
Problems with new order action?

Posted by pendingorders - 2009/04/11 22:30

With the April release, we're supposed to be able to trigger orders using the person's most recent credit card with action sequences.

I've set this up and tried it and while it triggers the order, the payment doesn't go through.

Has anyone else had this problem?

Alan

Re:Problems with new order action?

Posted by danbradbury - 2009/04/19 14:21

really? Havent tested it yet, that worrying....

Re:Problems with new order action?

Posted by miked - 2009/04/20 07:48

It is important to note that the orders created by this Action are not charged immediately. They get picked up by the Autocharge Thread - which runs, IIRC, twice a day.

Re:Problems with new order action?

Posted by pendingorders - 2009/04/20 16:20

That may be the case if these orders were set as Auto charge but when I've tested it, they've come up as manual -- so they haven't charged.

Re:Problems with new order action?

Posted by miked - 2009/04/20 16:47

That is correct. If you do not check the "Auto Charge" box for the Action, they must be charged manually.

Re:Problems with new order action?

Posted by pendingorders - 2009/04/20 16:59

I AM selecting Autocharge -- but they come up as MANUAL -- that's the PROBLEM!!!

Re:Problems with new order action?

Posted by miked - 2009/04/21 08:44

Oh. :) Well, that's definitely a problem!

If you haven't already, I recommend you open a Case over on the Fusebox so our Support personnel can get to the bottom of that for you.

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Re:Problems with new order action?

Posted by pendingorders - 2009/04/21 18:22

Yes, I opened a case straight after the release (09564) but it got closed with no reason given yesterday so I've re-opened it.

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Re:Problems with new order action?

Posted by miked - 2009/04/24 10:23

One of our Developers looked into this for you and discovered the problem: if you do not choose to specify a Pay Plan, the AutoCharge flag does not get applied. This has been resolved and should be released sometime in the near future (sorry I don't have an exact ETA for you).

In the meantime, I recommend you set up some Pay Plans to use because the Action will correctly set the AutoCharge flag for those.

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Re:Problems with new order action?

Posted by JManna - 2009/06/12 09:44

If your case was inadvertently closed, please elevate your case and details to Jordan Mauzy for further review (jordanm at infusionsoft.com).

Please CC me as well, joseph.manna at infusionsoft.com. :)

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Re:Problems with new order action?

Posted by InfusedPatrick - 2009/07/27 01:41

Is this still an issue?

-P

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Re:Problems with new order action?

Posted by InfusedPatrick - 2009/07/27 02:07

Is this still a problem? I'm about to launch a new site based 100% on action sets.... We are about 6 days away from launch....

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Re:Problems with new order action?

Posted by pendingorders - 2009/07/27 16:27

No, once I added a payment plan we no longer had this problem.

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Re:Problems with new order action?

Posted by InfusionPros.com - 2009/07/27 21:19

You have had to add a payplan ever since the create an order action has been a feature. Wish i could had helped you earlier. Just saw your post now.

Best
Steve

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