

ISSUE : Reservation is not getting cancelled when pick is manually shorted by the user in the UI

Expected Behaviour : On pick cancellation from UI, reservation should be cancelled.

Actual Behaviour : On pick cancellation from UI, reservation is still active.

Pick is created for order no GS.4691-7677-1701 with reservation Id 34741f17-64e0-4a08-a8b7-3f748d93f8f6

Please find the below logs for the same & note the timestamp is in PDT

2025-08-19 10:50:59.649691 PDT Make call to IBM IV to create reservation. Purchase session id: GS.4691-7677-1701-2, IBM CreateReservationRequest: go/debugstr

```
lines {
  delivery_method: PICK
  item_id: "GA05769-US"
  line_id: "0"
  ship_node: "STUSNY01A"
  unit_of_measure: EACH
  quantity: 1.0
}
segment: ONLINE
segment_type: CHANNEL
reference: "GS.4691-7677-1701-2"
time_to_expire: 10080
```

2025-08-19 10:50:59.650304-0700qr/2 195 ...rvationProducerModule.java:87 Calling RESERVATIONS_V2 with request:

```
{"reference":"GS.4691-7677-1701-2","timeToExpire":10080,"segment":"ONLINE","segmentType":"CHANNEL","availabilityType":"RELEASE","lines":[{"lineId":"0","itemId":"GA05769-US","unitOfMeasure":"EACH","deliveryMethod":"PICK","shipNode":"STUSNY01A","quantity":1.0}]}
```

2025-08-19 10:50:59.971443-0700qr/2 215 ...rvationProducerModule.java:61 Received RESERVATIONS_V2 response:

```
{"lines":[{"itemId":"GA05769-US","unitOfMeasure":"EACH","shipNode":"STUSNY01A","deliveryMethod":"PICK","segment":"ONLINE","segmentType":"CHANNEL","lineId":"0","requestedReservationTs":"2025-08-19T17:50:00.000Z","quantity":1.0,"totalReservedQuantity":1.0,"reservations":[{"id":"34741f17-64e0-4a08-a8b7-3f748d93f8f6","reference":"GS.4691-7677-1701-2","reservationTs":"2025-08-19T17:50:59.880Z","expirationTs":"2025-08-26T17:00:00.000Z","reservedQuantity":1.0,"shipNode":"STUSNY01A"}]}],"availabilityType":"RELEASE","considerSafetyStock":true}.
I 2025-08-19 10:50:59.971923-0700qr/2 215 ...ndPickProducerModule.java:194 Reservation is created with reservation: go/debugstr
```

```
lines {
```

```
line_id: "0"
reservation_id: "34741f17-64e0-4a08-a8b7-3f748d93f8f6"
reserved_quantity: 1.0
}
```

. Pick request id: GS.4691-7677-1701-2

D 2025-08-19 10:50:59.972179-0700qr/2 215 ...ndPickProducerModule.java:137 Make call to IBM SIM API to create pick request. POS pick request Id: GS.4691-7677-1701-2; Purchase session id: GS.4691-7677-1701-2, IBM SimCreatePickRequest: go/debugstr

```
cart_id: "GS.4691-7677-1701-2"
shipment_no: "GS.4691-7677-1701-2"
reservation_reference: "GS.4691-7677-1701-2"
requested_by: "Eric"
delivery_method: PICK
requested_products {
  product_id: "GA05769-US"
  unit_of_measure: EACH
  inventory_status: GOOD
  segment_type: CHANNEL
  segment: ONLINE
  requested_quantity: 1.0
  reservation_id: "34741f17-64e0-4a08-a8b7-3f748d93f8f6"
}
```

I 2025-08-19 10:50:59.972859-0700qr/2 195 ...etcherProducerModule.java:112 AddInventory

URL: <https://store.supply-chain.ibm.com/google/v1/stores/STUSNY01A/pick-requests> &

Jsonbody:

```
{"cartId":"GS.4691-7677-1701-2","shipmentNo":"GS.4691-7677-1701-2","reservationReference"
:"GS.4691-7677-1701-2","requestedBy":"Eric","deliveryMethod":"PICK","requestedProducts":[{"p
roductId":"GA05769-US","unitOfMeasure":"EACH","inventoryStatus":"GOOD","segmentType":"C
HANNEL","segment":"ONLINE","requestedQuantity":1.0,"reservationId":"34741f17-64e0-4a08-a
8b7-3f748d93f8f6"}]}
```

Pick is created Pubsub Msg is published 2025-08-19 10:51:03.232 PDT

```
{
  pub_sub_id: "15158019145371993",
  message_attributes: {
    message_name: pickRequestCreated,
    timestamp: {
      seconds: 1755625862,
      nanos: 427669000
    },
  },
  message_id: "10a92233-d52e-4553-9738-f42ce2a945de"
```

```
},
payload: "{
  \"priority\" : 0,
  \"status\" : \"NOT_STARTED\",
  \"pickTasks\" : [ {
    \"productId\" : \"GA05769-US\",
    \"unitOfMeasure\" : \"EACH\",
    \"inventoryStatus\" : \"GOOD\",
    \"productClass\" : null,
    \"segmentType\" : null,
    \"segment\" : null,
    \"taskId\" : \"249d60b9-232d-4bce-add0-e00768f18e54\",
    \"requestedSerials\" : [ ],
    \"completedSerials\" : [ ],
    \"requestedQuantity\" : 1.0,
    \"shortageQuantity\" : 0.0,
    \"completedQuantity\" : 0.0,
    \"sourceLocationId\" : \"Bin1\",
    \"targetLocationId\" : null,
    \"status\" : \"NOT_STARTED\",
    \"requestProductReferenceId\" : \"10\",
    \"type\" : null,
    \"batchPickId\" : \"\",
    \"sourceLocationSequence\" : 0
  } ],
  \"storeId\" : \"STUSNY01A\",
  \"pickRequestId\" : \"06d5d49f-07dc-4a2b-9b5c-9703a3f3da43\",
  \"expectedCompletionTime\" : null,
  \"lastModifiedTimestamp\" : \"2025-08-19T17:51:02.419Z\",
  \"purpose\" : \"SALE\",
  \"requestedBy\" : \"Eric\",
  \"performedByUserId\" : \"SYSTEM\",
  \"orderNo\" : null,
  \"shipmentNo\" : \"GS.4691-7677-1701-2\",
  \"references\" : null,
  \"requestedProducts\" : [ {
    \"productId\" : \"GA05769-US\",
    \"unitOfMeasure\" : \"EACH\",
    \"inventoryStatus\" : \"GOOD\",
    \"productClass\" : null,
    \"segmentType\" : null,
    \"segment\" : null,
    \"requestProductReferenceId\" : \"10\",
    \"requestedQuantity\" : 1.0,
```

```

"reservationId" : "34741f17-64e0-4a08-a8b7-3f748d93f8f6",
"references" : null,
"shortageQuantity" : 0.0,
"sourceLocationId" : null,
"cancelledQty" : 0.0,
"cancelledSerials" : null
} ],
"stagingLocationId" : null,
"hasShortage" : false,
"expectedShipDate" : null,
"includedInBatch" : false,
"cartId" : "GS.4691-7677-1701-2",
"reservationReference" : "GS.4691-7677-1701-2",
"deliveryMethod" : "PICK",
"cancellationRequested" : false,
"completionTimestamp" : null,
"createdTimestamp" : "2025-08-19T17:51:02.390Z",
"assignedToUserId" : null
}",
status: PROCESSED,
retry_count: 1
}

```

=====

**SIM UI : User performed manual shor from the UI which resulted in cancelling the pick.
But the reservation is not cancelled for the same.**

IBM Store | Chelsea Store

Pick summary

Close

Pick-up order
Cancelled

Requested by
Eric

Shipment #
GS.4691-7677-1701-2

Cart #
GS.4691-7677-1701-2

Assigned to
paullopez

1 Product (1 Unit)

Pixel 9a, 128, Obs, sub6, US, CA, CU	SKU: GA05769-US Inventory status: GOOD	Pick location: Bin1	PICKED 0/0
Pixel 9a, 128, Obs, sub6, US, CA, CU	SKU: GA05769-US Inventory status: GOOD	Pick location: FoH	PICKED 0/1 SHORT 1
1 product unavailable			Hide
Pixel 9a, 128, Obs, sub6, US, CA, CU	SKU: GA05769-US Inventory status: GOOD	SHORT 1	

Pick is cancelled Pubsub Msg is published 2025-08-19 10:51:03.232 PDT

```
{
  pub_sub_id: "15952007643141455",
  message_attributes: {
    message_name: pickRequestCancelled,
    timestamp: {
      seconds: 1755626179,
      nanos: 397102000
    },
    message_id: "ed9d53ab-acb4-44bf-a823-b5b35cb8d8e8"
  },
  payload: "{
    \"priority\" : 0,
    \"status\" : \"CANCELLED\",
    \"pickTasks\" : [ {
      \"productId\" : \"GA05769-US\",
      \"unitOfMeasure\" : \"EACH\",
      \"inventoryStatus\" : \"GOOD\",
      \"productClass\" : null,
      \"segmentType\" : null,
      \"segment\" : null,
      \"taskId\" : \"249d60b9-232d-4bce-add0-e00768f18e54\",
      \"requestedSerials\" : [ ],
      \"completedSerials\" : [ ],
      \"requestedQuantity\" : 0.0,
      \"shortageQuantity\" : 0.0,
      \"completedQuantity\" : 0.0,
      \"sourceLocationId\" : \"Bin1\",
      \"targetLocationId\" : null,
      \"status\" : \"CANCELLED\",
      \"requestProductReferenceId\" : \"10\",
      \"type\" : null,
      \"batchPickId\" : \"\",
      \"sourceLocationSequence\" : 0
    }, {
      \"productId\" : \"GA05769-US\",
      \"unitOfMeasure\" : \"EACH\",
      \"inventoryStatus\" : \"GOOD\",
      \"productClass\" : null,
      \"segmentType\" : null,
```

```
"segment" : null,
"taskId" : "80228a75-3f3a-49df-95c7-e10688278c56",
"requestedSerials" : [ ],
"completedSerials" : [ ],
"requestedQuantity" : 1.0,
"shortageQuantity" : 1.0,
"completedQuantity" : 0.0,
"sourceLocationId" : "FoH",
"targetLocationId" : null,
"status" : "CANCELLED",
"requestProductReferenceId" : "10",
"type" : null,
"batchPickId" : "",
"sourceLocationSequence" : 0
} ],
"storeId" : "STUSNY01A",
"pickRequestId" : "06d5d49f-07dc-4a2b-9b5c-9703a3f3da43",
"references" : null,
"createdTimestamp" : "2025-08-19T17:51:02.390Z",
"requestedProducts" : [ {
  "productId" : "GA05769-US",
  "unitOfMeasure" : "EACH",
  "inventoryStatus" : "GOOD",
  "productClass" : null,
  "segmentType" : null,
  "segment" : null,
  "requestProductReferenceId" : "10",
  "requestedQuantity" : 1.0,
"reservationId" : "34741f17-64e0-4a08-a8b7-3f748d93f8f6",
  "references" : null,
  "shortageQuantity" : 1.0,
  "sourceLocationId" : null,
  "cancelledQty" : 0.0,
  "cancelledSerials" : null
} ],
"hasShortage" : true,
"lastModifiedTimestamp" : "2025-08-19T17:56:19.392Z",
"assignedToUserId" : "paullopez",
"expectedCompletionTime" : null,
"purpose" : "SALE",
"requestedBy" : "Eric",
"performedByUserId" : "paullopez",
"orderNo" : null,
"shipmentNo" : "GS.4691-7677-1701-2",
```

```
"cartId" : "GS.4691-7677-1701-2",
"reservationReference" : "GS.4691-7677-1701-2",
"deliveryMethod" : "PICK",
"cancellationRequested" : false,
"completionTimestamp" : null,
"stagingLocationId" : null,
"expectedShipDate" : null,
"includedInBatch" : false,
"cancelledBy" : "paullopez"
},
status: PROCESSED,
retry_count: 1
}
```

Reservation Response :

```
<Output>
  <ArrayElement deliveryMethod="PICK" expirationTs="2025-08-26T17:00:00.000Z"
    id="34741f17-64e0-4a08-a8b7-3f748d93f8f6" itemId="GA05769-US"
    reference="GS.4691-7677-1701-2" reservationTs="2025-08-22T10:20:13.135Z"
    reservedQuantity="1.0" segment="ONLINE" segmentType="CHANNEL"
    shipNode="STUSNY01A" status="0" unitOfMeasure="EACH"/>
</Output>
```