
Synchronizing all Gift Cards to all stores (and their related BPs)

Eduardo Argal Guibert <eduardo.argal@openbravo.com>

Mon, Jul 24, 2017 at 9:37 AM

To: Martin Taal <martin.taal@openbravo.com>, Asier Zabaleta Ibero <asier.zabaleta@openbravo.com>, Augusto Mauch <augusto.mauch@openbravo.com>

Cc: Aaron Calero <aaron.calero@openbravo.com>, Antonio Moreno <antonio.moreno@openbravo.com>, Jorge Monfort <jorge.monfort@openbravo.com>, Rafa De Miguel <rafael.demiguel@openbravo.com>, Sandra Huguet <sandra.huguet@openbravo.com>, Stefan Huehner <stefan.huehner@openbravo.com>

1- we replicate tickets to a store: if a ticket is paid using a global gift card, then this ticket is first created in central and then synced to the store, should this global gift card then also be replicated to the store of the ticket to prevent sync errors? note this gets really complex to identify which global giftcards to replicate and which not. So maybe easier to choose the following solution to never replicate gift card transactions done by giftcards to a store, only replicate these from store --> central. I don't think the store needs this data anyway, it can only be created there during offline. But let me know what you think.

There is no need to replicate those gift cards to the store

2- say a global gift card gets loaded from central in WebPOS, at that point the store goes offline. The user pays the ticket with the global gift card, the ticket is stored in the store server (as it is offline), but this can fail as the global gift card does not exist in the store. Is this a correct scenarion? Any solutions? Maybe say that we don't support this scenario (just as in offline we can't find global gift cards)?

Here is where we anted to have some kind of a deferred consumption in central, just for those cases where the payment was already created. If the payment was not yet created system will throw an error (just available in ONLINE). There is an scenario we need to cover related to credit note. We should be able to create global gift cards in offline and then consume them fron store server. Those GC will be later sync to central.

I hope this answers your doubts

Regards

El lun., 24 jul. 2017 a las 13:46, Martin Taal (<martin.taal@openbravo.com>) escribió:

Ok, I will be working on the replication shortly.

Still see my two topics/questions I raised, can you provide your insights on those?

Grt Martin

Op ma 24 jul. 2017 12:10 schreef Eduardo Argal Guibert <eduardo.argal@openbravo.com>:

Hi all,

We discussed about these scenarios and we agreed on having some new loaders for those gift cards to be moved from store to central (I mean those created/consumed in store while central is down).

This is something we discussed but was never built (due to change of priorities), and it is one of the pending tasks from our side to be ready for store server.

I plan to define this before leaving for holidays so that team can start building it while I am on holidays.

Regards

El lun., 24 jul. 2017 a las 11:27, Asier Zabaleta Ibero (<asier.zabaleta@openbravo.com>) escribió:

Martin,

I think your description of the approach is fine from the functional POV.

Regarding your questions, I think Eduardo is the one to answer you. They are quite technical.

El dom., 23 jul. 2017 a las 20:53, Martin Taal (<martin.taal@openbravo.com>) escribió:

Hi,

Bringing back to life this older discussion, but getting more relevant to get solved...

The approach agreed earlier was:

- global giftcards are not replicated to a store
- only local giftcards are replicated to a store
- a global giftcard can be created in the store server if it is offline, then later this global gift card will be replicated to central
- the gift card search will search in the central server to search both global and local gift cards, if the store is offline then the gift card search happens in the store.

All fine, still questions come up:

1- we replicate tickets to a store: if a ticket is paid using a global gift card, then this ticket is first created in central and then synced to the store, should this global gift card then also be replicated to the store of the ticket to prevent sync errors? note this gets really complex to identify which global giftcards to replicate and which not. So maybe easier to choose the following solution to never replicate gift card transactions done by giftcards to a store, only replicate these from store --> central. I don't think the store needs this data anyway, it can only be created there during offline. But let me know what you think.

2- say a global gift card gets loaded from central in WebPOS, at that point the store goes offline. The user pays the ticket with the global gift card, the ticket is stored in the store server (as it is offline), but this can fail as the global gift card does not exist in the store. Is this a correct scenario? Any solutions? Maybe say that we don't support this scenario (just as in offline we can't find global gift cards)?

grt. Martin

On Mon, Jun 12, 2017 at 9:20 AM Augusto Mauch <augusto.mauch@openbravo.com> wrote:

Hello,

| @Augusto: Correct me if I am missing anything

Eduardo, I think all you said is true. The latest questions from Martin remains unanswered though. I would say we don't want to synchronize the global gift card that has been used to pay the ticket, because the complexity of the giftcard replication would get quite worse. Can we afford to exclude that reference from the ticket?

With regards,

Augusto Mauch

Applications Engineer

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On 6 June 2017 at 14:01, Martin Taal <martin.taal@openbravo.com> wrote:

Okay, still we replicate tickets, if a ticket is paid using a global gift card, should this global gift card then be replicated to the store of the ticket to prevent sync errors?

Can we for example say that gift card transactions are never replicated from central to store? (so then no global gift card needs to be replicated from central to store)

grt. Martin

On Tue, Jun 6, 2017 at 1:51 PM Eduardo Argal Guibert <eduardo.argal@openbravo.com> wrote:

The idea behind is to be able to create a global gift card in a Store when central server is down and to be able to consume it afterwards before central server is online (in the same store).
The decision was not to replicate the global gift cards from central to store but be able to create them directly in store when central is down. Later those will be sync to central.

Gift cards point to several tables:

-Instance: used when creation

-Transaction: used when consumption and related to previous

we may have global GC created as credit note in Store A while we consume in Store B. we don't want to replicate all these relational data for one store to another (these may mean BP, Orders Payments...)

@Augusto: Correct me if I am missing anything

El lun., 5 jun. 2017 a las 12:35, Martin Taal (<martin.taal@openbravo.com>) escribió:

Hi,

One question, global gift cards are not synced to a store. However, if a global gift card is used to pay for a ticket then that ticket is synchronized to a store. Should in this case also this global gift card be synchronized to the store (which entered the ticket)?

grt. Martin

On Thu, Jun 1, 2017 at 1:32 PM Augusto Mauch <augusto.mauch@openbravo.com> wrote:

Hello,

I am writing this email as a summary of the meeting, attended by Sandra, Aaron, Asier, Eduardo, and me, to make sure we are all on the same track.

We agreed on the following approach:

- Local giftcards are synchronized only to the stores they belong
- Global giftcards will not be synchronized to any store, unless it was created in a store while it was offline (the central server was not reachable). This is needed to be able to implement a requirement defined by Asier: If a giftcard is created in a store while it is offline, it should be possible to consume that giftcard immediately.
- Giftcard search should be performed in the central server.

We saw two potential problems:

1. Eduardo detected the following case:

1. In Online mode, a giftcard that is not present in the store server is loaded in the POS from the central server
 2. If the store server then goes offline because the central server is not reachable, it is possible to reach a deadlock in the POS, where the giftcard consumption has been generated in the central server, but the POS screen is locked because there would be an error when trying to close the current, unfinished ticket.
2. If the search of giftcards is done in the central server, we must ensure that has a very good performance, as it is a potential bottleneck.

And these possible approaches to solve them:

1. Detect the case when that happens, and make sure the ticket is voided and at some point the giftcard consumption is reversed in the central server
2. Improve the way giftcards are searched. Sandra has shown to me that there are two ways to look for giftcards:
 1. Selecting the Giftcard payment method, and then selecting the gift card. This one looks good.
 2. Selecting the Giftcard/Credit Note menu button. This one looks bad, as the fields where the search terms will be applied are not defined. This one should be fixed, most probably it will not perform properly.

I will start working now on making sure giftcards are exported/synchronized like we agreed. In parallel, some research is going to be done on how the search of giftcards would work on the central server, and how to prevent the lock in the POS.

With regards,

Augusto Mauch

Applications Engineer

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On 31 May 2017 at 16:30, Augusto Mauch <augusto.mauch@openbravo.com> wrote:
Thanks Asier, I updated the calendar event.

Augusto Mauch

Applications Engineer

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On 31 May 2017 at 16:28, Asier Zabaleta Ibero <asier.zabaleta@openbravo.com> wrote:
Agreed with Eduardo tomorrow 12-13h.

El mié., 31 may. 2017 a las 16:12, Augusto Mauch (<augusto.mauch@openbravo.com>) escribió:

I misread Asier's email, he is not available tomorrow from 11 to 12. Does tomorrow from 10 to 10:30 work for you all?

With regards,

Augusto Mauch

Applications Engineer

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On 31 May 2017 at 14:13, Augusto Mauch <augusto.mauch@openbravo.com> wrote:
Me too, this is the calendar event:

<https://calendar.google.com/calendar/event?action=TEMPLATE&tmeid=ZGhoOW4xaGszNWJsOGp0Z3FuOWxpNzRhNHMgYXVndXN0by5tYXVjaEBvcGVuYnJhdm8uY29t&tmsrc=augusto.mauch%40openbravo.com>

With regards,

Augusto Mauch

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On 31 May 2017 at 13:45, Eduardo Argal Guibert <eduardo.argal@openbravo.com> wrote:

tomorrow 11 to 12 works for me

El mié., 31 may. 2017 a las 13:40, Asier Zabaleta (<asier.zabaleta@openbravo.com>) escribió:

I prefer tomorrow (except from 11-12am).

Today I need go be fully available if anything happens in the store.

Asier

El El mié., 31 may 2017 a las 13:34, Eduardo Argal Guibert <eduardo.argal@openbravo.com> escribió:

Hi all,

Why don't we meet together and discuss this topic in person. The thread is getting huge and we need to make a decission.

I am available today afternoon at 4.30.
let me know if it works for you all

Regards

El mié., 31 may. 2017 a las 12:51, Asier Zabaleta Ibero (<asier.zabaleta@openbravo.com>) escribió:

Hi Augusto:

El mar., 30 may. 2017 a las 16:19, Augusto Mauch (<augusto.mauch@openbravo.com>) escribió:

Hello,

Let me insist on this, I think it is important that we work on this project as soon as possible. The current open topics are:

- How can we determine if a giftcard is global or local. Is there any flag? Are global giftcards defined in *, and local giftcards in a specific organization? We need to know that in order to configure the synchronization of giftcards

Global: This means that the gift card can be used in any store under a legal entity. The gift card instance will have as organization, a legal entity.

Local: The gift card can only be user in this store. The gift card instance will have as organization, a generic (store) organization.

- Eduardo, when do you think your team could work on the project to ensure that the search of global giftcards is done on the central server?

I sugges you ask him directly in order to get a clear and fast answer.

Asier

With regards,

Augusto Mauch

Applications Engineer

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On 10 May 2017 at 18:29, Augusto Mauch
<augusto.mauch@openbravo.com> wrote:
Hello all,

Going back to this old email thread. Right now, the GCNV_GiftCardInst and gcnv_giftcard_trans tables are synchronized based only on its organization, and we know that it is not good enough. The last proposal was to:

- Differentiate between global and local giftcards.
- Do not synchronize the global giftcards. This would require a development that would search for global giftcards in the central server if they are not found on the store server.
- Synchronized the local giftcards based on their organization.

Do you all agree this is good enough? The StoreServer team could make the changes in the synchronization changes very soon if someone tells how to know whether a giftcard is global or local. Some other team (I guess Eduardo's) should take the development to ensure that if a giftcard instance is not found on the store server, it is searched in the central server. Do you agree Eduardo?

With regards,

Augusto Mauch

Applications Engineer

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On 8 February 2017 at 19:27, Martin Taal
<martin.taal@openbravo.com> wrote:

Hi,

Okay, then:

- 1- the search for gift cards should be adapted to search in central instead of the store if central is available
- 2- the replication logic/export definition of a gift card should be changed so that it is replicated/exported to all the stores which have used it in a ticket for payment or when buying/giving a gift card).

Does one of you see anything else?

gr. Martin

On Wed, Feb 8, 2017 at 10:25 AM Asier Zabaleta Ibero
<asier.zabaleta@openbravo.com> wrote:

Answering some of the questions:

- BUT decided not to replicate global gift cards into store servers
 - This means they will not be able to use GF in a store that its OFFLINE and they are OK
 - EAR is aware of this point.

I will answer Stefan inside his email

El jue., 2 feb. 2017 a las 18:09, Stefan Huehner
(stefan.huehner@openbravo.com) escribió:

Hello,

after talking to Asier in person. it is kind of clear that we don't know all what we need here. He will be in BUT next week and can talk about it then.

Sandra & me started to prepare list of questions for him to check there. See below.