



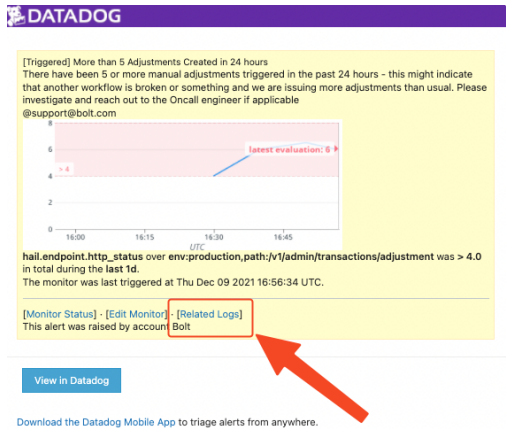
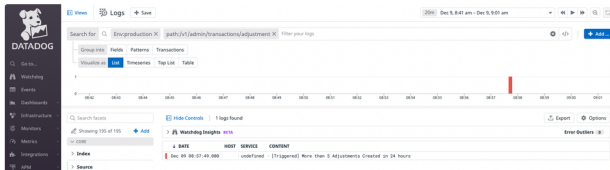
More than 10 Adjustments Created in 24 hours

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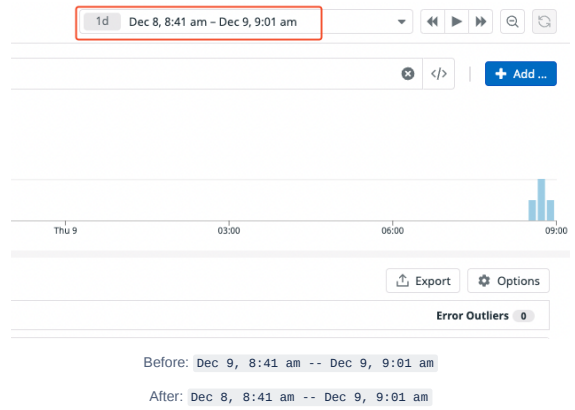
How to Identify

Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: More than 10 Adjustments Created in 24 hours OR [Monitor Alert] Recovered: More than 10 Adjustments Created in 24 hours	

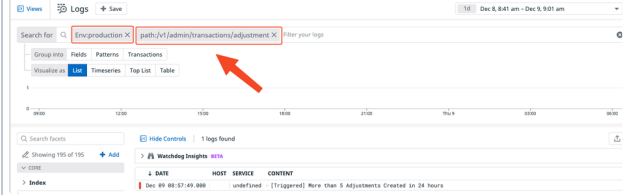
What to do

	Instruction Step	Screenshot
1	In the ticket, click on the link that says [Related Logs] :	 <p>[Triggered] More than 5 Adjustments Created in 24 hours There have been 5 or more manual adjustments triggered in the past 24 hours - this might indicate that another workflow is broken or something and we are issuing more adjustments than usual. Please investigate and reach out to the Oncall engineer if applicable @support@bolt.com</p> <p>hail.endpoint.http_status over env:production,path:/v/admin/transactions/adjustment was > 4.0 in total during the last 1d. The monitor was last triggered at Thu Dec 09 2021 16:56:34 UTC.</p> <p>[Monitor Status] - [Edit Monitor] - [Related Logs] This alert was raised by account Bolt</p> <p>View in Datadog</p> <p>Download the Datadog Mobile App to triage alerts from anywhere. To manage your Datadog subscriptions, click here.</p> <p>Related Logs will take us to the DataDog logs that triggered this alert in that specific timeframe</p>
2	You will see a screen like this:	 <p>Notice the 1 Error log that says [Triggered] More than 5 Adjustments Created in 24 hours</p>
3	Change the time frame (shown in the top-right corner) so that it incorporates roughly 24 hours in the DataDog Search (in this example, the starting date was moved back from Dec 9 back to Dec	

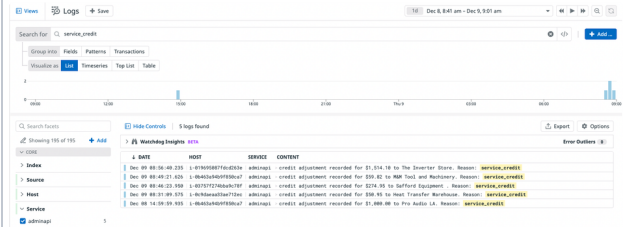
8):



4 Remove the 2 existing search terms by clicking on the X next to them as shown:



5 Enter `service_credit` into the same search bar:

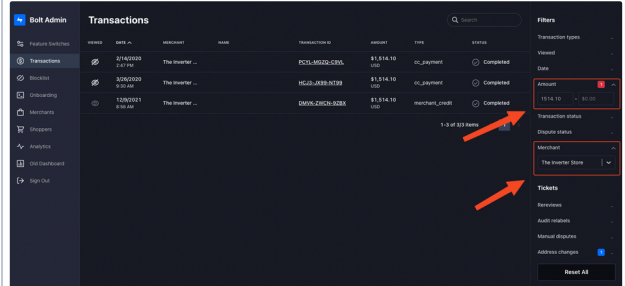


★ Great! You should now be presented with the 5 credit adjustments that were responsible for triggering this alert.

6 Pick a transaction to investigate. In this example (from the screenshot in the step above), we'll use:

1. **Merchant:** The Inverter Store
2. **Amount:** \$1,514.10

7 Head to the [Admin Dashboard](#). Use the **Amount** and **Merchant** filters on the right-hand side to find the transaction:



Names are considered PII and have been redacted from this screenshot.

Be careful out there! 🕵️

8 Select the transaction with the **TYPE:** `merchant_credit`. In the step #7 screenshot, it's the last transaction on the list.

9 Check the **Notes** section and/or **Activity Log** section for a note. This confirms the credit was issued by the Chargeback Support team.

Micro-auth

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Notes

+ NEW NOTE

12/9/21 8:57 AM

Admin 5081623 (Macie@Bolt.Com)

Added Note To Order: credit issued for CB won HY8T-QRYL-NJFG

Activity Log

Time

Event

12/9/21 8:57 AM

Admin 5081623 (Macie@Bolt.Com)

Added Note To Order: credit issued for CB won HY8T-QRYL-NJFG

Thank you Macie! 🌞

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Once you see a note and can confirm that this credit was issued by the Risk Team, no further action is needed and you can move to check the next transaction in the list.

Please note that you don't have to go through all of the credit adjustments shown in DataDog (step #5). You can spot-check them (pick roughly half of them at random).

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✔ Once you're able to verify that all of the transactions contain notes, use the `More than 10 adjustments created in 24 hours` macro within Zendesk and mark the ticket as solved.

The `More than 10 adjustments created in 24 hours` macro will leave an internal note along with setting the following categories:

Issue Category: Other
Issue Subcategory: Other > Internal Alert > Internal Alert

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✖ If you are not able to see an internal note, please post in the [#support-squad Slack channel](#)

Changelog

Version Number		Person who Made Change	Modification Date	Modification Summary
	a ping to someone on the Chargeback team (such as Liberty) in order to confirm.			
	1.0.4	Ziyaad Motala	2/14/2021	<ul style="list-style-type: none">Renamed 5 to 10 adjustments (since ENG changed the threshold to 10)Linked playbook in the Datadog alertUpdated naming of macro
	1.0.3	Ziyaad Motala	1/11/2021	<ul style="list-style-type: none">Split step 10 in steps 10 and 11.Added More than 5 adjustments created in 24 hours macro in Zendesk
	1.0.2	Ziyaad Motala	12/30/2021	<ul style="list-style-type: none">Revamped table to include numbers.
	1.0.1	Ziyaad Motala	12/17/2021	<ul style="list-style-type: none">Added Changelog.Reconfigured resolution steps to fit inside a table.Moved Ticket Analysis to live inside Google Docs.
	1.0.0	Ziyaad Motala	12/14/2021	<ul style="list-style-type: none">Created Playbook.