shopsite.com/KBase/questions/2466/