# 2022-02-07 PLS Attribution Ratio Drop due to COMS Service change

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| **Environment** | Production |
| **Description** | Brief Issue Description:   PLS attribution ratio has dropped from 62+% in first week of Feb to ~58% 02/08 evening to 02/10 fixed with build.  What was failing: Attribution consumer was not able to process some events and failed after a few retries. Attribution system depends on OMS (Order Management Service) for the order details. OMS for Order info added new field called "specifics" into their service response as non-ignorable field. |
| **Reviewed by** |  |
| **Problem Report** | Incident Time: from 02/07/2022 (4pm PST) to 02/10/2022 (4pm PST)  Similar behavior was noticed in staging during testing and more evident than production.  Bug fix was prepped for 2/10 expected release.  Existing Production behavior was checked to see if the same issue was happening. However the issue did not impact all events and the lack of discarded events metrics lead to a lack of visibility.  2/10  PL Revenue started dropping on 2/8, increased notably 2/9 and set off Ads Infra alerts.  Independently, the attribution team was also informed for an attribution ratio drop by Ads Analytics starting 2/8.  Ready fix was rolled to production with 2/10 scheduled release. |
| **FCI** | 300k events were impacted from Feb 7 - 10.  150k transactions were impacted & revenue impacted. PL Revenue from attributed transaction <https://zeta.dss.vip.ebay.com/zeta/share/#/notebook?notebookId=04e078c2-ae98-40dd-a14b-c58f63b682dd> recovered fully for $305k.  This was partially impacted by a lower sold ad rate than average (4.6% vs 5.4%) which brought effective Sold Ad Rate to lower than initial estimate of $375k. |
| **Domain Impacted** | Attribution - feecharge |
| **Triage** | Attribution Ratio began dropping in production on 2/8 evening.  Ads Infra noticed hourly PL Revenue drop alerts from 2/9 and 2/10.  Analytics noted the attribution ratio drops and began investigation 2/9. |
| **Examine** | Steps taken to investigate issue  <https://docs.google.com/document/d/1jCCdAaqiIpbiRBXfLF0j_1_6xCFjLQc5A-vd3L27gLc/edit> |
| **Root Cause** | Root Cause |
| **Cure** | PR <https://github.corp.ebay.com/adplatform/feecharge/pull/61> |
| **Opportunities** | * Improve monitoring <https://jirap.corp.ebay.com/browse/PLBRNLM-3271>   + - * Pools         + Feecharge, Selleradc         + Generic error level metrics         + Event discarded metrics * Overall error Alerts until more metric instrumentation for discarded & processed events <https://cloud.ebay.com/rule-groups/rg/pool_errors?env=production&ug=PLBigMoney-PDQE> * Attribution to work with OMS to ensure they are following best practices to not be impacted by non-ignorable field. [PLBRNLM-3294](https://jirap.corp.ebay.com/browse/PLBRNLM-3294) - Create own OrderConfirmEvent instead of importing from COMS Closed |
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| **Flow** | Feecharge <-> oms |
| **Rollback** |  |
| **Related items** |  |
| **Status** |  |