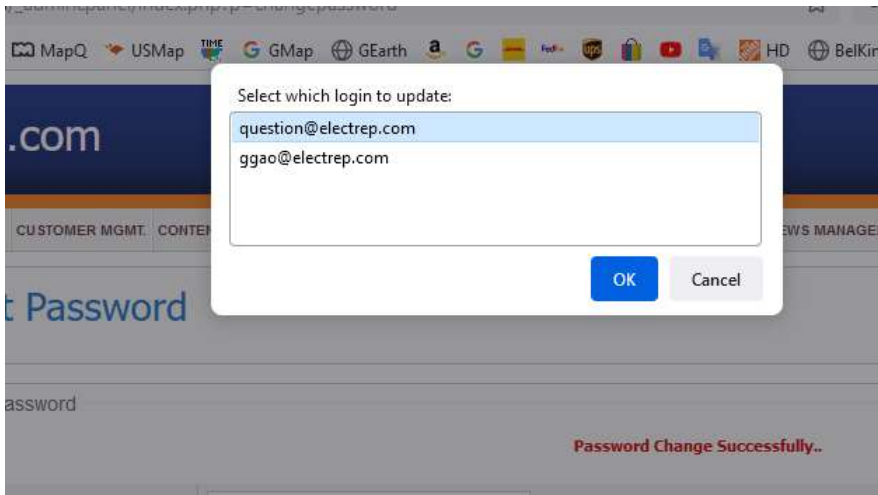


Feedback 1-20-22:

Section 1: For Site Migration Setup

- 1) The pup window still jumped out after clicking the Save button (a Floppy disc Image) on Edit Password page as reported on last Feedback (User PW change on Backend (under Tool) shows an account selection box, which should not be a case. Please check and fix.)



- 2) After submitted the reviews with "stars" selections. The system recorded the review, but the "User Review" line does not show numbers of review and the star level about it. Please check...



Reviews of Customer

Services is good



Received very good services

A good one



Very good quality

3) The Review buttons on Product Manager page does not go to the Preview page at all.

Product Manager

category-- Filter Reset

<input type="checkbox"/>	Category-Name	Part No.	Product-Title	Product-Price	Product Available	Product-Images	Status	Product Free	Featured Product	Edit	Preview
<input type="checkbox"/>	155M Standard SFP	E-S42230-H	Hardened 155Mbps SFP Transceiver, BiDi, 10km, LC, 1550T/1310R Down	20.00	20	Images	✓	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	155M Standard SFP	E-S42130-H	Hardened 155Mbps SFP Transceiver, BiDi, 10km, LC, 1310T/1550R Up Down	27.00	5	Images	✓	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	100M Fiber Channel SFP	E-S40950-H	Hardened 100M/1000M SFP, Dual Rate, Dual Fiber, 20Km, 1310nm Up Down	35.00	7	Images	✓	<input type="checkbox"/>	<input type="checkbox"/>		

4) The "Promotion code" selection box on Promotional Code page is not allowing to type in/create the Promo code.

PRODUCTS MGMT. CUSTOMER MGMT. CONTENT MGMT. ORDER MGMT. RMA MGMT. SHIPPING MGMT. BANNER MANAGER NEWS MANAGER

Promotional Code is required field

Promotional code: New

* Discount case : Total Amount * Status: Yes No

* Promotional code: create

* Discount Amount:

* Cart Amount:

* From Date:

* To Date:

Section 2 (for Step 2): Checkout/Shopping cart issues

- 5) We found: FedEx “Ground” option is not available at this moment on its website (see below SS2), and we don’t know when it will be available again or even never... To make sure we don’t offer something that is not available or has too much of gap on cost, please try to add an additional \$6 onto the Ground cost option – in the case below (costs for same items on our site and FedEx site), the Ground option should be **\$21.80** (15.80+6), which is closer to next lowest price/svc \$25.77 that is currently available on FedEx site. Please make sure only add this extra \$6 on Ground cost only.

SS1: Our Site FedEx Options:

Shipping Options		
Service Type	Amount	Delivery Date
<input type="radio"/> FEDEX GROUND	\$15.80	2022-01-22T23:59:00
<input type="radio"/> PRIORITY_OVERNIGHT	\$40.53	2022-01-24T12:00:00
<input type="radio"/> FEDEX_EXPRESS_SAVER	<u>\$25.77</u>	2022-01-26T20:00:00
<input type="radio"/> FEDEX_2_DAY_AM	\$29.78	2022-01-25T12:00:00
<input type="radio"/> FIRST_OVERNIGHT	\$79.25	2022-01-24T08:00:00
<input type="radio"/> STANDARD_OVERNIGHT	\$37.58	2022-01-24T20:00:00
<input checked="" type="radio"/> FEDEX_2_DAY	\$27.25	2022-01-25T20:00:00

BACK SUBMIT

SS2: From FedEx Website:

Amounts are shown in USD

ARRIVES ON Sat, Jan 22	DELIVERED BY 12:00 PM FedEx Priority Overnight®	\$62.37	∨
	DELIVERED BY 9:30 AM FedEx First Overnight®	\$97.25	∨
ARRIVES ON Mon, Jan 24	DELIVERED BY 12:00 PM FedEx Priority Overnight®	\$44.37	∨
	DELIVERED BY 8:00 AM FedEx First Overnight®	\$79.25	∨
	DELIVERED BY 8:00 PM FedEx Standard Overnight®	\$41.09	∨
ARRIVES ON Tue, Jan 25	DELIVERED BY 12:00 PM FedEx 2Day® AM	\$32.42	∨
	DELIVERED BY 8:00 PM FedEx 2Day®	\$29.61	∨
ARRIVES ON Wed, Jan 26	DELIVERED BY 8:00 PM FedEx Express Saver®	\$27.98	∨

Arrival dates shown here are subject to availability.

Log in to your account to see your account-specific rates and services.

Rates shown here may be different than the actual charges for your shipment. [View more details.](#)

- 6) On Paypal page shown below, the option “Shipping to my billing address” should be changed to **unchecked status as** default, instead of a checked status as default – this will reduce error/confusion on the Shipping address in the process.

PayPal Guest Checkout

We don't share your financial details with the merchant.

Country/Region: United States

Card number: [input field]

Expires: [input field] CSC: [input field]

First name: GG Last name: GG

Billing address

Street address: 232 Dr

Apt., ste., bldg.: [input field]

City: SFF

State: California ZIP code: 94080

Ship to my billing address

Contact Information

Phone type: Mobile Phone number: +1

Email: [input field]

By continuing, you confirm you're 18 years or older.

Pay Now

PayPal i

No matter w
financ

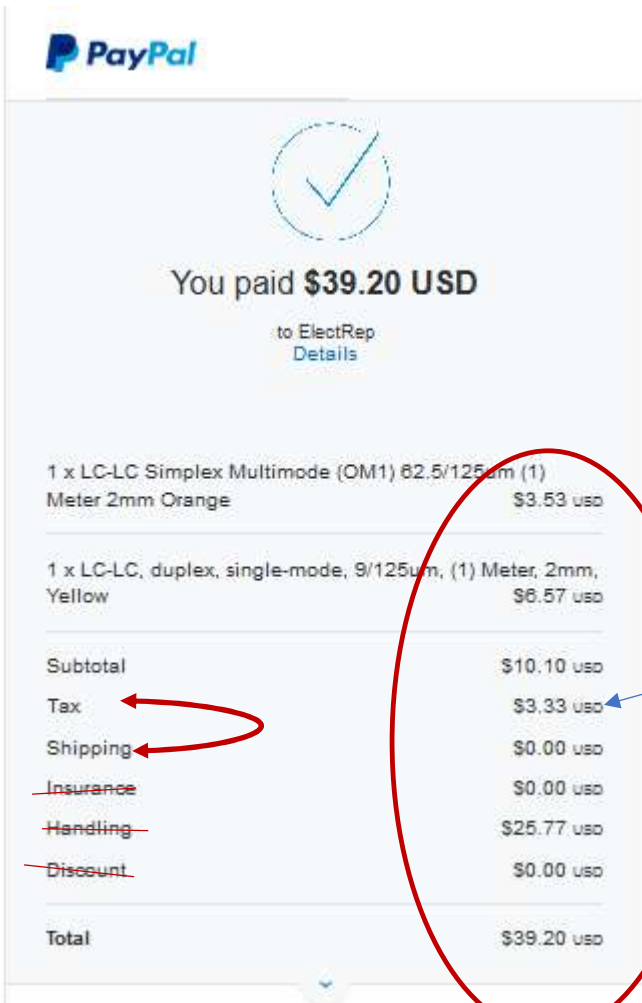
This should be set to **unchecked** as the default

7) The final Paypal receipt we received after payment shows:

a. The Data we sent to Paypal API still has the issues of miss-calculation, miss-ordering and miss-titling – please compare **SS1** and **SS2** below...

However, please follow the **SS2/SS3** (the data on our site's shopping cart) below in terms of breakdown category and the order for the data sent to Paypal API.

SS1:



Why the tax on our shopping cart is \$3.34, but becomes \$3.33 on Paypal page?

SS2:

Subtotal of Items :	\$10.10
Shipping & Handling (FEDEX EXPRESS SAVER):	\$25.77
Total with Shipping :	\$35.87
Sales Tax :	\$3.34
Total :	\$39.21


These data/numbers on our shopping cart are correct in numbers, titles, and orders. So please follow these.

SS3:

My Confirmation					
PN	Title/Description	Unit Price	Quantity	Subtotal	
E-MFSLCLC01M-M1	LC-LC Simplex Multimode (OM1) 62.5/125um (1) Meter 2mm Orange (Length: 2M ; Jacket : LSZH 2~5M ; Connector: APC)	\$3.53	1	\$3.53	
E-SFDLCLC01M-S2	LC-LC, duplex, single-mode, 9/125um, (1) Meter, 2mm, Yellow (Length: 2M ; Jacket: LSZH 1M)	\$6.57	1	\$6.57	
				Subtotal of Items :	\$10.10
				Shipping & Handling (FEDEX EXPRESS SAVER):	\$25.77
				Total with Shipping :	\$35.87
				Sales Tax :	\$3.34
				Total :	\$39.21

Billing Address Edit Billing GG GG 232 Dr SFF, CA 94080 United States Phone : 650-332-334 Email : ggao@electrep.com	Ship To Address Edit Shipping TT TT 2300 Northern CA Dr SC, CA 94080 United States Phone : 415-222-3232 Email : ggao@electrep.com
--	--

Pay via:

1. A PayPal Account, or
2. Credit Card, Debit Card or Online Bank Account 


choose 2nd option: "Pay as a Guest now."

[SUBMIT](#) [BACK](#)

b. On Paypal receipt, the **Ship To** address is showing the **Billing Address** of credit card now actually (see below SS1), which should be fixed to the **Ship To Address** on our Shopping cart:

SS1:

PayPal



You paid **\$39.20 USD**
to ElectRep
[Details](#)

Get PayPal Notifications in Messenger

Paid with
Visa x-3859 \$39.20 USD
This transaction will appear on your statement as PAYPAL *ELECTREP

Shipped to
George Gao
547 Exeter Way
San Carlos, CA 94070
United States

Ship To Address
TT TT
2300 Northern CA Dr
SC, CA 94080
United States

Purchase details
Receipt number: 2206984742624565
We'll send confirmation to:
ggahome@gmail.com

Merchant details
ElectRep

[Return to Merchant](#)

- 7) The issues found on the Backend Order and Back-order management pages are:
- Backend system save the “Billing” address to “Shipping” field on **Order Mgr** page (see **SS1/SS2** below).
 - The “Full Address” below should be “Ship To”

SS1:

<input type="checkbox"/>	Sn	PO Number	Customer Name	Username	User Status	Country	Full Address	Order Date
<input type="checkbox"/>	1	B012122-42	GG GG	ggao@electrep.com	Registered	United States	232 Dr, SFF, CA, 94080	01-21-2022 09:33:13
Billing Address			GG GG 232 Dr SFF, CA 94080 United States Phone : 650-332-334 Email : ggao@electrep.com		PN Info. E-MFSLCLC01M-M1		Description Info. LC-LC Simplex Multimode (OM1) 62.5/125um (Length: 2M ; Jacket : LSZH 2~5M ; Connector: APC)	
Shipping Address			TT TT 2300 Northern CA Dr SC, CA 94080 United States Phone : 415-222-3232 Email : ggao@electrep.com		Subtotal of Items		Shipping Cost (FEDEX EXPRESS SAVER)	
					Total with Shipping			
					Sales Tax			
					Total			

SS2:

Order Manager

Order From Date

Search Criteria

PO Number

Order To Date

Registration Status

Order Status

<input type="checkbox"/>	Sn	PO Number	Customer Name	Username	User Status	Country	Full Address	Order Date	Shipping Cost	Quantity	Total	Order Status	Action			
<input type="checkbox"/>	1	B012122-42	GG GG	ggao@electrep.com	Registered	United States	232 Dr, SFF, CA, 94080	01-21-2022 09:33:13	\$25.77	1	\$32.02	Completed	Add Comment	Order Details	Confirmation	Edit Billing/Shipping Address
Billing Address			GG GG 232 Dr SFF, CA 94080 United States Phone : 650-332-334 Email : ggao@electrep.com		PN Info. E-MFSLCLC01M-M1		Description Info. LC-LC Simplex Multimode (OM1) 62.5/125um (1) Meter 2mm Orange (Length: 2M ; Jacket : LSZH 2~5M ; Connector: APC)		Unit Price	Quantity	Note/BackOrder Qty	Total Price				
Shipping Address			TT TT 2300 Northern CA Dr SC, CA 94080 United States Phone : 415-222-3232 Email : ggao@electrep.com		Subtotal of Items		Shipping Cost (FEDEX EXPRESS SAVER)									
					Total with Shipping											
					Sales Tax											
					Total											

c. **An issue found as well:** when clicked the **Confirmation** button on **Order Mgr** page for same order, the pup page shows the different breakdown numbers comparing with Order Mgr page (see below **SS3**). This Confirmation page should be the same to the notification mails sent to both our Site Mgr and customer, but they look different (see the email confirmation received on **SS4** below). Please check....

SS3:

The screenshot shows two side-by-side views of an order. On the left is the 'Order Mgr' page, and on the right is the 'Confirmation' page. A red circle highlights the 'Price' column in both. In the 'Order Mgr' page, the 'Price' for the item is \$0.00, while in the 'Confirmation' page, it is \$3.53. A blue arrow points from the 'Confirmation' button in the 'Order Mgr' page to the 'Confirmation' page.

Discount	Price
N/A	\$ 0.00
SubTotal of Items:	\$ 0.00
1g (FEDEX EXPRESS SAVER)	\$ 25.77
Total with Shipping	\$ 25.77
Refund from paypal	\$
Sales Tax	\$ 2.72
Total	\$ 28.49

er Qty	Total Price
	\$3.53
	\$3.53
	\$25.77
	\$29.30
Tax	\$2.72
	\$32.02


SS4 (email Confirmation/Notification received):

The screenshot shows an email confirmation page. A red circle highlights the 'Price' column, showing a discrepancy from the Order Mgr page. The 'Price' for the item is \$3.53, while in the Order Mgr page, it was \$0.00.


Unit Price	Qty.	Discount	Price
\$3.53	1	N/A	\$3.53
SubTotal of Items:			\$ 3.53
Shipping and Handling			\$ 25.77
Total with Shipping			\$ 29.30
Sales Tax			\$ 2.72
Total			\$ 32.02

involved. Please check the Backorder notice message in er.

d. On **Backorder Mgr** page, the title of **Full Address** should be changed to **Ship To** as well, and the true **Shipping Address** should show up on this field, instead of **Billing Address** is filled up on this field.



Back Order Manager



Order From Date	<input type="text"/>	Order To Date	<input type="text"/>
Search Criteria	<input type="text"/>	Registration Status	--choose-- v
PO Number	<input type="text"/>	Order Status	--choose-- v

<input type="checkbox"/>	Sn	PO Number	Customer Name	Username	User Status	Country	Full Address	Order Date	Quantity	Total	Order Status	Action		
<input type="checkbox"/>	1	B012122-42	GG GG	ggao@electrep.com	Registered	United States	232 Dr, SFF, CA, 94080	01-21-2022 09:33:13	1	\$7.18	Back Order	Add Comment	Order Details	Note Edit Billing/Shipping Address

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">Billing Address</td> <td style="border-bottom: 1px solid #ccc;"> GG GG 232 Dr SFF, CA 94080 United States Phone : 650-332-334 Email : ggao@electrep.com </td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Shipping Address</td> <td style="border-bottom: 1px solid #ccc;"> TT TT 2300 Northern CA Dr SC, CA 94080 United States Phone : 415-222-3232 Email : qqao@electrep.com </td> </tr> </table>	Billing Address	GG GG 232 Dr SFF, CA 94080 United States Phone : 650-332-334 Email : ggao@electrep.com	Shipping Address	TT TT 2300 Northern CA Dr SC, CA 94080 United States Phone : 415-222-3232 Email : qqao@electrep.com	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid #ccc;">PN Info</td> <td style="border-bottom: 1px solid #ccc;">Description Info</td> <td style="border-bottom: 1px solid #ccc;">Unit Price</td> <td style="border-bottom: 1px solid #ccc;">Quantity</td> <td style="border-bottom: 1px solid #ccc;">Total Price</td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">E-SFDLCLC01M-S2</td> <td style="border-bottom: 1px solid #ccc;">LC-LC, duplex, single-mode, 9/12Sum, (1) Meter, 2mm, Yellow (Length: 2M ; Jacket: LSZH 1M)</td> <td style="border-bottom: 1px solid #ccc;">\$6.57</td> <td style="border-bottom: 1px solid #ccc;">1</td> <td style="border-bottom: 1px solid #ccc;">\$6.57</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid #ccc;">Subtotal of Items</td> <td colspan="2"></td> <td style="border-bottom: 1px solid #ccc;">\$6.57</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid #ccc;">Total with Shipping</td> <td colspan="2"></td> <td style="border-bottom: 1px solid #ccc;">\$6.57</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid #ccc;">Sales Tax</td> <td colspan="2"></td> <td style="border-bottom: 1px solid #ccc;">Tax \$0.61</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid #ccc;">Total</td> <td colspan="2"></td> <td style="border-bottom: 1px solid #ccc;">\$7.18</td> </tr> </table> <div style="margin-top: 5px; text-align: right;"> <input type="button" value="Shipped Out"/> <input type="button" value="Cancel Order"/> </div>	PN Info	Description Info	Unit Price	Quantity	Total Price	E-SFDLCLC01M-S2	LC-LC, duplex, single-mode, 9/12Sum, (1) Meter, 2mm, Yellow (Length: 2M ; Jacket: LSZH 1M)	\$6.57	1	\$6.57	Subtotal of Items				\$6.57	Total with Shipping				\$6.57	Sales Tax				Tax \$0.61	Total				\$7.18
Billing Address	GG GG 232 Dr SFF, CA 94080 United States Phone : 650-332-334 Email : ggao@electrep.com																																		
Shipping Address	TT TT 2300 Northern CA Dr SC, CA 94080 United States Phone : 415-222-3232 Email : qqao@electrep.com																																		
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Subtotal of Items				\$6.57																															
Total with Shipping				\$6.57																															
Sales Tax				Tax \$0.61																															
Total				\$7.18																															

8) After a Refund processed, both our Site Mgr and the customer received the same notifications received before when the order is placed (See **SS1** below), they mentioned nothing about **'Refund'** at all.

SS1:

Electrep.com <https://electrep.com/emailTemplate/header.jpg>	<u>This back order is in process</u> Electrep.com	Fri 1/21/2022 2:35 PM
Electrep.com <https://electrep.com/emailTemplate/header.jpg>	<u>This order is in process</u> Electrep.com	Fri 1/21/2022 2:35 PM

Also the **Order Mgr shows a Status of "Completed"**, instead of "Refunded" after the Refund processed (see SS2 below), which means the Refund transaction wasn't recorded right back to our Backend system.

SS2:

filter

Date	Shipping Cost	Quantity	Total	Order Status	Action		
22	\$25.77	1	\$32.02	Completed	Add Comment	Order Details	Confirmation Edit Billing/Shipping Address
				Unit Price	Quantity	Note/BackOrder Qty	Total Price
125um (1) Meter 2mm Orange Connector: APC)				\$3.53	1	0	\$3.53
							\$3.53
							\$25.77
							\$29.30
							Tax \$2.72
							\$32.02

9) The site header image needs to be updated for this version as our typical practice of site update (please find the new header image attached with this Feedback file).

