

Order Fulfillment App



- Order created is constant.
- Order Send can vary depending on server and connection.
- Order Received can vary depending on server and connection.

Think about it like this: send an email to 2 different people, that email will not get to both individuals at the exact same time, so there will be a gap. Sometimes it hits the register first, sometimes it hits the app first.

Based off what we have seen there are 4 main issues:

1. Orders shows an error popup when trying to fulfill them, error says "There was an issue verifying the item. Please retry and if the issue persists, quit the order and contact customer service."- *This happens when the order hits the App before it hits the register. Encourage store to complete on the register when it populates or have them wait until they get the orders on the register, then fulfill off the app.*
2. Orders are not showing up in the app or they either take too long to show up in the app.- *They could take up to 15 minutes afterwards if all systems are online. There could be additional delays based off servers. Should not have an affect on the completion of the order on the app once it does hit the app.*
3. They only show old orders. *These need to be sent to me to so we can have the team delete these orders manually so they will fall off.* There is a potential work around, if a store goes to report an issue on the app itself, and then backs out, this may remove the order from the app.
4. They complete the orders, but orders stay in the system even after they were fulfilled and shipped. - *I do not have examples of these but assume they will fall off from the reg and app by the next business day depending on server connections.*

Believe we have may experience issues with no orders hitting Registers or No orders hitting App. These could be due to the issues below.

- Stores registers not on domain. (LVL 2 Escalation)
- Stores Xservices not running on Reg 1. (LVL 2 Escalation)
- Xstore property files have the wrong store type. CG/HB.