
GA issues : transaction cancellation & ignored

Posted by SDM - 2008/07/08 13:30

Hi,

I have an e-commerce website. It is based on Joomla/Virtuemart.

I have installed th "Google Analytics Tracking Module" which is a special Virtuemart component that handles the GA javascript insertions.

I experience two problems with the GA Tracking module :

1/ About 50% of all transactions never show up in GA (and I can't figure out any common cause to this problem). I'm quite sure almost 100% of my client's browser support javascript.

2/ When a transaction is cancelled, I'd like the cancellation to be taken into account in GA. The cancellation may happen in two different ways : either the customer fails to enter a correct blue card code or the status is changed by the admin in the admin backoffice.

Can anybody help on these issues?

Regards,

SDM

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Re:GA issues : transaction cancellation & ignored

Posted by yomus - 2009/05/13 23:12

I have the same issue with half the transactions not showing up in analytics.. we have both paypal and authorize.net transations, both show up sometimes but sometimes not, so it's not an issue with the payment method.

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