



5W1H Template

28 Jul 2022 / Sapie Tosh

Complete

Score	0%	Flagged items	0	Actions	3
Company name					ClockedShoes
Project name					Membership Card Launch
Prepared by					Sapie Tosh
Conducted on					28.07.2022

Actions

3 actions

5W1H / Where / Where 1

Answer

Online on clockedshoes.com upon checkout
Offline in 30 stores, scattered throughout the nation

To Do | Priority Medium | Due 05.08.2022 08:38 PST | Created by SafetyCulture Staff

Double-check site coding just in case

5W1H / How / How 1

Answer

Possible solutions:

- Priority solution: contact the provider, then ask for a refund and find a new provider. We should also find a way to compensate affected customers, either by providing discounts or vouchers, or by giving new membership cards for free, as the problem is on us.
- Second choice solution: if unable to contact the provider and/or ask for a refund, we should suspend the launch and address the concerns of the customers first. This can lead to us providing refunds or vouchers to make up for the hassle.

To Do | Priority High | Due 05.08.2022 08:39 PST | Created by SafetyCulture Staff

Do case study on different providers

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Talk to affected customers ASAP

5W1H

3 actions

What

What 1

Question

What is the issue with the membership cards?

Answer

They are not working online and offline. Some are reporting that their cards not being honored at online checkouts, while some cards are not detected by the scanner in-store.

Who

Who 1

Question

Why are affected by this?

Answer

Customers who joined the launch's 2nd batch (May-July 2022)

Where

1 action

Where 1

1 action

Question

Where is this happening?

Answer

Online on clockedshoes.com upon checkout
Offline in 30 stores, scattered throughout the nation

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When

When 1

Question

When did this start happening?
And for how long now?

Answer

First reports came in May 25, 2022, and all were from offline purchases. Online purchasing issues

started June 30. As of writing, offline issues have been going on for 2 months now, and online issues are almost a month old.

Why

Why 1

Question

Why is there an issue with the membership cards?

Answer

There seems to be an issue with the card provider and their products, as research shows some of their newer clients are also experiencing issues with their IDs and other cards. Additionally, some of their terminals and sensors also have issues. In some cases, it was the card that had an issue, and in other cases, it's actually the terminals they were used on.

While it is now hard to track each and every instance and use case, it is clear the issue is with the provider.

How

2 actions

How 1

2 actions

Question

How can this problem be solved?

Answer

Possible solutions:

- Priority solution: contact the provider, then ask for a refund and find a new provider. We should also find a way to compensate affected customers, either by providing discounts or vouchers, or by giving new membership cards for free, as the problem is on us.
- Second choice solution: if unable to contact the provider and/or ask for a refund, we should suspend the launch and address the concerns of the customers first. This can lead to us providing refunds or vouchers to make up for the hassle.

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Completion

Additional notes/recommendations

Recommended by CEO:

- It might be better to contact the providers of competitor companies or well-known companies to ensure better services and less risk
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- Alternatively, we can choose to do a test run first next time rather than going all-in.

Add signature

A handwritten signature in black ink, appearing to be 'Sapie Tosh', written in a cursive style.

Sapie Tosh
29.07.2022 08:37 PST
