Alexandros Stephanis & Co Ltd
October 30, 2020 (#26140)
Web Site Development Service - stephanis.com.cy

GLOBAL REACH
THE POSSIBILITIES ARE...

Requester	Description				
Stephanie, Sophie	Provision of monthly support services in October 2020.				
02-Oct-2020	AH	Investigated homepage "Categories" title changes after receiving a report from the client that the title font-size has changed. I was not able to find any change to the font-size or the height of the title box. Concluded that this may have been caused by the images uploaded	0,45 hrs	@ 0.00	0,00 €
02-Oct-2020	MM	Looked into and resolved an issue with products not showing properly in stock. Instead they showed as 'Out of stock'.	3,55 hrs	@ 0.00	0,00 €
02-Oct-2020	MM	Added Order on ERP manually and notified client. This order was mentioned in email "Νέα παραγγελία από ιστοσελίδα WB22244 ΠΛΗΡΩΜΗ ΣΤΟ ΚΑΤΑΣΤΗΜΑ" and was caused by an error in the ERP.	0,40 hrs	@ 55,00	22,00 €
05-Oct-2020	ML	Compiled and sent a financial status report to Sophie. Investigated and provided additional information regarding some of the things that were billed.	1,00 hrs	@ 0.00	0,00 €
05-Oct-2020	RK	Added new field to our sendOrder API call to ERP (MTRTYPE) to distinguish gifts after Elias requested so in email with subject "Correct!!2 ΦΟΡΕΣ ΤΟ ΔΩΡΟ ΣΤΟΝ ΜΕΤΑΣΧΗΜΑΤΙΣΜΟ ΤΙΜΟΛΟΓΙΟΥ: Νέα παραγγελία από ιστοσελίδα WB23208 ΠΙΣΤΩΤΙΚΗ ΚΑΡΤΑ" on 03/10/20.	1,00 hrs	@ 55,00	55,00 €
05-Oct-2020	RK	Looked into reported issue of gifts showing up twice in orders. Found the same insert getDiscount record was sent to us twice from ERP. Email reference: "PLS CHECK WHY 2 TIMES GIFT: Νέα παραγγελία από ιστοσελίδα WB23729 ΠΛΗΡΩΜΗ ΣΤΟ ΚΑΤΑΣΤΗΜΑ".	0,75 hrs	@ 55,00	41,25 €
05-Oct-2020	MM	Looked into 2 orders (WB22717 and WB22660) in which customers appear to have tried to pay for an order after hours (one of them was 1 day) later, resulting in a lost session and order not placed (even though JCC payment went through).	1,90 hrs	@ 55,00	104,50 €
06-Oct-2020	SM	Reproduced the sort-by-price issue and began looking into the data involved.	1,25 hrs	@ 0.00	0,00 €
06-Oct-2020	RK	After Elia's first response to "PLS CHECK WHY 2 TIMES GIFT: Νέα παραγγελία από ιστοσελίδα WB23729 ΠΛΗΡΩΜΗ ΣΤΟ ΚΑΤΑΣΤΗΜΑ"., did more digging to find that the first delete record from ERP of the discounts did not match the first insert record's type (group gift instead of item gift).	0,75 hrs	@ 55,00	41,25 €
06-Oct-2020	RK	Looked into email titled "URGENT!!!!!!!!!!!!!!!!!!!GIFT NOT ADDED TO WEB ORDER: Νέα παραγγελία από ιστοσελίδα WB23989 ΠΙΣΤΩΤΙΚΗ ΚΑΡΤΑ". Found that gift was not added to order because of lack of stock.	0,35 hrs	@ 55,00	19,25 €
06-Oct-2020	ML	Looked into the issue with the category labels on the homepage appearing on top of the images. Asked Anna to take a look at it.	0,10 hrs	@ 0.00	0,00 €
06-Oct-2020	AH	Investigated again the homepage "Categories" title changes. After email request that the title font-size has changed. I was not able to find any change to the font-size or the height of the title box. Sent an email response.	0,45 hrs	@ 0.00	0,00 €
06-Oct-2020	MM	Investigated and provided extensive data and user details for the 2 orders (WB22717 and WB22660) investigated yesterday. Provided client with 2 options and proceeded with client's request to send orders to ERP through our system.	1,75 hrs	@ 55,00	96,25 €
07-Oct-2020	SM	Determined that the Sale Price was not taken into account and provided a fix for it.	0,75 hrs	@ 0.00	0,00 €
07-Oct-2020	AH	Reduced the height of the homepage categories titles.	0,25 hrs	@ 0.00	0,00 €
07-Oct-2020	RK	Looked into issue reported by email titled "URGENT!!!!!!!!pricing policy 13 not working! CHECK XBONE.00360". Found that the latest discount record	0,50 hrs	@ 55,00	27,50 €

		received by ERP had other start dates than the client was expecting.			
07-Oct-2020	MM	Looked into issue described in email 'web account'. Investigated workflow, went over whole procedure, and searched our logs and it seemed that there was no issue on our end. Client notified us that it was an issue on their end.	2,00 hrs	@ 55,00	110,00 €
09-Oct-2020	RK	Changed the way Elastic Search indexes data when it contains special characters. This was causing searches with hyphens to not match any records. Email reference "SEARCH PROBLEM WITH MODELS CONTAINING -:"	1,00 hrs	@ 0.00	0,00 €
14-Oct-2020	MM	Looked into what went wrong with orders: "WB24138 & WB27813 & WB27819 & WB12475" After investigation showed that ERP was down during our "send order" procedure, we re-sent the orders to ERP and updated the required data on our end to match these orders, as per client's request.	1,50 hrs	@ 55,00	82,50 €
14-Oct-2020	RK	Looked into email "PLS CHECK!! NO ACCESS TO SERVICE FOLDERS Προστέθηκε νέο σχόλιο για το φάκελο επιδιόρθωσης STEPHANIS F000369165". Found that ERP is responding with 504 timeouts for the service dpt API calls.	0,25 hrs	@ 55,00	13,75 €
16-Oct-2020	AH	Conference call with the client in order to discuss their email about the display of the drop-down menu white space.	0,50 hrs	@ 55,00	27,50 €
16-Oct-2020	AH	Increased drop-down menu cat3 font-size and space between the items based on the outcome of our call with the client. Discussed with the project manager additional ways we could potentially display the drop-down boxes without creating other problems.	0,75 hrs	@ 55,00	41,25 €
16-Oct-2020	RK	Looked into gift quantity in sendOrder API call as reported in email "RE: 2 issues- gift on web orders & softone client agent". Found that we send the gift quantity correctly so maybe ERP has to look at it.	0,35 hrs	@ 55,00	19,25 €
16-Oct-2020	AD	Investigated the issue with the display of the drop down menu and concluded that doing what the client asked will create more display issues compared to the ones that it will solve and force us to spend a lot of time with questionable value. Provided a report to the project manager and a screenshot of some of the expected negative consequences.	2,00 hrs	@ 0.00	0,00 €
16-Oct-2020	ML	Conference call with the client in order to decide how to best handle the issues with the display of the menus. Discussed with Anna other options and decided to engage another front-end developer to get their opinion.	1,00 hrs	@ 55,00	55,00 €
19-Oct-2020	AH	Made the font of webcat2 bigger after email request on 16/10/2020	0,35 hrs	@ 55,00	19,25 €
19-Oct-2020	RK	Looked into email "web cat2 inactive for seasonal not working!" and found that ERP sent update in wrong format.	0,25 hrs	@ 55,00	13,75 €
19-Oct-2020	MM	Looked into and collected data and manually sent orders to ERP in email 'web orders missing'. Also, did the same for order with known issue when returning from JCC, in email 'CHECK URGENTLY! PAYMENT WITHOUT WEB ORDER NO: JCCgateway - Notification for a New Transaction'	2,50 hrs	@ 55,00	137,50 €
20-Oct-2020	RK	Sent orders manually to ERP due to ERP downtime as per email "Softone Client Agent down yesterday at 5:15".	0,35 hrs	@ 55,00	19,25 €
20-Oct-2020	MM	Investigated issue reported in email "check web customer details WB29058". Everything seems fine on our end. Looked into payment method, IP Addresses, Phone and Email during registration, Order process and Order history. Also, looked into the sending of this Order, which was done manually, due to ERP being down at the time this Order was placed. Finally, replied to client with all collected data and thoughts.	2,75 hrs	@ 55,00	151,25 €
20-Oct-2020	MM	Investigated issue on email "check postal code 4551- address agiou gerasimou! can not proceed with web order" and it seems that we are correctly not showing this address, since it was sent to us as a 'Delete' from the ERP.	0,80 hrs	@ 55,00	44,00 €

21-Oct-2020	RK	A per point 2 in email "2 issues- gift on web orders & softone client agent", we have implemented a feature to alert by email in case we have not had a successful response from ERP for over 30 minutes .	4,50 hrs	@ 55,00	247,50 €
22-Oct-2020	RK	Looked into email "check again address 4551- agiou gerasimou". Found that ERP is not sending address field correctly in getChages call for zip code updates.	0,25 hrs	@ 55,00	13,75 €
22-Oct-2020	RK	Checked issue reported from email "ribbon 12". Found that change came through fine, just that client needed to bust their browser cache to see the changes.	0,25 hrs	@ 55,00	13,75 €
22-Oct-2020	RK	Implemented new getChange record type "getCancelled" in order for Siteviz to be notified of cancelled orders from ERP. This was needed to know which orders to NOT send a review email for. Email thread "New record type in getChanges" and "CHECK EMAIL 22K8: Παρακαλούμε ελέγξτε την αγορά σας".	4,00 hrs	@ 55,00	220,00 €
23-Oct-2020	RK	Looked into email "Still not working!!!web cat2 inactive for seasonal". Found that ERP sent category update with SHOWONWEB true instead of false.	0,35 hrs	@ 55,00	19,25 €
23-Oct-2020	RK	Sent orders (31767 etc) to ERP as ERP was down for 40 minutes yesterday. Email from Accounts but with no subject.	0,25 hrs	@ 55,00	13,75 €
26-Oct-2020	RK	Looked into email "check why pricing policy 13 is not updated!!". Found that discount from ERP is in the future for product nsw.00299 therefore not showing currently.	0,35 hrs	@ 55,00	19,25 €
26-Oct-2020	RK	Looked into email "ADDITIONAL WEB CAT3 574????". Found the records already processed and sent feedback to client on future updates of large quantity. Also looked into why there are no web filters for the new category and found that ERP had not sent a record of type getItemWebCat3Details for the new category which specifies which filters apply to the new category.	0,50 hrs	@ 55,00	27,50 €
27-Oct-2020	MM	Worked on email request 'WB33553'. This order's data were manually collected and sent to the ERP and we have updated the ERP Order ID and order status in our system.	0,45 hrs	@ 55,00	24,75 €
29-Oct-2020	RK	Changed the configuration of the staging environment so that is handles correctly the sending of external emails, plus the scheduled job of clearing old pending registrations.	2,00 hrs	@ 0.00	0,00 €
30-Oct-2020	RK	Looked into email "vat did no work!", found that ERP was sending wrong value in VAT field in product update records.	0,35 hrs	@ 55,00	19,25 €
				Subtotal	**1.760,00 €**
Total					**1.760,00 €**

Summary by Service

Service	Qty Unbilled	Qty Billed	Sub Total
Advanced Programming / Database Integration	11,70	30,50	1.677,50 €
Project Management/Meetings	1,10	1,50	82,50 €
Total	**12,80**	**32,00**	**1.760,00 €**

This is not an invoice. Please pay the total amount in the document identified as Invoice.