# Epic title with long header here

## Planning

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Original estimate | 20 | QA original estimate | 17 | Requested release | 1.7.600 | Priority | 175 |
| Actual effort | 3 | BA original estimate | 22 | Agreed release | 1.8.400 |  |  |

## Stakeholders

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Epic owner | Zalkind, Niki | Architecture owner | Toledano, Gadi | Assigned To | Thakur, Vishal |
| PO Owner | Perez, Yair <CORP\yp185302> | Dev Manager | Sah, Vabihav |  |  |

## Status

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| State | Done | Impediment | -- | Product Suite | Store Suite |
| Reason | Epic passed acceptance | PS Priority | -- | Area | R10StoreSolution |
| Fully Elaborated | No | Classification | Functionality | SO# | -- |
| UI | Not needed | PI Name | PI 2 2022 | Theme | EBT |

## Description

Business Background, Requested Solution Version and Requested Timeline

StaterBros prohibits voiding tenders—including EBT Food Stamp (FS) tender. When a transaction has EBT food items that the customer has already partially paid for with an EBT FS card, the Emerald POS still allows the cashier to exit back to Sale Mode and void an EBT food stamp item. However, when the cashier proceeds to go back to Tender Mode, they are presented with an Error that states “Tenders EBT Food Stamps have invalid eligibility, Void one or more tenders before continuing”.

Other Emerald retailers, by process, void the EBT FS tender and then re-swipe the card or use another tender to complete the transaction. Since StaterBros does not allow void of tender in their business process, they must re-add the item(s)—or another food stamp item equal to or greater than the partially paid EBT FS amount-- in order to complete the transaction. This causes confusion to the cashiers and is a frustrating user experience. StaterBros is requesting that the cashier not be allowed to void the food stamp eligibility items and the error message to be prompted when the cashier attempts to void the item.

## Implementation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | Work item | Title | Assigned to | Status |
| 536905 | User Story | Prohibit Voiding EBT items – Void item | Veluri, Vijayalaxmi | Done |
| 1ID | 2WorkItem | 3Title | 4AssignedTo | 5Status |
| 1.2ID | 2.2WorkItem | 3.2Title | 4.2AssigneTo | 5.2Status |

## Feature

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | Title | Assigned to | State | Link comment |
| 100.Id | 100.Title | 100.AssignedTo | 100.State | 100.LinkComments |
| 200.Id | 200.Title | 200.AssignedTo | 200.State | 200.LinkComment |
| 300.Id | 300.Title | 300.AssignedTo | 300.State | 300.LinkComment |

## Acceptance criteria

Currently Emerald system supports this:

Currently Emerald allows the cashier to void an EBT Food item after it has been paid for with an EBT FS card. However, the cashier cannot proceed back to tender mode to finalize the transaction until they re-add the food item or void the EBT FS tender.

Detailed Business Requirements

1. Emerald must support the ability to prohibit item voids for EBT Food Stamp items that were already paid for with an EBT FS tender.

2. Emerald must display a cashier prompt as soon as a cashier attempts to void an EBT Food Stamp item that has already been paid for.

Assumptions

· This issue is considered High Priority and required for rollout in StaterBros

· Items that are non-EBT food items can be voided so long as the amount of items voided is not greater than the amount partially paid with any tender

Solution Guidelines

NA

Scenarios

Scenario 1: Voiding an EBT item after it has already been paid for with EBT SNAP tender is prohibited

1. Login to POS

2. Add one food stamp item and a regular item

3. Proceed to tender mode

4. Pay for the food stamp item with an EBT FS card

## History

Drori, Etty changed Customer Ref Number from 'Defect #342' to 'Stater#342'.

יום ד, 15/02/2023 12:57

Cohen, Michele added a link to Work Item 561705 (Affects).

יום ד, 15/02/2023 11:13 (show all changes)

Cohen, Michele added a link to Work Item 559204 (Implements).

יום א, 22/01/2023 16:10 (show all changes)

Zalkind, Nili added a link to Work Item 555335 (Related).

יום ב, 28/11/2022 18:05 (show all changes)

Wilkey, Amy added a link to Work Item 554666 (Affects).

יום ו, 18/11/2022 22:48 (show all changes)

Veluri, Vijayalaxmi added an attachment, Epic - 533581.docx and made 2 other changes.

יום ה, 01/09/2022 19:15 (show all changes)

Gaddam, Likhitha added a link to https://confluence.ncr.com/download/attachments/573708803/Epic%20533581%20-%20Demo-20220818\_154614-Meeting%20Recording.mp4?version=1&modificationDate=1660819136000&api=v2.

יום ו, 26/08/2022 09:30 (show all changes)

Drori, Etty changed Title.

יום ד, 10/08/2022 10:36 (show all changes)

Sah, Vaibhav changed Expected Dev End Iteration from '' to '29/06/2022 21:30:00' and made 1 other change.

יום ה, 30/06/2022 14:22 (show all changes)

## All links

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | Title | Assigned to | State | Link comment |
| 100.Id | 100.Title | 100.AssignedTo | 100.State | 100.LinkComments |
| 200.Id | 200.Title | 200.AssignedTo | 200.State | 200.LinkComment |
| 300.Id | 300.Title | 300.AssignedTo | 300.State | 300.LinkComment |

## Impact Analysis

1. We need to check Item Eligibility when it's became negative before Item is remove , if so , we need to raise an exception.

2. We need to limit this new behavior with Business configuration. so other retailer will not be effected.

<?xml version="1.0" encoding="utf-8"?> <TendersItemsEligibilityConfigurationMaintenanceRequest MajorVersion="1" > <Header /> <TendersItemsEligibilityConfiguration Action="AddOrUpdate"> <BusinessUnitId>1</BusinessUnitId> <CheckEligibiltyOnVoidItem>true</CheckEligibiltyOnVoidItem> <TenderIdsForCheckEligibiltyOnVoidItem> <TenderIds>31</TenderIds> <TenderIds>11</TenderIds> </TenderIdsForCheckEligibiltyOnVoidItem> </TendersItemsEligibilityConfiguration> </TendersItemsEligibilityConfigurationMaintenanceRequest>

To avoid ambiguity means regard how to Identify EBT Foods Stamps -:

a. Let’s use the business configuration to maintain the tender Id explicit.

b. Lets use List of Tender Id so we can use it for other tenders as well .

c. Use CheckEligibiltyOnVoidItem to set on or off the entire configuration.