Orders no longer import into SalesManager: "Order incomplete"

ShopFactory Support - 2026-10-15 - Order Management

Why does SalesManager show "Order incomplete" when you read your orders in from your email program, when it worked until recently? Our order confirmations now carry one field more than before, and the SalesManager you are using cannot read it.

What changed: a field named ~E-Mail 2 was added at the end of customer.txt in the order confirmation, to meet new requirements for order confirmations. Orders that were sent before that change still import without an error, which is why only the newer ones fail.

Why there is no update for it: SalesManager has not been updated since version 9 and is no longer supported, so it cannot handle the new field. Deleting ~E-Mail 2 from the file by hand does let that one order through, but it has to be repeated for every order and it is not something we can support.

What to use instead

Order management in ShopFactory Cloud. Your orders are stored on the server the moment they come in, so getting at them does not depend on your email program at all.

That also takes away a second risk. Handling orders only by email has become unreliable: spam filters, virus scanners and email security software can change or shorten an order email on the way in, and an order that arrives shortened shows up as incomplete as well.

How to switch

1. In ShopFactory, open the ShopFactory Cloud menu.
2. Choose the option for opening a ShopFactory account.
3. Order management needs a paid ShopFactory subscription. The free account does not include it.

Once the account is active, your orders are under MY ORDERS on ShopFactory Central. Click that icon to see and manage the orders that have come in.

If you are not sure which subscription covers this, contact ShopFactory support and we will check your account.