

# Incident 04 April 2021: Error in the Checkout Cancellation Flow

Availability: **Around 20% of orders.**

% of clients affected: **Potentially 100%.**

Duration of incident: **5 hours and 20 minutes.**

## Symptom

From 8h30 to 1h50 UTC, a checkout error occurred when buyers tried to make a purchase, leading them to abandon the cart or place a duplicate order when retrying to buy the same cart.

## Summary

At 8h30 UTC, our team identified a [Payments Gateway](#) inconsistency, which delayed payment authorizations. This led to the Checkout failing to follow the standard cancellation flow after orders were placed, leaving orders and payment requests pending.

Subsequently, the Payments Gateway completed pending transactions, resulting in orders placed. During this period, however, buyers may have suffered from a negative shopping experience. The browser displayed a standard error message such as "This site can't be reached" or "The connection has timed out." Buyers would then either repurchase the same cart, which led to the creation of duplicated orders, or gave up on their purchase, thinking that the transaction had not been completed.

## Timeline

**[2021-04-04 20:30 UTC]** Our team identified a delay in authorizing transactions by the Payment Gateway.

**[2021-04-04 22:00 UTC]** Our team solved the Payment Gateway instability. You can check the full incident report [here](#).

**[2021-04-05 01:50 UTC]** All queued Payment Gateway events were processed, fully reestablishing the system and normalizing payment authorizations.

**[2021-04-05 15:00 UTC]** Our team was notified about the duplicated orders.

**[2021-04-06 00:00 UTC]** Our team identified the orders that had been duplicated.

**[2021-04-06 00:40 UTC]** Our team started an action plan to support the impacted accounts.

## Mitigation Strategy

Our Customer Experience team was informed about the current incident and is working closely with clients with duplicated orders, guiding them on how to proceed in this situation and minimizing the impact on their operation.

## Follow-up Actions: preventing future failures.

To be the trusted partner to your success, our team is planning to execute the following prevention actions: improving the precision of our health checks between systems while also reviewing our checkout cancellation flow to guarantee that this type of incident does not happen again. We are committed to ensuring a reliable and trusted experience.