

Incident July 6th, 2023: Incorrect discounts for products that use a unit multiplier

Availability: **Sales flow was available and running, but orders containing products using a unit multiplier attribute had incorrect discounts applied.**

% of clients affected: **Less than 5%**

Duration of incident: **From July 6th, at 18:30 to 23:16 UTC (4 hours 46 minutes)**

Symptoms

During the incident, shoppers bought specific products with incorrect discounts. This was caused by a wrong discount calculation specifically for products with unit multipliers different than 1.

Summary

On July 6th, at 18h30 UTC, we released a version of our promotions module that introduced a bug in the discount calculation for products with unit multipliers different than 1.

At 21h34 UTC, our product support team was informed that multiple merchants were experiencing incorrect discounts on some of their orders.

At 22:45, after an internal investigation conducted by the team, it was identified that the release abovementioned introduced a bug that was the cause of the incorrect discount calculation.

At 22h57 UTC, we started the rollback of the promotions module, which was completed at 23h16 UTC. We could then check that the issue was fixed and that previously informed scenarios were working correctly again.

Timeline

[2023-07-06 18:30 UTC] We deployed a version of our Promotion module that introduced a bug in the discount calculation, specifically on products that use unit multipliers.

[2023-07-06 21:34 UTC] An escalation was opened regarding wrong discount values in some orders.

[2023-07-06 22:45 UTC] We declared the issue as an incident due to the criticality.

[2023-07-06 22:50 UTC] We identified that the bug was introduced in the new version.

[2023-07-06 22:57 UTC] We started the rollback of the version containing the bug.

[2023-07-06 23:16 UTC] The rollback was completed, and the issue was fixed.

Mitigation strategy

We performed a rollback to a healthy version of the Promotions module.

Follow-up actions: preventing future failures

To be the trusted partner to your success, our team is working on follow-up actions to ensure that this incident does not happen again. The team has added new testing cases to ensure this type of scenario will be identified during the development lifecycle, preventing it from being released to our customer base. We are committed to improving our systems to guarantee a reliable and trusted experience.