

# Postmortem Report: Payment not working

Incident ID: d2f1a6  
Description: Somethings wrong with our payment system  
Severity: High  
Status: Open  
Created At: 2024-04-16 16:40:00.131 +0000 UTC  
Resolved: true  
Resolved At: 2024-04-18 09:23:28.862 +0000 UTC  
Acknowledged: true  
Acknowledged At: 2024-04-18 09:13:48.507 +0000 UTC

## Timeline of Events:

- Incident Created ----- I
- Incident Assigned ----- I
- Alerted ----- I
- Acknowledged ðŸ‘•ðŸ‘¼ ----- I
- Resolved âœ… ----- I
- Resolved âœ… ----- I

## Root Cause Analysis:

## Lessons Learned:

## Action Items:

## Conclusion: