# **shoprite-support**

[@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) created this channel on July 29th, 2022. This is the very beginning of the **shoprite-support** channel. Description: Level 3 Support requests / discussions (edit)

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**Tuesday, January 9th**

U,{a4a8ebd7-064c-40fc-8a6d-13105930fce0}{176},3.125,3.125

**Thapelo Daniel Mohotsi** [10:22 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1704788538277799)

The calutation when I add 87 is the cart calculation is wrong (edited)

[10:24](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1704788652025609)

suppose 339.99X87 = 29579.13 (edited)

[10:26](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1704788798451509)

[@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G)

**Wednesday, January 10th**

U,{866c5fc5-3230-4091-9253-dfe399e09e11}{56},3.125,3.125

**Jonathan Latola** [12:35 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1704882905529629)

Hi [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) [@Obi Reddy](https://shopriteddcom-9vc8333.slack.com/team/U0269R6RTU6) WRT POS injection. L7 and MQ have come back with the below feedback. Turns out our file pattern is slightly misaligned and not confirming to the standard hence the files being ignored and not picked up and dropped off at store's EJ location. Can you please advise on how we can go about this one? we'd like this addressed first and then proceed to place another test order and follow the process again:[12:12 PM] Kevin Van Zyl  
Okay ek weet hoekom daai files nie wou optel om te route nie....daar is 6digits, nie 5 nie:  
(image attached)[12:13 PM] Kevin Van Zyl  
Die files wat in die s3 bucket create word, word als gedownload, maak nie saak wat die naam is nie. Maar ons gaan dit nie internal route as dit nie conform tot die regular expression nie: ^OS\_TD\d{8}P\d{3}T\d{5}SDT\d{14}\D{2}\.(XML|xml)\_\d{6}$  
[12:14 PM] Kevin Van Zyl  
Nathan sal kan kyk hierna glo ek.

image.png

U,{866c5fc5-3230-4091-9253-dfe399e09e11}{125},7.458333333333333,1.9166666666666667

U,{866c5fc5-3230-4091-9253-dfe399e09e11}{141},0.6666666666666666,0.6666666666666666**2 replies**

Last reply 3 months agoView thread



**Chris Small** [12:39 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1704883180478289)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) we are using the ecentric transaction ref as the ticket number. ~Not sure what else we can use to make the ticket number unique

U,{866c5fc5-3230-4091-9253-dfe399e09e11}{228},0.6666666666666666,0.6666666666666666**10 replies**

Last reply 3 months agoView thread



**Thapelo Daniel Mohotsi** [4:12 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1704895965698719)

is this a known issue?

image.png

U,{38ebe1ef-2f57-4c1e-94f1-2dfa76eb4e78}{78},7.458333333333333,4.520833333333333

**Friday, January 12th**



**Chris Small** [2:23 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705062227476249)

When is PSS supposed to become non transactional?

**2 replies**

Last reply 3 months agoView thread

**Monday, January 15th**



**Thapelo Daniel Mohotsi** [9:26 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705303598880149)

<https://itworkmanagement.shopritegroup.co.za/browse/ECOM-8880>

**Tuesday, January 16th**



**Jonathan Latola** [9:31 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705390298752969)

Hi Support, please help to investigate why the below statement file (created yesterday morning) was created without the account number attribute in the filename, also was empty/blank:  
1/15/2024, 8:31:43.689 AM  
INFO [hybrisHTTP39] [10.244.11.30] [PositillFinancialPeriodStatementStrategy] Successfully uploaded financial period statement file [ECOM\_TP\_STATEMENTREQUEST.058346.01.null.Cur.15012024.20240115.103143.stmnt] to azure blob storage

image.png

U,{071eeb05-8654-424e-a5d3-2e6f58b07048}{93},7.458333333333333,2.3958333333333335

**25 replies**

Last reply 3 months agoView thread



**Chris Small** [3:09 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705410587867559)

[@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) we need to raise a request for the PIM team to stop / remove all product enrichment subscriptions for Liquorshop when the site is taken down.

U,{071eeb05-8654-424e-a5d3-2e6f58b07048}{198},0.75,0.75

**David** [3:10 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705410656250549)

Hi [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) I'm on it

:+1:U,{071eeb05-8654-424e-a5d3-2e6f58b07048}{251},0.6666666666666666,0.66666666666666663

**Wednesday, January 17th**



**tim.ledgerwood** [8:22 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705472576361639)

Busy dealing with stuck cron jobs.

:+1::skin-tone-3:1

**Thursday, January 18th**



**tim.ledgerwood** [8:12 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705558376016289)

Repairing cron job



**Thapelo Daniel Mohotsi** [9:24 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705562649837489)

**Buy 2 for R120 not firing.** [**@Jonathan Latola**](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET)[**@David**](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G)<https://www.shopritecashandcarry.co.za/product/10841930PK1/Brutal%20Fruit%20Litchi%20S%C3%A9che%20Spritzer%20Bottles%206%20x%20275ml>|Product Name => Brutal Fruit Litchi Séche Spritzer Bottles 6 x 275ml; Product Code => 10841930PK1; Price => R89.99; Quantity => 2; Total => R120.00|

2 files

U,{4cff84cf-3d3d-4ca7-951c-3cf4f04ccb56}{235},6.791666666666667,4.791666666666667

U,{4cff84cf-3d3d-4ca7-951c-3cf4f04ccb56}{253},6.791666666666667,4.791666666666667

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{14},0.6666666666666666,0.6666666666666666U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{16},0.6666666666666666,0.6666666666666666**15 replies**

Last reply 3 months agoView thread



**Thapelo Daniel Mohotsi** [9:33 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705563222664039)

Expected:  
|Product Name => Brutal Fruit Litchi Séche Spritzer Bottles 6 x 275ml; Product Code => 10841930PK1; Price => R89.99; Quantity => 2; Total => R120.00|  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Save Amount: R59.98  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Subtotal after discounts: R120.00\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
The order total includes VAT: R15.65  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
TOTAL: R120.00>  
 but: was <  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
|Product Name => Brutal Fruit Litchi Séche Spritzer Bottles 6 x 275ml; Product Code => 10841930PK1; Price => R89.99; Quantity => 2; Total => R179.98|  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Save Amount: R0.00  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Subtotal after discounts: R179.98\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
The order total includes VAT: R23.48  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
TOTAL: R179.98 (edited)

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{103},0.75,0.75

**Thapelo Daniel Mohotsi** [1:15 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705576513365969)

iregular display of <https://www.shopritecashandcarry.co.za/search/10842420PK2>

5 files

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{172},6.791666666666667,4.791666666666667

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{190},6.791666666666667,4.791666666666667

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{208},6.791666666666667,4.791666666666667

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{226},6.791666666666667,4.791666666666667

U,{4a729ca2-a194-499d-ad6d-d0f651f822cc}{244},6.791666666666667,4.791666666666667

**Friday, January 19th**



**Jonathan McDonald** [3:13 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705669988665009)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) there is an issue in C&C QA when updating phone number. Could this please be looked at? Training team needs to reference this page

image.png

U,{491db38f-4929-4623-a7c6-302537a7ea8d}{91},7.458333333333333,3.875

**2 replies**

Last reply 3 months agoView thread

**Monday, January 22nd**



**Chris Small** [2:15 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705925740078699)

[@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) do you know if the ranging & pricing is coming in from SAP ERP for 7085 (Table bay mall) yet on prod for PSS. (edited)

U,{491db38f-4929-4623-a7c6-302537a7ea8d}{209},0.75,0.75

**David** [2:16 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705925779443719)

Hi [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) let me check quickly....

[2:20](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705926054746919)

Range is coming through. I'm busy organising the pricing.



**Chris Small** [2:49 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705927783275299)

[@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G), do you know since when the ranging is coming through? We would need to reapply them to bring in ranging for 7085

U,{0a67a045-89e8-4e42-acf8-ee48eb19b83a}{92},0.75,0.75

**David** [2:51 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705927871804959)

Yes the ranging started on the 15th.

:+1:1



**Jonathan Latola** [3:08 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705928908372979)

[@Obi Reddy](https://shopriteddcom-9vc8333.slack.com/team/U0269R6RTU6) [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) - could you please check if we have an issue with SMS templates/config for Collection Orders in Prod?  
Here's an example of the ProcessTask failing - 8870553584566 ; while the email went through fine.

U,{0a67a045-89e8-4e42-acf8-ee48eb19b83a}{212},0.6666666666666666,0.6666666666666666**5 replies**

Last reply 3 months agoView thread

U,{0a67a045-89e8-4e42-acf8-ee48eb19b83a}{248},0.75,0.75

**David** [4:20 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705933237184389)

[@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) pricing has come through and processed for 7085



**Jonathan McDonald** [9:55 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705953330369179)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) trying to update Liquorshop site strip but Smartedit keeps saying it's syncing. It never allowed me to sync but after updating the component with the sitestrip message it automatically just went into sync and has been like that for the last 15min. The last sync was on 18 December. Please could look into? Updated with this message "**Due to scheduled maintenance, the website will be unavailable between 04:00 and 06:00. We apologise for the inconvenience."**

image.png

U,{3ae07a42-8521-4800-9da1-7da92d3d1195}{114},7.458333333333333,1.2916666666666667

**4 replies**

Last reply 3 months agoView thread

**Tuesday, January 23rd**



**Thapelo Daniel Mohotsi** [9:38 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705995508892409)

<https://www.shopritecashandcarry.co.za/product/10842420PK1/Heineken%20Silver%20Beer%20Bottles%206%20x%20330ml> fixed discount extra savings not firing (edited)

U,{3ae07a42-8521-4800-9da1-7da92d3d1195}{233},0.75,0.75

**Thapelo Daniel Mohotsi** [9:41 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705995666859329)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) (edited)

2 files

U,{d0727838-cad9-4a5f-8088-8625558f51cd}{47},6.791666666666667,4.791666666666667

U,{d0727838-cad9-4a5f-8088-8625558f51cd}{65},6.791666666666667,4.791666666666667

**1 reply**

2 months agoView thread



**Thapelo Daniel Mohotsi** [9:48 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705996111764799)

The prod footer is not the same as in QA [@Mercia Carstens](https://shopriteddcom-9vc8333.slack.com/team/U045U0B6R4N) (edited)

[9:48](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705996125948779)

Prod footer

image.png

U,{d0727838-cad9-4a5f-8088-8625558f51cd}{219},7.458333333333333,1.5625

[9:49](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705996166532809)

QA footer payment options are align horizontally. (edited)

[9:49](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705996170893179)

image.png

U,{1319afa0-c8d6-4f54-ad43-f2cff69a39df}{50},7.458333333333333,1.6875

U,{1319afa0-c8d6-4f54-ad43-f2cff69a39df}{68},0.75,0.75

**Thapelo Daniel Mohotsi** [9:55 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705996512493139)

And according to jira <https://itworkmanagement.shopritegroup.co.za/browse/ECOM-5045> it should be like in QA



**Thapelo Daniel Mohotsi** [10:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1705997304699669)

<https://itworkmanagement.shopritegroup.co.za/browse/ECOM-8953>

U,{1319afa0-c8d6-4f54-ad43-f2cff69a39df}{172},0.75,0.75

**Thapelo Daniel Mohotsi** [11:30 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706002202337559)

total in cart less than discount by R900, business loosing R900 for each purchase not budgeted <https://www.shopritecashandcarry.co.za/product/10249618PK2/Amstel%20Lager%20Beer%20Bottles%2024%20x%20330ml>

2 files

U,{1319afa0-c8d6-4f54-ad43-f2cff69a39df}{241},6.791666666666667,4.791666666666667

U,{15e5f305-9128-4be8-a813-067fc81cbc99}{4},6.791666666666667,4.791666666666667

[11:31](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706002292025749)

2 files

U,{15e5f305-9128-4be8-a813-067fc81cbc99}{56},6.791666666666667,4.791666666666667

U,{15e5f305-9128-4be8-a813-067fc81cbc99}{74},6.791666666666667,4.791666666666667

[11:31](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706002310294539)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) [@Darcelle Welcome](https://shopriteddcom-9vc8333.slack.com/team/U02H5M5PFM0)



**Thapelo Daniel Mohotsi** [6:34 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706027679848389)

Prod header emergency message is missing more info link  
**QA HeaderProd Header**

U,{15e5f305-9128-4be8-a813-067fc81cbc99}{178},0.75,0.75

**Thapelo Daniel Mohotsi** [6:44 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706028274256959)

QA header

image.png

U,{15e5f305-9128-4be8-a813-067fc81cbc99}{247},7.458333333333333,1.2916666666666667

[6:44](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706028287967259)

prod header

[6:44](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706028292093799)

image.png

U,{1d95bb20-654e-4f7b-8a82-fb15f0478d2f}{78},7.458333333333333,1.2916666666666667

[6:44](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706028299731509)

Prod header emergency message is missing more info link

**Wednesday, January 24th**

U,{1d95bb20-654e-4f7b-8a82-fb15f0478d2f}{145},0.75,0.75

**Jonathan McDonald** [10:36 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706085381368289)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) please note that ECOM-8951 needs urgent attention. Blocker for go live and must go into a patch. [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) [@Sibongile](https://shopriteddcom-9vc8333.slack.com/team/U058PETU28G)

U,{1d95bb20-654e-4f7b-8a82-fb15f0478d2f}{196},0.6666666666666666,0.6666666666666666U,{1d95bb20-654e-4f7b-8a82-fb15f0478d2f}{197},0.6666666666666666,0.6666666666666666**6 replies**

Last reply 2 months agoView thread



**Omar Rahbeeni** [2:47 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706100444347279)

[@Jonathan McDonald](https://shopriteddcom-9vc8333.slack.com/team/U03HU18F6SF) As mentioned in previous thread. As far as I can tell, there was never an SMS for Product Interests implemented and it would require a little bit of work and copy for the SMS. Are you happy that I take ECOM-8951 out of the 6.1.1 release? (edited)

**1 reply**

2 months agoView thread

**Friday, January 26th**



**Thapelo Daniel Mohotsi** [8:46 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706251609045659)

No cart found

This file was deleted.



**Thapelo Daniel Mohotsi** [9:10 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706253005497979)

{"barcode":"6009622270215","availabilityGroupRestrictedAddToCart":false,"availabilityGroupRestrictedPrice":false,"availabilityGroupRestrictedStockIndicator":false,"availabilityGroupRestrictedWishlist":false,"volumePricesFlag":false,"hasAlternateUOMs":false,"categories":[{"code":"porridge\_maize\_meal\_and\_pap","name":"Porridge, Maize Meal \u0026 Pap"}],"code":"10344688EA","iconography":[],"name":"Super White Super Maize Meal 10kg","price":{"currencyIso":"ZAR","formattedValue":"R79.00","priceType":"BUY","purchasePriceCategory":"PROMOTIONAL","value":79.0,"savingsPrice":{"currencyIso":"ZAR","formattedValue":"R7.99","priceType":"BUY","value":7.99},"wasPrice":{"currencyIso":"ZAR","formattedValue":"R86.99","priceType":"BUY","value":86.99}},"shopable":true,"stock":{"isValueRounded":false,"listed":true,"stockLevelStatus":"inStock","stockIndicator":"GT\_10"},"includedInBonusBuys":[{"allowedMembers":"FOX\_MEMBERS","code":"200702454","description":"Buy Super White Super Maize Meal 10kg For R79.00","discountValue":79.0,"endDate":"2024-02-04 23:59:59","formattedNewAmount":"R79.00","formattedSavingsAmount":"R0.00","title":"Now R79","type":"FIX\_DISCOUNT"}],"url":"/All-Departments/Food/Food-Cupboard/Breakfast-Cereals%2C-Porridge-%26-Pap/Porridge%2C-Maize-Meal-%26-Pap/Super-White-Super-Maize-Meal-10kg/p/10344688EA","description":"Super White, a white maize meal is full of the vital minerals that our children need to grow and learn. Together with a balanced diet of fruit, vegetables, meat, carbohydrates and dairy, Super White will provide all your family needs to be fit and stay healthy.","firstVariantImage":"<https://shoprite-ecommerce-prod-cdn.azureedge.net/sys-master-images/h45/hc8/10154323640350/96Wx96H_10344688EA_checkers1200Wx1200H>","priceRange":{}}  
Fixed Discount extra savings  
price duplicated

[9:10](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706253058947209)

<https://www.shopritecashandcarry.co.za/search/10344688EA>

2 files

U,{639bf440-6ebe-44ed-b68f-e17e8346543b}{249},6.791666666666667,4.791666666666667

U,{4b771047-1ca1-4f41-afb5-3cb9f8a28804}{12},6.791666666666667,4.791666666666667

U,{4b771047-1ca1-4f41-afb5-3cb9f8a28804}{30},0.75,0.75

**Thapelo Daniel Mohotsi** [9:27 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706254026134919)

<https://www.shopritecashandcarry.co.za/product/10695926EA/Lovies%20Unscented%20Baby%20Wipes%2072%20Pack>wrong date format

image.png

U,{4b771047-1ca1-4f41-afb5-3cb9f8a28804}{99},7.458333333333333,3.6875



**Thapelo Daniel Mohotsi** [10:28 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706257722513659)

Bonus buy cart firing wrong for total <https://www.transpharm.co.za/bonusbuy?bonusbuyid=1000000000212>



**Thapelo Daniel Mohotsi** [10:31 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706257905248169)

2 files

U,{4b771047-1ca1-4f41-afb5-3cb9f8a28804}{221},6.791666666666667,4.791666666666667

U,{4b771047-1ca1-4f41-afb5-3cb9f8a28804}{239},6.791666666666667,4.791666666666667

U,{ea9e701d-caa4-4b0f-8710-06bd5dcb79a2}{1},0.6666666666666666,0.6666666666666666**2 replies**

Last reply 2 months agoView thread



**Thapelo Daniel Mohotsi** [10:36 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706258196660079)

[@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@Darcelle Welcome](https://shopriteddcom-9vc8333.slack.com/team/U02H5M5PFM0) (edited)

U,{ea9e701d-caa4-4b0f-8710-06bd5dcb79a2}{88},0.75,0.75

**Thapelo Daniel Mohotsi** [10:40 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706258453014159)

Buy 2 for R120 All memebers Not firing <https://www.shopritecashandcarry.co.za/product/10841930PK1/Brutal%20Fruit%20Litchi%20S%C3%A9che%20Spritzer%20Bottles%206%20x%20275ml>[@Darcelle Welcome](https://shopriteddcom-9vc8333.slack.com/team/U02H5M5PFM0) [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G)

2 files

U,{ea9e701d-caa4-4b0f-8710-06bd5dcb79a2}{157},6.791666666666667,4.791666666666667

U,{ea9e701d-caa4-4b0f-8710-06bd5dcb79a2}{175},6.791666666666667,4.791666666666667

**1 reply**

2 months agoView thread

**Monday, January 29th**



**tim.ledgerwood** [8:21 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706509265847929)

Looking at the cron job error

U,{3428a471-fab1-4b95-b698-e962d784f68f}{38},0.6666666666666666,0.66666666666666661

**tim.ledgerwood** [8:42 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706510521990389)

Cron job repaired

1

**Thapelo Daniel Mohotsi** [1:41 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706528482037099)

In reference to the jira <https://itworkmanagement.shopritegroup.co.za/browse/ECOM-5370>Why is cut off time not displayed on Pay in store text shown? (edited)

image.png

**David** [3:15 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706534131782419)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) could you please have a look at petshopscience and see why the homepage is not displaying the rails correctly? It's fine when you click on "View All".

image.png

**11 replies**

Last reply 2 months agoView thread

**Tuesday, January 30th**

**tim.ledgerwood** [8:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706594937592169)

Looking at failed cron job

**tim.ledgerwood** [8:32 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706596369274799)

Hi [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET), [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) the calls to the SAP pricing API are failing. Could you please arrange for someone on the SAP ERP team to check what is happening. The error is:

24.01.30 08:15:49:991 ERROR Error fetching payload from sap erp api provider - [condition type : { VKCR }]; [exception : { za.co.shoprite.secintegrationsaperp.exception.SapErpIntegrationException: Error occurred while getting pricing from SAP ERP com.sun.xml.ws.fault.ServerSOAPFaultException: Client received SOAP Fault from server: Web service processing error; more details in the web service error log on provider side (UTC timestamp 20240130061549; Transaction ID 60A6C74A660D0AD0E0065B8734FFFED4) Please see the server log to find more detail regarding exact cause of the failure.  
 at com.sun.xml.ws.fault.SOAP11Fault.getProtocolException(SOAP11Fault.java:193)  
 at com.sun.xml.ws.fault.SOAPFaultBuilder.createException(SOAPFaultBuilder.java:128)

**22 replies**

Last reply 2 months agoView thread

**Jonathan McDonald** [2:00 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706616055438549)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) this is the ECOM-9004 ticket regarding the store selector. High priority

**12 replies**

Last reply 2 months agoView thread

**Wednesday, January 31st**

**Thapelo Daniel Mohotsi** [10:41 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706690481773059)

Please investigate as using suggestion will make QA run out of Quatas

**Charl Smit** [1:56 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706702203767989?thread_ts=1706616055.438549&cid=C03RX6B4WUR)

replied to a thread:**@Omar Rahbeeni @Charl Smit this is the ECOM-9004 ticket regarding the store selector. High priority**

[@Jonathan McDonald](https://shopriteddcom-9vc8333.slack.com/team/U03HU18F6SF) a quick(er) fix would be to disable SSR for C&C. This would impact SEO as the bots will not be able to index the site. The are not able to give a timeline on the alternative fix, so I'm just putting it out there as an option

**View newer replies**

**Thursday, February 1st**

**Jonathan McDonald** [10:18 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706775527918009)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) are we able to get [ECOM-8986](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-8986) into the planned patch? 6.1.2 [@Celeste Snyders](https://shopriteddcom-9vc8333.slack.com/team/U02LDQH5LBB)

**13 replies**

Last reply 2 months agoView thread

**Friday, February 2nd**

**tim.ledgerwood** [8:16 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706854592867739)

Repairing cron jobs

**tim.ledgerwood** [10:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1706861302696089)

All cron jobs repaired

**Monday, February 5th**

**tim.ledgerwood** [8:14 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707113655553939)

Repairing full-transpharmIndex-cronJob

**tim.ledgerwood** [8:26 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707114363816289)

transpharmFullSyncAndIndexCompositeCronJob repaired

1

**Tuesday, February 6th**

**tim.ledgerwood** [9:15 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707203729013859)

Repairing full-transpharmIndex-cronJob

**Wednesday, February 7th**

**tim.ledgerwood** [8:13 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707286404291049)

Repairing full-transpharmIndex-cronJob

**Friday, February 9th**

**Emile Botha** [8:38 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707460714004679)

Good morning.Please stop the daily scheduled run for Liquorshop reports:

* Product Shopability Report
* Liquorshop Sales Report
* Liquorshop Order Report

**tim.ledgerwood** [8:39 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707460745033709)

Hi [@Emile Botha](https://shopriteddcom-9vc8333.slack.com/team/U0218737X51), will do.

**Emile Botha** [8:49 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707461343393819)

Thx, Tim. :)

1

**Omar Rahbeeni** [9:56 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707465407207499)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) Are you aware of anyone rerunning/fixing business processes on your side. [@tim.ledgerwood](https://shopriteddcom-9vc8333.slack.com/team/U027K2UEQH0) and I are chasing our tails trying to fix things that are possibly being fixed by someone else. It's not really a problem, but a heads up would be reduce some of confusion on our side

**3 replies**

Last reply 2 months agoView thread

**Jonathan Latola** [2:19 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707481172771569)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) Im setting up oms user access for Monday's training; but having trouble with assigning access to the Diepkloof warehouse group specifically, it's not found in the group's search like all the others are

image.png

**11 replies**

Last reply 2 months agoView thread

**Tuesday, February 13th**

**David** [9:21 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707808912901199)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) There seems to be an issue with the index for C&C. The PLP is not displaying correctly but the PDP is. The update index hasn't updated it. Below is an example.

2 files

**5 replies**

Last reply 2 months agoView thread

**Wednesday, February 14th**

**Jonathan Latola** [4:22 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1707920571214059)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) WRT Vosloorus and Diepkloof points of service in Prod, what could be missing that it still allows a customer to checkout for delivery for location/address > 140.01 KM?

**2 replies**

Last reply 2 months agoView thread

**Friday, February 16th**

**Emile Botha** [9:40 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1708069258461969)

For the following CC Sales Orders in the SO extract, the branch details for both Main & Co-located are blank:  
Order No Date Region Customer ID Delivery Region Delivery Area No of Lines Order value Order net value Total VAT Payment Type Payment Ref Split  
CNC0000076001 2024-02-15 6119c020-6c0c-4340-8b0b-0f6b7ce0ce3c n/a n/a 1 249,99 249,99 32,61 pay\_in\_store N  
CNC0000076002 2024-02-15 6119c020-6c0c-4340-8b0b-0f6b7ce0ce3c n/a n/a 1 159,00 159,00 20,74 pay\_in\_store N  
CNC0000077001 2024-02-15 5d678305-9deb-44d9-9838-406d487e0cf9 Gauteng Province Vosloorus 1 319,99 319,99 41,74 pay\_in\_store N  
CNC0000078001 2024-02-15 692118fe-f39f-4f6e-8b6d-a053d6cd2099 n/a n/a 1 249,99 249,99 32,61 pay\_in\_store N  
CNC0000078002 2024-02-15 5314fa88-fc4e-4713-a07d-7e9ccbda518f Gauteng Province Pretoria 1 249,99 459,99 60,00 pay\_in\_store N  
CNC0000082001 2024-02-15 5314fa88-fc4e-4713-a07d-7e9ccbda518f Gauteng Province Pretoria 1 249,99 459,99 60,00 pay\_in\_store NShould I log a Jira to investigate, or wait for a fix recommendation?  
I post this in CC & Analytics also.

**1 reply**

2 months agoView thread

**Monday, February 19th**

**tim.ledgerwood** [8:07 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1708322870670429)

Repairing cron jobs

**tim.ledgerwood** [8:28 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1708324090471359)

Cron jobs repaired

**Thursday, February 22nd**

**Jonathan Latola** [10:31 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1708590661675629)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) we need your assistance to check what the issue could be in QA with certain BB's not firing in Cart - while active and valid in CLPE's qa env.  
I can see the requests we're making for these cart entries against clpe but no response back.  
Here's an example of one of the articles: **10494097EA (BB -** 200552250)

image.png

**23 replies**

Last reply 2 months agoView thread

**Friday, February 23rd**

**tim.ledgerwood** [8:11 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1708668714715669)

Looking at failed cron job

**tim.ledgerwood** [8:39 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1708670376398029)

full-transpharmIndex-cronJob repaired

1

**Wednesday, February 28th**

**tim.ledgerwood** [8:18 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709101106056389)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed price integration message records since yesterday.

1

**1 reply**

1 month agoView thread

**Jonathan Latola** [1:31 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709119917254909)

Hi [@Obi Reddy](https://shopriteddcom-9vc8333.slack.com/team/U0269R6RTU6) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) - for some reason I cannot set this B2B to ACTIVE in BO, I get an unexpected error when saving:  
Not sure what exactly the error logs will have for us? Alphawave Mobile Network Services , Stellenbosch

2 files

**10 replies**

Last reply 1 month agoView thread

**Thursday, February 29th**

**tim.ledgerwood** [8:07 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709186875523619)

Repairing full-transpharmIndex-cronJob

**tim.ledgerwood** [8:20 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709187618879149)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed price integration message records since yesterday.

1

**tim.ledgerwood** [8:26 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709187971366219)

full-transpharmIndex-cronJob repaired

**Jonathan Latola** [11:04 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709197482595059)

[@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) good morning, can someone please confirm for us whether or not the logic to handle customer specific pricing still exists in current builds out in INT, QA and Prod? Please and thanks  
cc [@Mercia Carstens](https://shopriteddcom-9vc8333.slack.com/team/U045U0B6R4N)

**Chris Small** [11:07 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709197625418269)

when you say "customer specific pricing" are you referring to customer group (tiered) prices or contract prices?

**12 replies**

Last reply 1 month agoView thread

**Friday, March 1st**

**tim.ledgerwood** [8:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709273335996649)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs since yesterday.

2

**Jonathan Latola** [12:23 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709288619587649)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@tim.ledgerwood](https://shopriteddcom-9vc8333.slack.com/team/U027K2UEQH0) can either of you gents please assist with repairing the following order in order that was placed around 8 this morning:  
TRA0000287353

**8 replies**

Last reply 1 month agoView thread

**Saturday, March 2nd**

**tim.ledgerwood** [9:06 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709363176473799)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

2

**Sunday, March 3rd**

**tim.ledgerwood** [9:21 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709450495574199)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

1

**Monday, March 4th**

**tim.ledgerwood** [8:03 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709532192283209)

Repairing cron job

[8:05](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709532306208069)

transpharmFullSyncAndIndexCompositeCronJob re-running

[8:07](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709532461395539)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

2

**tim.ledgerwood** [8:35 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709534104717709)

full-transpharmIndex-cronJob repaired

1

**Thapelo Daniel Mohotsi** [11:06 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709543198136719)

I am Testing Wish List in ; I have a product that is duplicated but each duplicate has its unique product code; when I add this product to Watch List; It cannot be removed thereafter, when unticking the radio buttons <Notify me when on promotion> ;and <Notify me when in stock>; it still remains appearing on Watch List. here is the product under question with images in prod <https://www.shopritecashandcarry.co.za/search/10825820PK3>

2 files

**11 replies**

Last reply 1 month agoView thread

**Thapelo Daniel Mohotsi** [11:06 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709543213396159)

image.png

**2 replies**

Last reply 1 month agoView thread

**Tuesday, March 5th**

**tim.ledgerwood** [8:14 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709619284324979)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

2

**Sibusiso Matomela** [3:55 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709646927154089)

[@Godwill Mamhiyo](https://shopriteddcom-9vc8333.slack.com/team/U04A7QWUXSQ) Hi Godwill, regarding the C&C stores that we are activating tomorrow, you can cancel this ticket [ECOM-9354](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9354). I have combined this with 9353. No need to have two tickets if we are just activating the Nelspruit stores.

**1 reply**

1 month agoView thread

**Wednesday, March 6th**

**tim.ledgerwood** [8:12 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709705545406089)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

2

**Jonathan McDonald** [3:36 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709732202296129)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP), for wallet management [@Darcelle Welcome](https://shopriteddcom-9vc8333.slack.com/team/U02H5M5PFM0) and [@Liezel Williams](https://shopriteddcom-9vc8333.slack.com/team/U04KKUSQS7Q) are able to apply onto the menu specifically for Transpharm. Is there anything that can be done without logging a support ticket? [@Godwill Mamhiyo](https://shopriteddcom-9vc8333.slack.com/team/U04A7QWUXSQ)

**9 replies**

Last reply 1 month agoView thread

**Thursday, March 7th**

**tim.ledgerwood** [8:19 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709792359716259)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET), [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

**Chris Small** [4:11 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709820664476139)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) I see there are some BB's on prod C&C which should be available to SW stores, however the BB is set to be available for LW stores. An example is 200701492

**David** [4:15 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709820929619449)

I had a look and i don't see any SW stores in the payload we received for that specific bonus buy (edited)

**Chris Small** [4:18 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709821123447839)

there are quite a few like that

**Friday, March 8th**

**tim.ledgerwood** [7:59 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709877574495569)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) This failed yesterday morning. Not sure if it is of concern:  
10175091EA\_PIM\_BONUSBUY\_CASHANDCARRY\_1709800140619

**1 reply**

1 month agoView thread

**Elbie Vlok** [9:25 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709882743089609)

FYI reminder of Release Schedule

IMG\_8860

**Dewald Batt** [10:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709885311154879)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) I'm unable to make a CC payment via Ecentric currently on my local environment (same as DEV i believe). Would you perhaps be able to assist with contacting Ecentric? (edited)

image.png

**9 replies**

Last reply 1 month agoView thread

**Darcelle Welcome** [2:23 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709900599071919)

Please help. I have restarted, and Shut down my PC twice, even tried incognito, still same error message and then the wheel of doom (endless loading). Unable to open page in Smart Edit PROD

image.png

**23 replies**

Last reply 27 days agoView thread

**Charl Smit** [3:27 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709904459781589)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) please note the question on [ECOM-9494](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9494) for you. The external reference was removed by another ticket, so we need confirmation whether it should now be reinstated (CC [@Celeste Snyders](https://shopriteddcom-9vc8333.slack.com/team/U02LDQH5LBB))

**13 replies**

Last reply 1 month agoView thread

**Saturday, March 9th**

**tim.ledgerwood** [8:50 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1709967001220879)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) the following pricing file failed yesterday at 5:30 pm  
ERP\_PRICING\_1709911982185

1

**2 replies**

Last reply 1 month agoView thread

**Sunday, March 10th**

**tim.ledgerwood** [11:44 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710063870323459)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no price IMRs failed in the past 24 hours.

1

**Monday, March 11th**

**tim.ledgerwood** [8:12 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710137539912889)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) Following price IMRs failed yesterday:  
ERP\_PRICING\_1710072188475  
ERP\_PRICING\_1710070389228

**4 replies**

Last reply 29 days agoView thread

**Celeste Snyders** [10:14 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710144875006449)

[@Dave Commerford](https://shopriteddcom-9vc8333.slack.com/team/U026HPN5683)Is [ECOM-9370](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9370) ready for testing by TCoE? I see it has the "Deployed to QA" Label.  
[@Dewald Batt](https://shopriteddcom-9vc8333.slack.com/team/U02HBH1RSCR)Is [ECOM-9403](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9403) ready for testing by TCoE? I see it has the "Deployed to QA" Label.  
[@Andrew](https://shopriteddcom-9vc8333.slack.com/team/U0258S0AJ4X)Has [ECOM-9060](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9060) been deployed to QA? Just want to make sure as it doesn't have the "Deployed to QA" Label yet.

**1 reply**

29 days agoView thread

**Dave Commerford** [10:25 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710145511497149)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) the update to [ECOM-9370](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9370) (transpharm emails) was also deployed right? So it should be ready for TCoE? Or does Melissa need to look first?

**Omar Rahbeeni** [10:33 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710146031758659)

Correct

**Jonathan Latola** [11:53 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710150782898099)

[@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) we have am issue in Prod for RSW pricing, are with er of you available to assist me on a call with SAP erp pricing team?

**Chris Small** [11:54 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710150845214769)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) can you give some more context please

**11 replies**

Last reply 29 days agoView thread

**Tuesday, March 12th**

**tim.ledgerwood** [8:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710223719379759)

Fixing cron jobs

**tim.ledgerwood** [8:16 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710224200989359)

Hi [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) the following price IMR failed yesterday:  
ERP\_PRICE\_GROUP\_PRICING\_6828\_2\_1710193414856

1

**tim.ledgerwood** [9:05 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710227133098189)

All cron jobs repaired

**Wednesday, March 13th**

**tim.ledgerwood** [8:00 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710309653671029)

Fixing cron jobs

**tim.ledgerwood** [8:11 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710310290789809)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs yesterday

1

**tim.ledgerwood** [8:34 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710311664711769)

All cron jobs repaired

**Thursday, March 14th**

**Jonathan Latola** [8:57 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710399427945459)

Good morning [@Obi Reddy](https://shopriteddcom-9vc8333.slack.com/team/U0269R6RTU6) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) can I please ask either of you to assist in the upload of the attached bulk B2B migration/customer-takeon file via impex script.  
The data has been vetted by Emile and I've applied formatting to mobile number field to cater for +27. Let me know if anything is lacking, otherwise please confirm once successfully imported.

Excel Spreadsheet

[**B2Bcustomer-takeOn-file.xlsx**](https://shopriteddcom-9vc8333.slack.com/files/U037NCLP8ET/F06P1V22QDV/b2bcustomer-takeon-file.xlsx?origin_team=T01ULRQJRRA&origin_channel=C01V4F1U1PA)

[Excel Spreadsheet](https://shopriteddcom-9vc8333.slack.com/files/U037NCLP8ET/F06P1V22QDV/b2bcustomer-takeon-file.xlsx?origin_team=T01ULRQJRRA&origin_channel=C01V4F1U1PA)

**Chris Small** [8:58 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710399492054319)

which environment? (edited)

**16 replies**

Last reply 26 days agoView thread

**Friday, March 15th**

**tim.ledgerwood** [8:24 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710483884634129)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed IMRs for the previous 48 hours.

1

[8:24](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710483897925709)

Busy fixing transpharm sync and index

1

**tim.ledgerwood** [8:41 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710484919757429)

transpharmFullSyncAndIndexCompositeCronJob repaired

1

**Elbie Vlok** [9:33 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710488016959179)

[@Obi Reddy](https://shopriteddcom-9vc8333.slack.com/team/U0269R6RTU6), can we pleasue ask you to update the sitestrips, the Merchandising team cannot get in back office still. Here is the snippet for all store fronts.

[9:33](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710488025392719)

<h6 class=“text-center mx-0 my-0”><strong>We are currently experiencing intermittent connectivity issues due to multiple undersea cable failures affecting SA’s network providers. We apologise for any inconvenience caused.</strong></h6>

[9:33](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710488035451889)

[@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP), [@Jonathan McDonald](https://shopriteddcom-9vc8333.slack.com/team/U03HU18F6SF)

**Omar Rahbeeni** [10:09 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710490184322689)

Site strips have been updated

**Jonathan Latola** [10:14 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710490476457419)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) guys I need some assistance please WRT pricing file integration msg that processed, no failures, but the rows are not applied in BO?  
Inspected the cronjob log file and there's nothing standing out either.  
Please see file below which was just processed at 10:03 but these lines (Particularly checking the promo lines on RSW for starters) are not showing up in BO.

2 files

[**image.png**](https://shopriteddcom-9vc8333.slack.com/files/U037NCLP8ET/F06QCUAKR5W/image.png?origin_team=T01ULRQJRRA&origin_channel=C01V4F1U1PA)

[PNG](https://shopriteddcom-9vc8333.slack.com/files/U037NCLP8ET/F06QCUAKR5W/image.png?origin_team=T01ULRQJRRA&origin_channel=C01V4F1U1PA)

[**SAPRetailR3.PriceData.Digital.20240315095559999.csv.gz**](https://files.slack.com/files-pri/T01ULRQJRRA-F06Q2QKUBC1/download/sapretailr3.pricedata.digital.20240315095559999.csv.gz?origin_team=T01ULRQJRRA)

[Gzip](https://files.slack.com/files-pri/T01ULRQJRRA-F06Q2QKUBC1/download/sapretailr3.pricedata.digital.20240315095559999.csv.gz?origin_team=T01ULRQJRRA)

**24 replies**

Last reply 24 days agoView thread

**Saturday, March 16th**

**tim.ledgerwood** [9:05 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710572750438299)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) the following IMR file failed yesterday:  
10725868EA\_PIM\_BONUSBUY\_CASHANDCARRY\_1710529655339

1

**Thapelo Daniel Mohotsi** [11:24 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710581083265769)

payment acentric is down

image.png

**1 reply**

24 days agoView thread

**Sunday, March 17th**

**tim.ledgerwood** [9:27 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710660427469999)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed price IMRs for past 24 hours

1

**Monday, March 18th**

**tim.ledgerwood** [8:16 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710742614222969)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed price IMRs for past 24 hours

1

This message was deleted.

**7 replies**

Last reply 22 days agoView thread

**Chris Small** [10:23 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710750180036369)

Need to restart the prod backgroundprocessing node as the hotfolder task processor has stopped working. Unprocessed impex files are backed up and will be restores once the node is restarted

1

**Jonathan Latola** [10:31 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710750702869339)

Morning [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) please note RSW business will be supplying another Batch of B2B units for upload later today. Ticket been created so long as we await the customer data: <https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9658>.  
'cc [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) [@Chantall Samuel](https://shopriteddcom-9vc8333.slack.com/team/U049A0DHNTY)

**Chris Small** [11:35 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710754544297759)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) seems we have a price file for which we do not have a store mapping. Please can you send me the store list for file SAPRetailR3.PriceData.Digital.20240318104559999.csv.gz

**5 replies**

Last reply 22 days agoView thread

**Tuesday, March 19th**

**tim.ledgerwood** [8:16 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710828995346989)

Hi [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) the following price IMRs failed yesterday:  
ERP\_PRICING\_1710772382684  
ERP\_PRICING\_1710757982638

1

**7 replies**

Last reply 21 days agoView thread

**Godwill Mamhiyo** [10:13 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710836011635429)

Hi Team, we had a batch of 29 Red Star Customers activate on 14 March 2024 via a script which was coordinated by [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET). My understanding is a welcome email is triggered. Please advise if welcome emails were sent out in this instance. We need to load the next batch ASAP

**8 replies**

Last reply 20 days agoView thread

**Wednesday, March 20th**

**tim.ledgerwood** [8:05 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710914720225299)

Hi [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) the following price IMRs failed yesterday:  
ERP\_PRICING\_1710772382684  
ERP\_PRICING\_1710757982638

1

**Godwill Mamhiyo** [8:09 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710914967178749?thread_ts=1710836011.635429&cid=C03RX6B4WUR)

replied to a thread:**Hi Team, we had a batch of 29 Red Star Customers activate on 14 March 2024 via a script which was coordinated by @Jonathan Latola. My understanding is a welcome email is triggered. Please advise if welcome emails were sent out in this instance. We need to load the next batch ASAP**

Morning [@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ) we had to postpone the meeting with business to lunch time today. If someone can check this for us this morning, will be much appreciated

**Charl Smit** [8:35 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710916537635209)

FYI, here is the leave roster for the DD team over the Easter period

image.png

**Stephen Booysen** [8:36 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1710916571203569)

[@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) red is off? (edited)

**2 replies**

Last reply 20 days agoView thread

**Thursday, March 21st**

**tim.ledgerwood** [10:18 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711009095287959)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed price IMRs in the last 24 hours.

1

**Friday, March 22nd**

**tim.ledgerwood** [9:06 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711091207981469)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) no failed price IMRs in the last 24 hours

2

**Saturday, March 23rd**

**tim.ledgerwood** [8:33 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711175597543089)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours

2

**Sunday, March 24th**

**tim.ledgerwood** [9:42 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711266165439029)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours

1

**Monday, March 25th**

**tim.ledgerwood** [8:09 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711346971357729)

Looking at cron job errors

**tim.ledgerwood** [8:23 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711347819485589)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours

2

**tim.ledgerwood** [8:30 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711348222819629)

Re-running cfsFullSyncAndIndexCompositeCronJob  
Re-running transpharmFullSyncAndIndexCompositeCronJob

**tim.ledgerwood** [8:59 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711349972821639)

Cron jobs repaired

1

**Jonathan Latola** [9:32 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711351974800499)

Morning support, quick Q - just need to verify the logic in commerce for TP specific orders and consignment. How to do we commerce determine which DC/warehouse to fulfill the order from for TP specific customers/orders? Thanks in advance

**1 reply**

15 days agoView thread

**Omar Rahbeeni** [10:25 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711355158966049)

Hi [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) I don't see the RSW B2B migrations/ bulk unit import ticket on the Support Board. I assumed it would be on top? (edited)

**17 replies**

Last reply 13 days agoView thread

**David** [10:34 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711355648882209)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) would it be possible to do a mapping of warehouses in INT for RSW? We are consuming the CFS stock file but the articles are not being updated and this is due to Navision sending us a PROD Stock files to our INT environment.

**7 replies**

Last reply 15 days agoView thread

**Gary Brown** [11:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711357725401719)

[@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) I have not been in the meeting where the Navision problems were detailed. Why are PROD files being sent to INT? I just have to highlight that this is creating work for the commerce team to support the misalignment. Is this something that can be rectified on the Navision side?

**David** [11:17 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711358227487319)

Hi [@Gary Brown](https://shopriteddcom-9vc8333.slack.com/team/U01UEU7FATV) It's been a struggle with them trying to get them to send the correct data to the correct environments. I don't want to create additional work if it's going to interfere with any current priorities and if it's going to be a lot to do.

**2 replies**

Last reply 15 days agoView thread

**Tuesday, March 26th**

**tim.ledgerwood** [8:07 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711433232927129)

Fixing stuck cron jobs

2

**tim.ledgerwood** [8:28 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711434481502419)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the past 24 hours.

2

**tim.ledgerwood** [8:54 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711436089490149)

All cron jobs repaired

**Omar Rahbeeni** [1:25 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711452347324389)

Hi [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) For <https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9761>... Could I please get the +-60 files that you said you manually downloaded in QA... I am trying to explore the files without having to download them all myself (edited)

**10 replies**

Last reply 14 days agoView thread

**Wednesday, March 27th**

**tim.ledgerwood** [9:06 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711523212273329)

Looking at consumeDataFromSapErpPricingApiCronJob

1

**tim.ledgerwood** [9:17 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711523843561329)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) We're getting the following error when running the above cron job. Please check with NAV:

Client received SOAP Fault from server: Web service processing error; more details in the web service error log on provider side (UTC timestamp 20240327071211; Transaction ID A05E983A94BC06B0E00660394BA9DFBD) Please see the server log to find more detail regarding exact cause of the failure.

**6 replies**

Last reply 13 days agoView thread

**tim.ledgerwood** [9:19 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711523994461339)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs from yesterday.

**Thursday, March 28th**

**tim.ledgerwood** [8:13 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711606435486149)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) This pricing IMR failed yesterday afternoon: ERP\_PRICING\_1711553582142

**tim.ledgerwood** [8:14 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711606471634769)

The SAP issue has been resolved and the processes that access SAP ran without error last night.

1

**1 reply**

12 days agoView thread

**Jonathan Latola** [9:49 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711612160008299)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) we're struggling to range articles in QA for RSW wc and gt. The file is being consumed and processed successfully, however, not applied in BO. The site codes used are verified/valid; and we've confirmed the contexual mappings in BO as well but still no joy man. See sample file attached and check for us? Thanks in advance!

SAP.ArticleRange.Digital.C.2024032809401015.csv

7137;10170397PK3;Y

7136;10170397PK3;Y

**29 replies**

Last reply 12 days agoView thread

**Thapelo Daniel Mohotsi** [3:22 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711632160483209)

<https://www.shopritecashandcarry.co.za/product/10700535PK2/Brutal%20Fruit%20Ruby%20Apple%20Sparkling%20Spritzer%20Cans%2024%20x%20500ml>"Fix Amount Extra savings" <save to my List> field appears twice , duplicated

**2 replies**

Last reply 7 days agoView thread

**Friday, March 29th**

**tim.ledgerwood** [9:16 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711696586883679)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the last 24 hours.

1

[9:19](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711696798734159)

Repairing stuck cron jobs

1

**tim.ledgerwood** [10:01 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711699309158439)

All cron jobs repaired

1

**Saturday, March 30th**

**tim.ledgerwood** [8:58 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711781933318089)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed price IMRs in the last 24 hours.

[8:59](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711781943637089)

Repairing cron jobs

1

**Sunday, March 31st**

**tim.ledgerwood** [9:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711868908014099)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed price IMRs in the last 24 hours.

2

**Monday, April 1st**

**tim.ledgerwood** [9:20 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1711956013473239)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) the following price IMR failed yesterday evening:  
10164501EA\_PIM\_BONUSBUY\_LIQUORSHOP\_1711911990606

1

**Tuesday, April 2nd**

**tim.ledgerwood** [8:08 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712038101578209)

Repairing cron jobs

1

**tim.ledgerwood** [8:20 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712038821691529)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed price IMRs in the past 24 hours

1

**tim.ledgerwood** [8:45 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712040314297769)

Re-running cashandcarryFullSyncAndIndexCompositeCronJob. All other cron jobs repaired.

1

**Jonathan Latola** [11:19 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712049556609709)

[@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) Morning, WRT B2B migration batch processed last week <https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9658> - the initial load completed on the "Customers" sheet (contact info) imported mobile without the preceding "0". I have updated the sheet with prefixed "+27" and correct column format;  
As well as included x2 users that were initially missing and now provided by RSW business. Will you be able to re-process just the Contacts sheet attached on this ticket to update the users' details?

**10 replies**

Last reply 7 days agoView thread

**Wednesday, April 3rd**

**tim.ledgerwood** [8:06 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712124388879439)

Repairing cron jobs

**1**1

**tim.ledgerwood** [8:12 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712124736248639)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) no failed price IMRs in the past 24 hours

2

**tim.ledgerwood** [8:51 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712127067554839)

All cron jobs repaired. Two are still running.

1

**tim.ledgerwood** [9:15 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712128559707039)

Running cron jobs completed successfully

1

**Thursday, April 4th**

**tim.ledgerwood** [8:25 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712211931653079)

Hi [@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) the following bonus buy IMR failed yesterday:  
10151650KG\_PIM\_BONUSBUY\_CASHANDCARRY\_1712132372839

**David** [11:10 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712221810002279)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) Can you check and see if there are any issues with product enrichments on petshopscience? I have 9 products where the integration records have come through and they contain all the info but it's not being applied on the products?

**11 replies**

Last reply 5 days agoView thread

**Friday, April 5th**

**tim.ledgerwood** [8:20 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712298012807619)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed price IMRs yesterday

2

**Jonathan Latola** [12:23 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712312606783519)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) [@Chris Small](https://shopriteddcom-9vc8333.slack.com/team/U01ULSW96NQ), we need assistance please - WRT contract pricing in Prod. We were sent an updated endDate (04.04.2024) for price R120 on article 10137568EA for customer FS02484; We processed the feed without issue but the row was not added/applied in BO.  
Herewith the integration message. Please assist to understand if we have an issue or are we missing something here?

8vl1.xml

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>

<scCustomerSalesPricesList xmlns="urn:microsoft-dynamics-schemas/page/sccustomersalesprices">

<SCCustomerSalesPrices>

<Key>132;WhsAAAJ7CDEAMAAxADMANwA1ADIAMQAAAACLAAAAAAJ7/0YAUwAwADIAMgAxADIAAAAALiGQFgACewAAAAJ7AAAAAnv/RQBBAAAAADIAAAAAAAAAAAAAAAACe/9DAFAAVA==10;50435583880;</Key>

<Sales\_Type>Customer</Sales\_Type>

Click to expand inline (4,604 lines)

**17 replies**

Last reply 4 days agoView thread

**Saturday, April 6th**

**tim.ledgerwood** [8:58 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712386718618339)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) The following price IMR failed yesterday:  
10746003EA\_PIM\_BONUSBUY\_PETSHOPSCIENCE\_1712318798248

2

**Sunday, April 7th**

**tim.ledgerwood** [8:58 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712473097643739)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed prices IMRs in the last 24 hours.

2

**Yesterday**

**tim.ledgerwood** [8:11 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712556711733509)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed price IMRs in the last 24 hours

2

**Jonathan Latola** [12:03 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712570580631579)

Hi [@Omar Rahbeeni](https://shopriteddcom-9vc8333.slack.com/team/U027783JHUG) WRT [ECOM-9830](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-9830) - the first tab on the sheet attached indicates all the B2B users migrated from eshop to RSW Ecomm but with mobile number lacking +27, I've checked quite a few of them. The 2nd sheet indicated the duplicate B2B user profiles, will you be able to run a query to identify those B2B users which are NOT linked to B2C profile/customer (i.e screenshot) and deactivate and nuke those?

image.png

**17 replies**

Last reply today at 8:06 AMView thread

**Darcelle Welcome** [1:43 PM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712576637246349)

[@Charl Smit](https://shopriteddcom-9vc8333.slack.com/team/U01UET23XSP) [ECOM-4156](https://itworkmanagement.shopritegroup.co.za/browse/ECOM-4156) please let me know whether any action is required from me in this regard.

**Today**

**tim.ledgerwood** [7:57 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712642233733769)

Fixing cron jobs

[8:01](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712642511869269)

[@Jonathan Latola](https://shopriteddcom-9vc8333.slack.com/team/U037NCLP8ET) [@David](https://shopriteddcom-9vc8333.slack.com/team/U02RC11569G) No failed price IMRs in the last 24 hours

2

**tim.ledgerwood** [8:16 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712643382614219)

All cron jobs re-run successfully.

**Jonathan Latola** [10:46 AM](https://shopriteddcom-9vc8333.slack.com/archives/C03RX6B4WUR/p1712652372823549)

Morning - can someone perhaps please confirm if Ecomm's ImageMagick setup currently caters for .webp image files? or only jpg, jpeg, png at the mo.?

**18 replies**

Last reply today at 11:03 AMView thread