

## Feedback

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** Support <support@hiveage.com>  
**Subject:** Re: Feedback  
**Date:** Wednesday, 24 June 2015 10:37 AM  
**Size:** 1 KB

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On Mon, 22 Jun 2015, at 10:05 AM, Support wrote:

Sorry, I'm afraid there's no direct way to export the invoice URL hashes.

I'm having trouble seeing the description, rate and quantities in the invoice.csv.

This is crucial information for my business otherwise I don't know the quantities and types of products they have purchased.

Can you please help?

Many thanks,

**From:** Support <support@hiveage.com>  
**To:** hendry <hendry@webconverger.com>  
**Subject:** Re: Feedback  
**Date:** Wednesday, 24 June 2015 2:30 PM  
**X-Mail-from:** 0000014e25c343bb-501dcd25-8d39-45f1-ab4f-f886ae5e3756-000000@amazonses.com  
**Size:** 5 KB

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Hi Kai,

Sorry, it's not possible to provide line item information in a csv files, as there would have to be separate columns for each line item's Name & Description, Unit Price, Quantity and Unit.

Our invoices.csv currently includes:

Date, Statement No, Client, Business Email, Currency, Summary, Due Date, State, Note, Sub Total, Discount, Shipping, Tax, Billed Total, Paid Total, Total Due, Last Paid On, Last Payment Method, Last Payment Currency

Cheers,  
Prabhath

The Hiveage Team  
<http://www.hiveage.com>

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** Support <support@hiveage.com>  
**Subject:** Re: Feedback  
**Date:** Wednesday, 24 June 2015 2:47 PM  
**Size:** 2 KB

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On Wed, 24 Jun 2015, at 02:30 PM, Support wrote:

Sorry, it's not possible to provide line item information in a csv files,

as there would have to be separate columns for each line item's Name & Description, Unit Price, Quantity and Unit.

99% of the time I only use one line item.

Alternatively, could I have a mysql dump or something of my data please ? I need these values otherwise my business is basically screwed. I cannot otherwise tell how many units a customer has bought from me previously.

Our invoices.csv currently includes:  
Date, Statement No, Client, Business Email, Currency, Summary, Due Date, State, Note, Sub Total, Discount, Shipping, Tax, Billed Total, Paid Total, Total Due, Last Paid On, Last Payment Method, Last Payment Currency

I can see that from the first line of invoices.csv. You are missing the final Note field.

Kind regards,

**From:** Support <support@hiveage.com>  
**To:** hendry <hendry@webconverger.com>  
**Subject:** Re: Feedback  
**Date:** Wednesday, 24 June 2015 5:51 PM  
**X-Mail-from:** 0000014e267b3604-35885bf3-8d91-4f4b-9c63-c698c4f51cb4-000000@amazonses.com  
**Size:** 4 KB

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Hi Kai,

I checked with the engineering team again on this, but I'm afraid we can't be of much help as the account has been deleted. We don't retain customer data after account deletion.

Cheers,  
Prabhath

The Hiveage Team  
<http://www.hiveage.com>

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** Support <support@hiveage.com>  
**Subject:** Re: Feedback  
**Date:** Wednesday, 24 June 2015 5:54 PM  
**Size:** 985 B

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On Wed, 24 Jun 2015, at 05:51 PM, Support wrote:

I checked with the engineering team again on this, but I'm afraid we can't be of much help as the account has been deleted. We don't retain customer data after account deletion.

You must be joking.