Re: Bug: Web attachment onto previously merged order

Kittell, Karen - REE-ARS <karen.kittell@usda.gov>

Thu 9/12/2024 8:37 AM

To:Estrada, Stacey - REE-ARS <stacey.estrada@usda.gov>;Gu, Laura - REE-ARS <laura.gu@usda.gov>;Reisinger, Marty (CTR) - REE-ARS <marty.reisinger@usda.gov>;ARS-GRIN-DevTeam <ARS-GRIN-DevTeam@usda.gov>

The PW can do a better job with merged orders in letting the user know what's going on. If an order was merged with another, it can state something like:

This web request was merged with web request #####. Please use that request blah, blah, blah..... and make the original web request # a clickable link to get to it on the order history detail page. It would also not have any other information on the order history detail page, so that no other user actions (attachments) could be made to the merged order.

Alternatively, I suppose it could look to see if an order was merged on the order history page so that the user would click on the link and it would take them to the order with the merged order.

I'd also like to propose a schema change to the order_request_action and web_order_request_action tables to add the web_order_id to the action of the merged order, instead of putting it in the order_request_action.note field. That way, it would be much easier to determine what order one was merged to.

Am I making sense?
Kay

From: Estrada, Stacey - REE-ARS <stacey.estrada@usda.gov>
Sent: Thursday, September 12, 2024 9:06 AM
To: Gu, Laura - REE-ARS <laura.gu@usda.gov>; Reisinger, Marty (CTR) - REE-ARS <marty.reisinger@usda.gov>; ARS-GRIN-DevTeam <ARS-GRIN-DevTeam@usda.gov>
Subject: Re: Bug: Web attachment onto previously merged order

Marty, yes, I agree. "addressing the “adding an attachment” issue is just one more aspect of the overall problems with merged requests/orders."

I haven't seen nor tested this issue before either. There are site to requestor email exchanges about the PW attachments. In this case, I did send my standard communications to the requestor. However, there may be a translation barrier with this specific requestor that adds more complication to an already complicated problem.

Priority to remedy merging bugs would absolutely have to be established by the AdCom. For NC7 stats, approx. 5 to 7% of our GG orders from the PW were "merged" for processing. It adds up!

I've wondered if there's a way for the PW to 'mirror'/duplicate the GG order actions associated with the parent web request # back to any merged web requests. Similar in concept to how our internal users can search for a merged web request # in the OW search tool to find the associated GG order.

Definitely a big topic!

Thanks,
Stacey

Stacey Estrada
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GRIN-Global website: https://npgsweb.ars-grin.gov/gringlobal/search.aspx

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From: Gu, Laura - REE-ARS <laura.gu@usda.gov>
Sent: Wednesday, September 11, 2024 12:05 PM
To: Reisinger, Marty (CTR) - REE-ARS <marty.reisinger@usda.gov>; Estrada, Stacey - REE-ARS <stacey.estrada@usda.gov>; ARS-GRIN-DevTeam <ARS-GRIN-DevTeam@usda.gov>
Subject: RE: Bug: Web attachment onto previously merged order

Looks like for merged order, if OW could also write one new order action record (with a new action code name indicating it's already merged) for the web order which the items are pulled out/merged out, then OW then could use this new order action to exclude it from being seen as the new order. Just my 2 cents.

Currently OW only write the order action record for the web order which pulls others in.

Laura

From: Reisinger, Marty (CTR) - REE-ARS <marty.reisinger@usda.gov>
Sent: Wednesday, September 11, 2024 12:02 PM
To: Estrada, Stacey - REE-ARS <stacey.estrada@usda.gov>; ARS-GRIN-DevTeam <ARS-GRIN-DevTeam@usda.gov>
Subject: RE: Bug: Web attachment onto previously merged order

I started testing Merged Orders back on July 30 and began a doc. (See attached where screens illustrate some of the issues.) Unfortunately, since August 6, I haven't moved forward with any additional analysis.

My point (in the doc) and here is that there are multiple issues with "merged orders" that most likely require substantial rework on both "sides" – the PW and the CT.

Stacey – the issue you are pointing out today is one I haven't tested or seen before. Previously, you and I agreed on the general issues surrounding merged orders in a ZOOM session. I think you might also agree, addressing the "adding an attachment" issue is just one more aspect of the overall problems with merged requests/orders.

One workaround for now is that sites need to communicate with the requester (via email) -- explain what is happening whenever the site merges requests. They should at least send an email indicating the order number and the web request number directly related to the merged order so that the requester knows where to look later under their profile for status details.

It is impossible for the mere-mortal requester to understand what has happened when their multiple request(s) are merged. Is this a priority to remedy this situation? I can't say – defer that to the AdCom – but fortunately the percentage of merged requests overall is relatively minor.

GRIN-Global Project: **https://www.grin-global.org**

From: Estrada, Stacey - REE-ARS <stacey.estrada@usda.gov>
Sent: Wednesday, September 11, 2024 10:29 AM
To: ARS-GRIN-DevTeam <ARS-GRIN-DevTeam@usda.gov>
Subject: Bug: Web attachment onto previously merged order

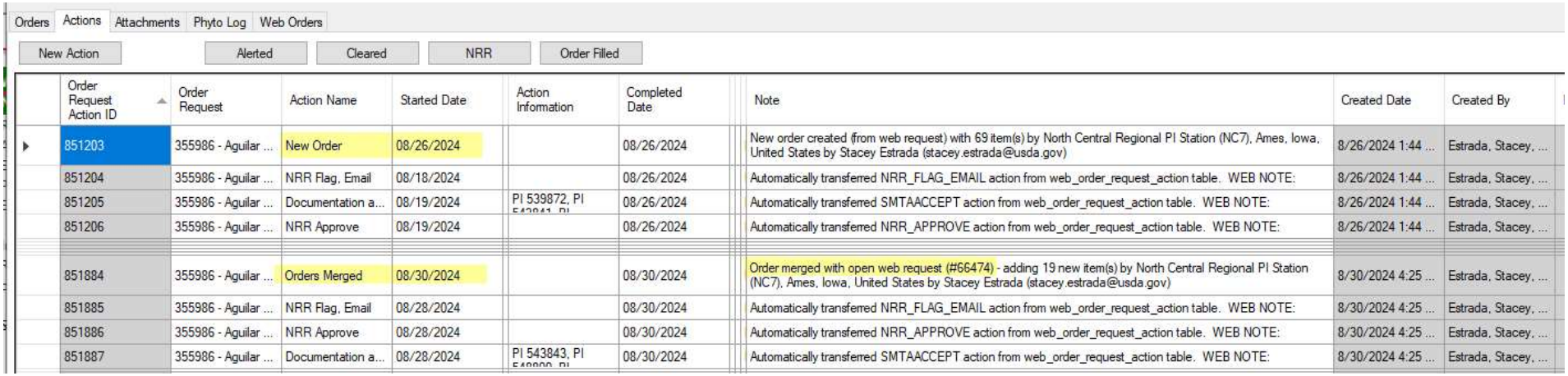
A merged web request incorrectly shows up again as "new" in the OW web orders tab because the requestor added attachments after the request was merged with an open GG order.

Let me know which component(s) needs fixed and I can add a trac.

Stacey

Details:

1. GG order 355986 was assigned to the NC7 portion of web request 66368 on 08/26
2. Merged web request **66474** into web request 66368 on 08/30
3. Requestor uploaded duplicate attachments to web request 66368 & **66474** on 09/07
4. Web request **66474** shows as a new web request for re-processing (assign to new GG order or re-merge).
5. TMI: a 3rd request, 66520, was submitted on 09/02, attachments also added on 09/07. I later merged on 09/10 into GG 355986. The attachments to GG 355986 are assumed to be from web request 66368.



Orders | Actions | Attachments | Phyto Log | Web Orders

New Action | Alerted | Cleared | NRR | Order Filled

Order Request Action ID	Order Request	Action Name	Started Date	Action Information	Completed Date	Note	Created Date	Created By
851203	355986 - Aguilar ...	New Order	08/26/2024		08/26/2024	New order created (from web request) with 69 item(s) by North Central Regional PI Station (NC7), Ames, Iowa, United States by Stacey Estrada (stacey.estrada@usda.gov)	8/26/2024 1:44 ...	Estrada, Stacey, ...
851204	355986 - Aguilar ...	NRR Flag, Email	08/18/2024		08/26/2024	Automatically transferred NRR_FLAG_EMAIL action from web_order_request_action table. WEB NOTE:	8/26/2024 1:44 ...	Estrada, Stacey, ...
851205	355986 - Aguilar ...	Documentation a...	08/19/2024	PI 539872, PI	08/26/2024	Automatically transferred SMTAACCEPT action from web_order_request_action table. WEB NOTE:	8/26/2024 1:44 ...	Estrada, Stacey, ...
851206	355986 - Aguilar ...	NRR Approve	08/19/2024		08/26/2024	Automatically transferred NRR_APPROVE action from web_order_request_action table. WEB NOTE:	8/26/2024 1:44 ...	Estrada, Stacey, ...
851884	355986 - Aguilar ...	Orders Merged	08/30/2024		08/30/2024	Order merged with open web request (#66474) - adding 19 new item(s) by North Central Regional PI Station (NC7), Ames, Iowa, United States by Stacey Estrada (stacey.estrada@usda.gov)	8/30/2024 4:25 ...	Estrada, Stacey, ...
851885	355986 - Aguilar ...	NRR Flag, Email	08/28/2024		08/30/2024	Automatically transferred NRR_FLAG_EMAIL action from web_order_request_action table. WEB NOTE:	8/30/2024 4:25 ...	Estrada, Stacey, ...
851886	355986 - Aguilar ...	NRR Approve	08/28/2024		08/30/2024	Automatically transferred NRR_APPROVE action from web_order_request_action table. WEB NOTE:	8/30/2024 4:25 ...	Estrada, Stacey, ...
851887	355986 - Aguilar ...	Documentation a...	08/28/2024	PI 543843, PI	08/30/2024	Automatically transferred SMTAACCEPT action from web_order_request_action table. WEB NOTE:	8/30/2024 4:25 ...	Estrada, Stacey, ...

USDA Introduces a Multi-Year Plan to Strengthen U.S. Genebank Management of Plant Germplasm

Web Request Number: 66474 **Submitted Date:** 28 August 2024

Requestor:
Alfonso Aguilar Flores
El Productor Egresado de la Universidad de Guadalajara
Phone: 86830931758683093175
Email: ponchomaiz@hotmail.componchomaiz@hotmail.com

Ship To:
Molino del Rey Calle 16 Número 43, Matamoros Tamaulipas México

Tamaulipas, Tamaulipas 87343, Mexico

Intended use for this germplasm:
RESEARCH:Genetic Studies. Research use notes: The lines will be used for research and to see the adaptation in the Tamaulipas area and the germplasm will be conserved for future improvements in genetic materials.

Special instructions for the request:

Please note that your request may arrive in several shipments whe **l shipments with accessions from multiple genebanks are usually consolidated for p** **. To reduce shipping delays, international requestors should promptly submit** **anization.**

Attachments uploaded to web request 66474 a week and a half after request submission.

Order Request Actions:

Action Date	Action Step	Order Number	Action Note
August 28, 2024	Documentation available, SMTA accepted	66474	

Load file

Documents not in English need to include the English translation. After choosing a file, choose the type of file, fill in additional information as needed, then click the upload button and the text will appear in the textbox to the left. File extensions allowed are .pdf, .docx, .txt, .csv, .xlsx, .jpg, .jpeg

Choose File No file chosen

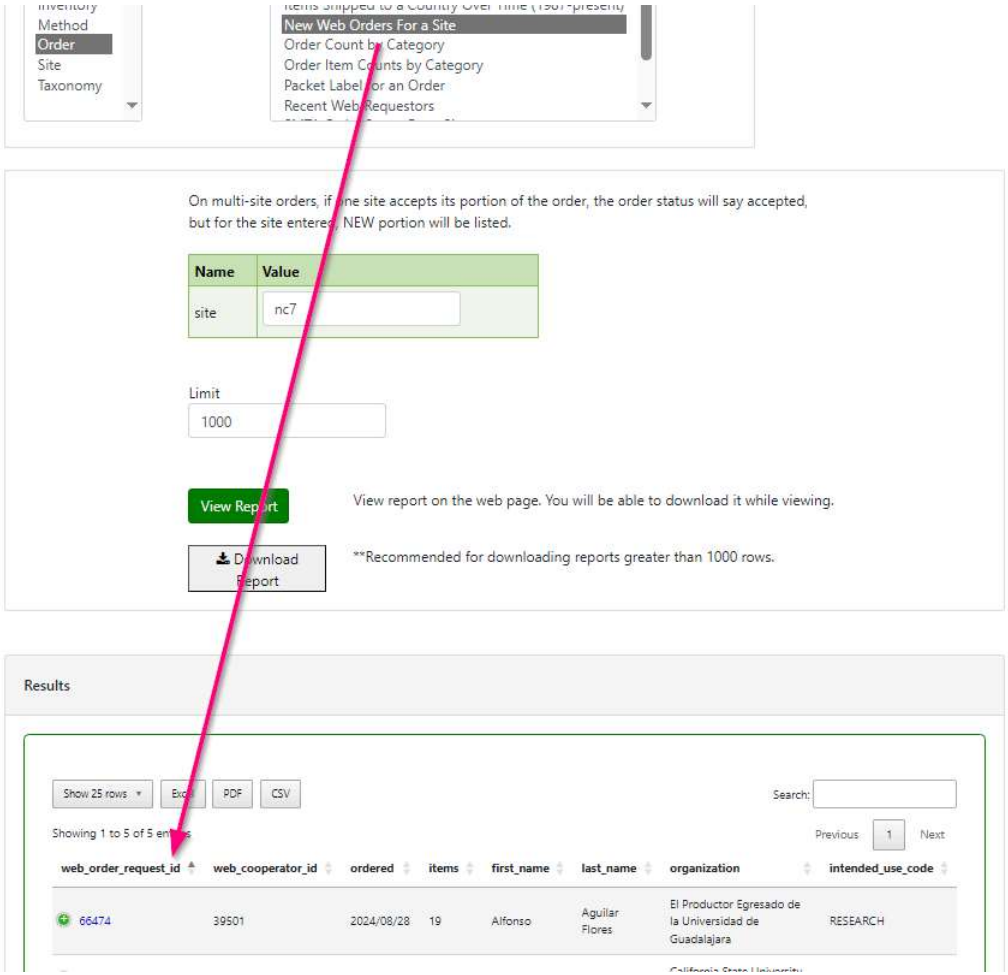
Select type of file

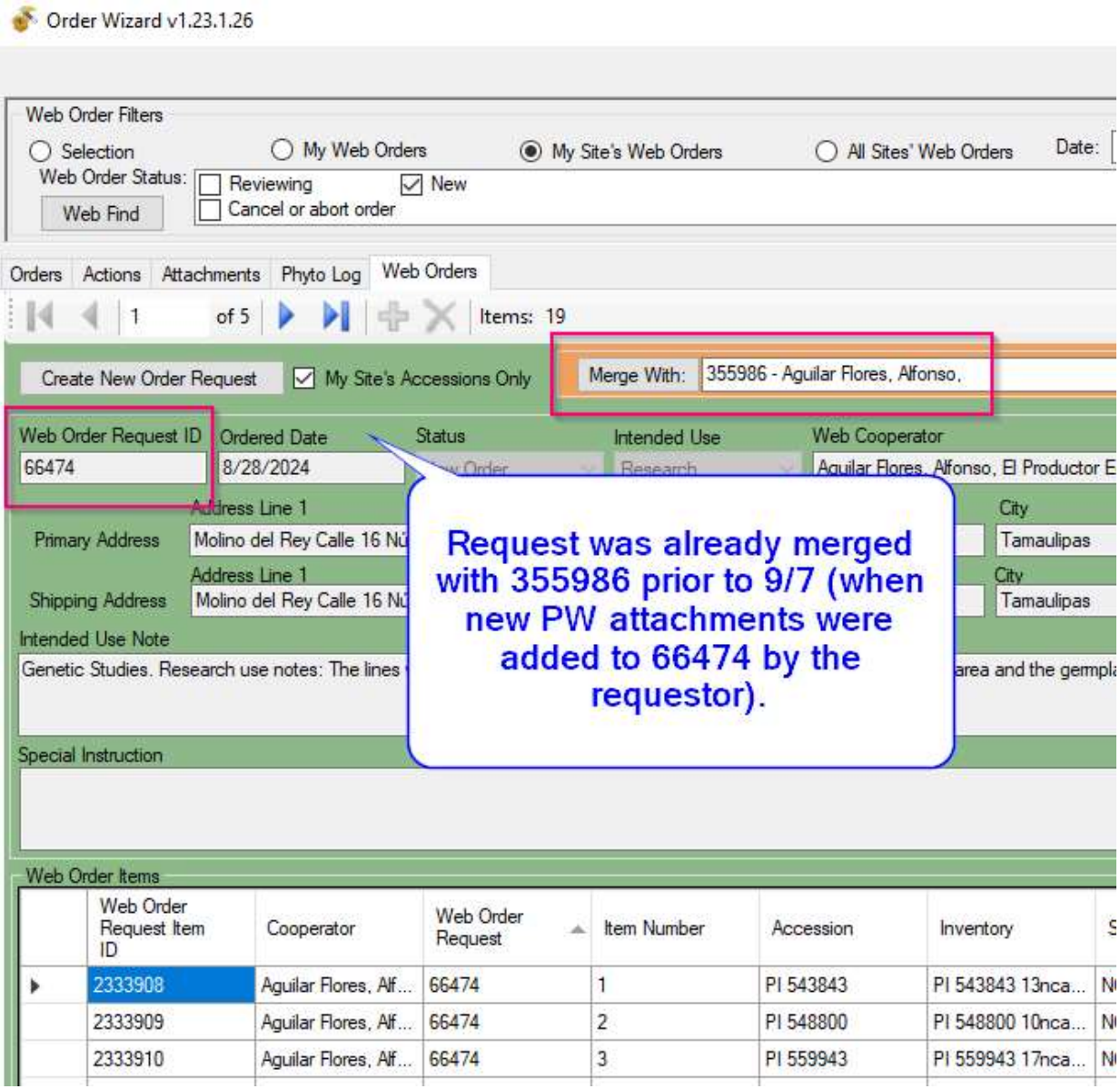
Select one

Attachments

File	Uploaded
08533 SEMILLAS DE MAIZ DE EUA.pdf	2024-09-07 01:42:06 AM
IMG_8538.jpeg	2024-09-07 01:42:23 AM
IMG_8539.jpeg	2024-09-07 01:42:40 AM
IMG_8540.jpeg	2024-09-07 01:42:57 AM
IMG_8541.jpeg	2024-09-07 01:43:13 AM

Now the request shows up again in the OW and on the query to find "New Web Orders For a Site".




Order Wizard v1.23.1.26
Web Order Filters
Selection
My Web Orders
My Site's Web Orders
All Sites' Web Orders
Date:
Web Order Status:
Reviewing
New
Cancel or abort order
Web Find
Orders
Actions
Attachments
Phyto Log
Web Orders
1
of 5
Items: 19
Create New Order Request
My Site's Accessions Only
Merge With:
355986 - Aguilar Flores, Alfonso,
Web Order Request ID
66474
Ordered Date
8/28/2024
Status
Intended Use
Research
Web Cooperator
Aguilar Flores, Alfonso, El Productor E
Address Line 1
Primary Address
Molino del Rey Calle 16 Nú
City
Tamaulipas
Address Line 1
Shipping Address
Molino del Rey Calle 16 Nú
City
Tamaulipas
Intended Use Note
Genetic Studies. Research use notes: The lines
area and the germpla
Special Instruction
Request was already merged with 355986 prior to 9/7 (when new PW attachments were added to 66474 by the requestor).
Web Order Items
Web Order Request Item ID
Cooperator
Web Order Request
Item Number
Accession
Inventory
2333908
Aguilar Flores, Alf...
66474
1
PI 543843
PI 543843 13nca...
2333909
Aguilar Flores, Alf...
66474
2
PI 548800
PI 548800 10nca...
2333910
Aguilar Flores, Alf...
66474
3
PI 559943
PI 559943 17nca...

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GRIN-Global website: https://npgsweb.ars-grin.gov/gringlobal/search.aspx